



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

August 8, 2023

Stephanie Kennedy-Kinney
Saints Incorporated
2945 S. Wayne Road
Wayne, MI 48184

RE: License #: AS820013672
Investigation #: 2023A0116042
Hall Road Home

Dear Ms. Kennedy-Kinney:

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 (313) 456-0380.

Sincerely,

A handwritten signature in blue ink that reads "Pandrea Robinson". The signature is written in a cursive, flowing style.

Pandrea Robinson, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 319-9682

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820013672
Investigation #:	2023A0116042
Complaint Receipt Date:	07/20/2023
Investigation Initiation Date:	07/20/2023
Report Due Date:	09/18/2023
Licensee Name:	Saints Incorporated
Licensee Address:	2945 S. Wayne Road Wayne, MI 48184
Licensee Telephone #:	(734) 722-2221
Administrator:	Stephanie Kennedy-Kinney
Licensee Designee:	Stephanie Kennedy-Kinney
Name of Facility:	Hall Road Home
Facility Address:	22014 Chipmunk Trail Woodhaven, MI 48183
Facility Telephone #:	(734) 671-7695
Original Issuance Date:	02/28/1984
License Status:	REGULAR
Effective Date:	12/15/2022
Expiration Date:	12/14/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Resident B and Resident C observed staff, Titilayo Howard, hit Resident A.	Yes

III. METHODOLOGY

07/20/2023	Special Investigation Intake 2023A0116042
07/20/2023	Referral - Recipient Rights Received.
07/20/2023	Special Investigation Initiated - Telephone Left a message for staff Alease Peeples requesting a return call.
07/20/2023	APS Referral Made by Recipient Rights Investigator (RRI), Matthew Schneider.
07/20/2023	Contact - Telephone call received. Interviewed staff, Alease Peeples.
07/20/2023	Contact - Document Received Ms. Peeples sent a picture of Resident A's arm and a video of an interaction between Resident A and staff, Titilayo Howard.
07/28/2023	Inspection Completed On-site Visually observed Resident A interviewed Residents B-C and staff, Marianna Salas.
07/28/2023	Contact - Document Received Went to Saint's Incorporated offices and reviewed staff, Titilayo Howard's employee record.
07/28/2023	Inspection Completed-BCAL Sub. Compliance
08/07/2023	Contact - Telephone call made Interviewed staff, Titilayo Howard.
08/07/2023	Contact - Telephone call made Interviewed Matthew Schneider, RRI.

08/07/2023	Exit Conference With licensee designee, Stephanie Kennedy-Kinney.

ALLEGATION:

Resident B and Resident C observed staff, Titilayo Howard, hit Resident A.

INVESTIGATION:

On 07/20/23, I interviewed staff, Alease Peeples, and she reported that the alleged incident occurred on 07/15/23, but Resident B and C did not share it with her until she arrived at work on 07/16/23. Ms. Peeples reported that they told her that staff, Titilayo Howard, slapped Resident A on the arm two times. Ms. Peeples reported that she also observed Ms. Howard push Resident A and that she caught the end of it on video. Ms. Peeples reported that something about Ms. Howard does not sit well with her. Ms. Peeples reported that Ms. Howard has been moved to another home and has not worked in the home since she notified management of the incident.

On 07/20/23, I received a picture of Resident A's left arm and a portion of video. Resident A has 2 red marks and a small scratch on her lower arm area. The video did not show Ms. Howard pushing or being physical with Resident A.

On 07/28/23, I conducted an unscheduled onsite inspection and visually observed Resident A, interviewed Resident B and C and staff, Marianna Salas.

I visually observed Resident A sitting on the couch watching television. Resident A could not be interviewed as she is non-verbal. I observed Resident A to be neatly dressed and groomed. I observed a few red marks on both of Resident A's lower arm areas. Resident A was picking and scratching both arms during the onsite. I did not observe any bruises on either arm or hands.

I interviewed Resident B and she reported that she saw Ms. Howard hit Resident A twice on her hands. Resident B reported that Resident A did not do anything wrong. Resident B reported that Ms. Howard had never done anything like this before. Resident B denied ever observing Ms. Howard push or shove Resident A. Resident B reported that she does not want Ms. Howard to work in the home anymore.

I interviewed Resident C and she reported that she observed Ms. Howard hit Resident A on her hand two times. Resident C reported that she does not know why Ms. Howard hit Resident A. Resident C denied ever observing Ms. Howard push or shove Resident A. Resident C further reported that Ms. Howard was always good to her and treated her really nice. Resident C reported that she cares about Resident A and does not want to see anyone hurt her.

I interviewed staff, Marianna Salas, and she reported that Ms. Howard is new to the company and reported that she has never worked a shift with her and is unable to speak about her or how she interacts with the residents. Ms. Salas reported that since the allegations surfaced, Ms. Howard has not worked in the home, and reported she does not believe she will be returning to the home.

On 07/28/23, I reviewed Ms. Howard's employee record at the Saints, Incorporated main office. Ms. Howard's record was complete and contained all of the required training requirements.

On 08/07/23, I interviewed staff, Titilayo Howard. Ms. Howard denied the allegations and reported that she has been in this field for years and knows better. She reported that she did not hit or push Resident A and alleged. Ms. Howard reported that she believed that Resident B made the allegation up against her as she was upset with her. Ms. Howard reported that Resident B was constantly in her personal space hugging and kissing her cheek and she explained to Resident B that that behavior was not appropriate and that she would like for her to stop doing that. Ms. Howard reported Resident B got upset with her and made a huge ordeal out of it and began calling all around telling anyone who would listen that she was being mean to her. Ms. Howard reported the next thing she knew she was being investigated and removed from the home. Ms. Howard reiterated that she never hit or pushed Resident A or any of the other residents.

On 08/07/23, I interviewed RRI, Matthew Schneider, and he reported that he is in the process of concluding his investigation. Mr. Schneider reported that he will be substantiating the allegation based on the information reported to him by Resident B and C.

On 08/07/23, I conducted the exit conference with licensee designee, Stephanie Kennedy-Kinney and informed her of the findings of the investigation. Ms. Kennedy-Kinney reported that she understood. Ms. Kennedy-Kinney further reported that she took immediate action by removing Ms. Howard from the home to ensure the safety and well-being of the residents. Ms. Kennedy-Kinney added that Resident B does have a history of retaliating against staff when she gets upset with them or can't get her way. Ms. Kennedy-Kinney reported that she hopes this is not why this allegation came about, however, reported that she will continue to put the resident's well-being first. Ms. Kennedy-Kinney confirmed that Ms. Howard is working in another one of their Semi-Independent Programs that houses two occupants.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.

ANALYSIS:	<p>Based on the findings of the investigation, which included interviews of Ms. Peeples, Resident B-C and Mr. Schneider, I am able to corroborate the allegations.</p> <p>Ms. Peeples reported that Resident B and C informed her on 07/16/23 that Ms. Howard hit Resident A on her arms two times.</p> <p>Resident B and C both reported that they observed Ms. Howard hit Resident A on her hands two times.</p> <p>Mr. Schneider reported that he will be substantiating the allegations and confirmed that Resident B and C both reported observing Ms. Howard hit resident A on her hands.</p> <p>This violation is established as Resident A was not treated with dignity and her personal needs, including protection and safety, were not attended to at all times.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



Pandrea Robinson
Licensing Consultant

08/08/23
Date

Approved By:



08/08/23

Ardra Hunter
Area Manager

Date