



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

June 23, 2023

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

RE: License #:	AS090238706
Investigation #:	2023A0123049
	Mason AFC

Dear Mr. 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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 cursive script, appearing to read "Shamidah Wyden".

Shamidah Wyden, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48607  
989-395-6853

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT**  
**This report contains quoted profanity.**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS090238706
<b>Investigation #:</b>	2023A0123049
<b>Complaint Receipt Date:</b>	06/09/2023
<b>Investigation Initiation Date:</b>	06/09/2023
<b>Report Due Date:</b>	08/08/2023
<b>Licensee Name:</b>	Bay Human Services, Inc.
<b>Licensee Address:</b>	PO Box 741 3463 Deep River Rd Standish, MI 48658
<b>Licensee Telephone #:</b>	(989) 846-9631
<b>Administrator:</b>	Tammy Unger
<b>Licensee Designee:</b>	James Pilot
<b>Name of Facility:</b>	Mason AFC
<b>Facility Address:</b>	2540 Mason Street Bay City, MI 48708
<b>Facility Telephone #:</b>	(989) 894-0312
<b>Original Issuance Date:</b>	08/01/2001
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/15/2022
<b>Expiration Date:</b>	07/14/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff Tiara Williams has stolen food from the home on multiple occasions.	Yes

## III. METHODOLOGY

06/09/2023	Special Investigation Intake 2023A0123049
06/09/2023	APS Referral APS referral information received.
06/09/2023	Special Investigation Initiated - Telephone I spoke with Complainant 1 via phone.
06/09/2023	Inspection Completed On-site I conducted an on-site visit at the facility. I interviewed staff and residents.
06/14/2023	Contact - Telephone call made I interviewed staff Tiara Campbell via phone.
06/14/2023	Contact - Telephone call made I spoke with staff Ursula Acklen via phone.
06/21/2023	Contact- Telephone call made I conducted a follow-up FaceTime call with the facility.
06/21/2023	Contact- Document Sent I sent a request to the Bay City Police records department for a copy of the police report.
06/23/2023	Contact- Document Received I received a copy of the Bay City Police department report.
06/23/2023	Exit Conference I spoke with designated person/administrator Tammy Unger.

**ALLEGATION:** Staff Tiara Williams has stolen food from the home on multiple occasions.

**INVESTIGATION:** On 06/09/2023, I spoke with Complainant 1 via phone. Complainant 1 stated that staff Tiara Campbell came to the home on 06/07/2023 screaming and yelling. Complainant 1 stated that it was confirmed with staff and a resident that Staff Campbell had stolen food out of the facility and told another resident “*you better not tell anybody.*” Staff Campbell was called and informed that she was off the schedule. Later that day, Staff Campbell came up to the home with two other individuals, refused to leave, and was screaming and yelling. Staff had to call the police because Staff Campbell was making threats. Staff Campbell stole at least three bags worth of groceries. Staff Campbell admitted to the police that she only stole a pack of crackers.

On 06/09/2023, I obtained a copy of an *AFC Licensing Division- Incident/Accident Report* dated authored by home manager Kelsey Scharer and dated 06/07/2023. She reported on the documentation that on 06/05/2023, staff Latrisha Redeemer came to her and reported that staff Jennifer Rivera told her that staff Tiara Campbell took three bags of food that contained meat and box food from Mason Home within the last week. Staff Redeemer also reported that she was told that Staff Campbell told Resident A that she “*better not say anything.*” Staff Scharer noted that she spoke with Resident A on 06/06/2023 and Resident A confirmed that Staff Campbell took three bags of food as well as another bag containing macaroni and cheese and other things on 06/05/2023. Staff Scharer noted that she contacted management to report the incidents, and that Staff Campbell is on leave of absence pending investigation. The incident report also notes that Staff Rivera would receive corrective action for failure to report.

On 06/09/2023, I conducted an on-site at the facility. I interviewed staff Jennifer Rivera. Staff Rivera stated that she saw staff Tiara Campbell taking cans from the cupboard last week and chicken one time about a month ago. She stated that Staff Campbell told her that she got permission and that it was fine that she was taking the food. Staff Rivera stated Staff Campbell called the facility multiple times (on 06/07/2023), then showed up at the facility with two other individuals. Staff Campbell was in the garage yelling. Staff Kelsey Scharer had asked Staff Campbell to leave, and Staff Scharer ended up having to call the police. Staff Rivera stated that she had to get the residents to the bedrooms as Staff Campbell was in the house. She stated that Staff Campbell was looking for a phone number and was yelling that Staff Scharer was messing with her money. She stated that Staff Campbell also told Staff Scharer that she was not afraid of the police. She stated that Staff Campbell was also in the front yard with her two friends causing a scene.

On 06/09/2023, I interviewed Resident A at the facility. Resident A stated that staff Tiara Campbell came in one day yelling. Resident A stated that she is still scared because of it. She stated that Staff Campbell took some food from the facility and told Resident A not to tell anyone about it. Resident A stated that she took this as a

threat. She stated that when Staff Campbell came in the other day, they had to go hide in the bedrooms. She stated that Staff Campbell was yelling at Staff Scharer about money and threatened to do something to Staff Scharer. Resident A stated that she was interviewed by the police, and that Staff Scharer had to call the police on Staff Campbell. She stated that Staff Campbell is not allowed here anymore, and at this point she does not like Staff Campbell at all. She stated that she is still shaken up about the incident. She stated that she saw Staff Campbell steal food more than once and that Staff Campbell told her more than one time not to tell anyone. She stated that Staff Williams stole crackers and other things.

On 06/09/2023, I interviewed Resident B at the facility. Resident B stated that she heard Staff Campbell yelling and the home manager, Staff Scharer had asked Staff Campbell to leave. She stated that she heard Staff Campbell yell "*I hate you.*" She stated that three police responded to the home, and that she had heard from another resident that Staff Campbell was stealing food. She stated that prior to all of this, Staff Campbell worked at the facility for about three years and was okay.

On 06/09/2023, I interviewed Resident C at the facility. Resident C stated that the incident that happened with Staff Williams happened fast. Resident C stated that she was in the kitchen when staff asked the residents to go to their rooms. She stated that both she and Resident A were crying. Resident C stated that she had to take a PRN due to her anxiety because she was shaky. She stated that Staff Williams was yelling, but she cannot remember what Staff Williams was saying at the time. Resident C denied having any knowledge of Staff Williams stealing any food. She stated that Staff Williams was nice before this incident, and that she had never seen Staff Williams act like this before.

On 06/09/2023, I interviewed home manager Kelsey Scharer at the facility. She stated that staff Tiara Williams came to the home on Wednesday (06/07/2023) yelling and screaming that she wanted the phone number to the regional manager. She stated that this was after a phone conversation where she (Staff Scharer) told Staff Williams that she was taken off of the schedule. She stated that Staff Williams was yelling and cursing at her over the phone. Staff Scharer stated that the residents were a witness to Staff Williams' behavior, and that staff got the residents back to their rooms when they realized things were serious. She stated that Staff Williams was yelling and cursing inside of the home and was yelling at her telling her that she was messing up her (Staff Williams') money. She stated that Staff Williams had pulled into the driveway screaming when she first arrived at the home. Staff Scharer stated that she was able to lock the front door, but Staff Williams got past two other staff that were outside and had made her way into the home through the garage door. She stated that staff tried to get Staff Williams to stay outside, but she pushed past them. Staff Scharer stated that it was reported that Staff Williams stole about three bags worth of food and told Resident A "*you better not tell anyone.*" She stated that Staff Williams stole some brats last month, chicken last week, as well as some canned goods and boxed food items. She stated that she heard today that Staff Williams said that she knew where she (Staff Scharer) lives and that she is going to

*“fuck her shit up.”* She stated that Staff Williams also threatened to *“dog walk”* her. She stated that Resident A has high anxiety and dreams about Staff Williams beating her up since the incident. Staff Scharer stated that it took her calling the police for Staff Williams to walk out of the home. She stated that the incident was very highly emotional.

On 06/09/2023, I interviewed staff Latrisha Redeemer at the facility. She stated that on 06/07/2023, she was outside when staff Tiara Campbell pulled up. She stated that she heard Staff Campbell's car tires screeching around the corner. Staff Campbell pulled up to the facility, got out of the car and was acting hostile saying, *“they're playing with my money!”* Staff Redeemer stated that she tried to redirect Staff Campbell and calm her down, but Staff Campbell went past her and went inside the facility screaming and yelling. Staff Scharer had asked Staff Campbell to step outside to talk, then had to ask her to leave in an attempt to get her away from the residents. She stated that Staff Scharer attempted this a couple of times before she called 911. Staff Redeemer stated that Staff Campbell was being aggressive, but walked outside the facility once she realized Staff Scharer was on the phone with 911. She stated that Staff Campbell made a scene that day. Staff Redeemer stated that at the end of the month the facility gets low on food, but never to where there is not a single piece of meat. She stated that Staff Rivera told her that Staff Campbell *“went grocery shopping here.”* She stated that there was still some canned goods and stuff, just no meat. She stated that she was told that there were three bags of groceries that Staff Campbell stole.

On 06/14/2023, I interviewed staff Tiara Campbell via phone. Staff Campbell denied the allegations stating that they were false allegations. She stated that she took some pads (chux) after getting permission from the assistant home manager and the home manager. She stated that the assistant home manager allowed her to take some crackers. She stated that she has worked at the facility for three years and did not have any issues until staff Kelsey Scharer started working there. Staff Campbell stated that she showed up to the home to get the phone number for staff Ursula Acklen (regional manager). Staff Campbell stated that Staff Scharer yelled at her first, so she yelled back correcting Staff Scharer and because she felt Staff Scharer was treating her like a little kid. Staff Campbell stated that Resident A is a liar, and that there are other staff persons who take things from the facility. Staff Campbell stated that her girlfriend and another individual was at the facility with her but stated that her friends had nothing to do with what was going on. She stated that Staff Scharer called the police on her for yelling back at her. Staff Campbell stated that she got permission from staff Ursula Acklen to sit and wait for Staff Acklen to arrive at the facility.

On 06/14/2023, I interviewed regional manager Ursula Acklen via phone. Staff Acklen stated that she received a call from Staff Tiara Campbell, while Staff Campbell was at the facility. She stated that she did ask her to wait until she arrived. She stated that she also received a call from staff Kelsey Scharer letting her know that Staff Campbell was there to get her phone number. Staff Acklen stated that

when she arrived at the home, the police were already there. She stated that two days prior, a staff person informed Staff Scharer that there was food missing. Staff Acklen stated that she asked Staff Scharer to speak with the residents about it. She stated that Staff Campbell was not worked up when she arrived at the facility, but Staff Scharer informed Staff Acklen that Staff Campbell came in the home yelling. She stated that Staff Campbell reported that Staff Scharer yelled at her first, and that Staff Scharer had given her permission to take some blue pads (chux). She stated that Staff Campbell admitted to taking some crackers from the facility. She stated that Staff Scharer is truthful, and that Staff Campbell can be hostile at times.

On 06/21/2023, I conducted a follow-up FaceTime call with the facility. I spoke with staff Lisa Hammond. I observed the food supply in the facility which appeared sufficient. There was food stored in multiple kitchen cupboards (emergency supply), the pantry, the kitchen freezer and refrigerator, as well as a freezer in the garage. Staff Hammond stated that the facility grocery shops once or twice per week. She stated that she was not present the day of the alleged incident, but she heard about it from the residents.

On 06/23/2023, I received a copy of the Bay City Police department report (Incident No 23-001794). Officer Jonah O’Laughlin was the responding officer. Officer O’Laughlin interviewed Staff Scharer, Staff Rivera, Staff Williams, and Staff Acklen. Staff Tiara Campbell is noted as the suspect. Staff Scharer reported to the police that Staff Campbell was caught stealing about \$100 worth of food from the home (i.e., chicken, brats, boxed and canned food) without permission, by staff and Resident A. She threatened Resident A not to tell anyone. Staff Scharer reported that Staff Campbell arrived at the home walking in screaming, after being informed her hours were being cut. Staff Rivera reported that she saw Staff Campbell take chicken out of the home and was told by Staff Campbell that she was allowed to take it. Resident A reported to the office that she witnessed Staff Campbell steal boxed and canned food and was told by Staff Campbell not to tell anyone. Staff Campbell reported to the officer that she got permission to take some crackers and puppy pads. She also stated that she was not okay with being taken off the schedule, she was denied Staff Ursula’s number, so she came to the home. Staff Campbell also stated that Staff Scharer yelled at her first and admitted to raising her voice.

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<b>(2) Direct care staff shall possess all of the following qualifications:</b> <b>(a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.</b>
<b>ANALYSIS:</b>	An incident report received on 06/09/2023 notes that staff Jennifer Rivera and Resident A observed staff Tiara Campbell taking food from the home.

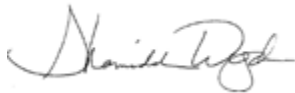


	<p>Resident A, Resident B, and Resident C were interviewed, and all witnessed Staff Campbell arrive at the home yelling and causing a scene on 06/07/2023.</p> <p>Staff Rivera, staff Kelsey Scharer, and staff Latrisha Redeemer all reported that Staff Campbell arrived at the home yelling, cursing, and causing a scene in front of the residents.</p> <p>A copy of the Bay City Police report was obtained. Due to Staff Campbell's behavior at the home, home manager Kelsey Scharer had to call 911. Staff Scharer also reported that Staff Campbell verbally threatened her.</p> <p>There is a preponderance of evidence to substantiate a rule violation in regard to the suitability of staff Tiara Campbell due to her being observed stealing food from the home and her behavior at the facility on 06/07/2023.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 06/23/2023, I conducted an exit conference with administrator and designated person Tammy Unger via phone. I informed her of the findings and conclusion.

**IV. RECOMMENDATION**

Contingent upon the receipt of an acceptable corrective action plan, I recommend continuation of the AFC small group home license (capacity 1-6).




06/23/2023

Shamidah Wyden  
Licensing Consultant

Date

Approved By:



06/23/2023

Mary E. Holton  
Area Manager

Date