



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 29, 2023

James Pilot
Bay Human Services, Inc.
P O Box 741
Standish, MI 48658

RE: License #: AL170399127
Investigation #: 2023A0873013
Meridian Heights

Dear James Pilot:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available, and you need to speak to someone immediately, please contact the local office at (517) 643-7960.

Sincerely,

A handwritten signature in black ink, appearing to be 'G. Peters', with a large loop and a long horizontal stroke extending to the right.

Garrett Peters, Licensing Consultant
Bureau of Community and Health Systems
234 W. Baraga Ave.
Marquette, MI 49855
(906) 250-9318

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	AL170399127
Investigation #:	2023A0873013
Complaint Receipt Date:	05/09/2023
Investigation Initiation Date:	05/10/2023
Report Due Date:	07/08/2023
Licensee Name:	Bay Human Services, Inc.
Licensee Address:	PO Box 741 3463 Deep River Rd Standish, MI 48658
Licensee Telephone #:	(989) 846-9631
Administrator:	Tammy Unger
Licensee Designee:	James Pilot
Name of Facility:	Meridian Heights
Facility Address:	1105 Meridian Sault Ste. Marie, MI 49783
Facility Telephone #:	(906) 635-8806
Original Issuance Date:	06/01/2019
License Status:	REGULAR
Effective Date:	12/01/2021
Expiration Date:	11/30/2023
Capacity:	18
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff member Lisa Laponsie contacted Resident A through social media and asked if she could borrow \$70.	Yes
Additional Findings	No

III. METHODOLOGY

05/09/2023	Special Investigation Intake 2023A0873013
05/10/2023	APS Referral Referred to APS
05/10/2023	Special Investigation Initiated - Telephone Referred to APS
05/12/2023	Inspection Completed On-site
05/12/2023	Contact - Face to Face Interview with Jeri McMahon and Heather Raffaele
06/27/2023	Contact - Telephone call made Interview with Resident A
06/27/2023	Contact - Telephone call made Interview with Elizabeth Eidenier
06/28/2023	Inspection Completed-BCAL Full Compliance
06/28/2023	Exit Conference With Tammy Unger
06/29/2023	Exit Conference With Tammy Unger

ALLEGATION: Staff member Lisa Laponsie contacted Resident A through social media and asked if she could borrow \$70.

INVESTIGATION: On 05/09/2023 I received an incident report from Meridian Heights. The incident report detailed an incident that occurred on 04/21/2023 in which Resident A contacted a staff person claiming that another staff person, Lisa Laponsie, asked her if she could borrow \$70 from Resident A because “I have kids at home I need to feed,” and “I am such a shitty mom because I can’t afford to pay for anything,” and “I just need some help.” Resident A reported that this made her feel guilty and she transferred \$70 to Laponsie. The incident report indicates that, upon hearing this allegation, Bay Human Services regional manager, Heather Raffaele, requested staff contact Hiawatha Behavioral Health’s Recipient Rights officer, Elizabeth Eidenier, and file a complaint, which staff did. Staff confirmed, through Resident A’s social media account, that the money was transferred to Lisa Laponsie, who was then terminated from her position with Meridian Heights.

On 05/12/2023 I conducted an unannounced onsite inspection of the facility. Resident A was not there at the time as she was working at her job off-site, but the residents I did observe seemed happy and well-cared for and the facility was clean. While there I interviewed regional manager Raffaele along with Jeri McMahon, home manager. The details of the incident report were confirmed, and I was told a recipient rights investigation was also initiated. I was told that Lisa Laponsie had returned the \$70 she took from Resident A and her employment was immediately terminated.

On, 05/12/2023, I received a copy of the recipient rights referral concerning the incident and a copy of Staff Lisa Laponsie’s certification of completion indicating she passed her recipient rights training in March of 2023. I also received a copy of the receipt written up by Bay Human Services indicating Resident A was reimbursed the \$70. I also received a copy of a screen capture of the conversation between Lisa Laponsie and Resident A showing that \$70 was transferred from Resident A to Lisa Laponsie, who then acknowledged she received it, and promised to pay Resident A back Friday, in person.

During the course of this investigation, I attempted to contact Lisa Laponsie but was unsuccessful. The most recent attempt, on 06/27/2023, Lisa Laponsie’s phone appeared to be shut off and there was no ability to leave a voicemail.

On 06/28/2023 I interviewed Resident A who confirmed the incident happened as documented and that she has received her \$70 back. Resident A told me that she sent Staff Lisa Laponsie the money because Staff Lisa Laponsie made her feel guilty. Resident A told me that she is employed in the community and handles her own money and that no other staff members or residents ask her to borrow money. Resident A told me that, although she would like to get her own apartment soon, she feels safe at Meridian Heights and would like to continue living there.

Also, on 06/28/2023, I interviewed Elizabeth Eidenier, recipient rights officer for Hiawatha Behavioral Health. Eidenier confirmed the details of the incident and reported to me that as part of the recipient rights training staff are trained to not have contact on social media with residents and are not permitted to take anything from a resident, including items that are freely given. I was also told that as a result of this incident, recipient rights officers will be going into adult foster care homes more frequently to reiterate the rules to staff members to help prevent incidents from occurring in the future.

On 06/28/2023, I conducted an exit conference with Tammy Unger, administrator for Meridian Heights. Tammy Unger was aware of the allegations was pleased recipient rights would be coming into the home more frequently to remind staff what is and isn't permissible as an employee of an adult foster care.

On 06/29/2023, I conducted an additional exit conference with Tammy Unger, administrator for Meridian Heights. I informed her of the evidence of a rule violation and the need for a corrective action plan. She understood and told me that they would begin working on the corrective action plan once the report was received.

APPLICABLE RULE	
R 400.15315	Handling of resident funds and valuables.
	(10) A licensee, administrator, direct care staff, other employees, volunteers under the direction of the licensee, and members of their families shall not accept, take, or borrow money or valuables from a resident, even with the consent of the resident.
ANALYSIS:	An incident report dated 4/21/2023 confirmed Resident A transferred \$70 to Staff Lisa Laponsie. Recipient Rights also confirmed the details of the incident report. The staff member involved was terminated from her position and Resident A was reimbursed the money she let staff borrow.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend no changes to the status of this license.

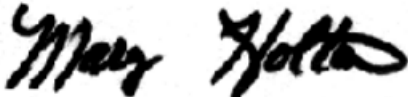


06/29/2023

Garrett Peters
Licensing Consultant

Date

Approved By:



06/29/2023

Mary E. Holton
Area Manager

Date