



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

September 26, 2023

Zachary Fisher
Randall Residence of Auburn Hills, LLC
310 White Oak Road
Lawton, MI 49065

RE: License #: AL630402683
Investigation #: 2023A0602028
Randall Residence of Auburn Hills I

Dear Mr. Fisher:

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the violations, disciplinary action against your license is recommended. You will be notified in writing of the department's action and your options for resolution of this matter.

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Cindy Berry".

Cindy Berry, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
3026 West Grand Blvd
Detroit, MI 48202
(248) 860-4475

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL630402683
Investigation #:	2023A0602028
Complaint Receipt Date:	06/14/2023
Investigation Initiation Date:	06/15/2023
Report Due Date:	08/13/2023
Licensee Name:	Randall Residence of Auburn Hills, LLC
Licensee Address:	310 White Oak Road Lawton, MI 49065
Licensee Telephone #:	(248) 340-9296
Administrator:	Zachary Fisher
Licensee Designee:	Zachary Fisher
Name of Facility:	Randall Residence of Auburn Hills I
Facility Address:	3033 N. Squirrel Rd Auburn Hills, MI 48326
Facility Telephone #:	(248) 340-9296
Original Issuance Date:	09/18/2020
License Status:	REGULAR
Effective Date:	03/18/2021
Expiration Date:	03/17/2023
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Mold was discovered in the facility.	No
Additional Findings	Yes

III. METHODOLOGY

06/14/2023	Special Investigation Intake 2023A0602028
06/15/2023	Special Investigation Initiated - Telephone Spoke with the complainant.
06/23/2023	Contact - Face to Face Met with the complainant and reviewed photos.
06/26/2023	Contact – Telephone call made Spoke with the licensee designee for Randall Residence of Sterling Heights, Matthew Sufnar.
06/26/2023	Contact – Telephone call made Spoke with Michael Bolling who is the Regional Vice President of Operations for Encore Management and Development.
07/21/2023	Investigation Completed On-site Interviewed staff member, Dee Jones.
08/04/2023	Investigation Completed On-site Interviewed the new Executive Director, Tonya Carter and staff member, Dee Jones.
09/01/2023	Exit Conference Held with Michael Bolling as Mr. Fisher no longer works for the company.

ALLEGATION:

Mold was discovered in the facility.

INVESTIGATION:

On 6/14/2023, a complaint was received and assigned for investigation alleging that mold was discovered in the facility.

On 6/15/2023, I interviewed the complainant by telephone. The complainant requested to meet in person as he had pictures of the flooding he wanted to share.

On 6/23/2023, I interviewed the complainant in person at a neutral location. The complainant stated there was a flood on 10/08/21 that caused water damage to the breakroom and resident room #110. Concraft restoration was contacted and completed an assessment of the damages. It was recommended that the water be extracted from the facility and two feet of drywall be removed in the water damaged areas. The licensee designee at the time, Zachary Fisher approved that the water be extracted, and the areas be dried but did not approve the removal of the drywall. As a result, over time mold was discovered in the facility. The complainant went on to state that Mr. Fisher did not inform any of the residents or their family members regarding the mold issue. There was an air quality test completed that concluded that the air quality was poor. The cost of the test was \$1800 and the company who completed the testing would not release the report until payment was made. According to the complainant, the bill was never paid.

On 6/23/2023, I received and reviewed 38 pictures and 1 video of large amounts of water on the interior of the facilities. It is unclear what pictures are associated with what building. The pictures showed large water stains in some resident rooms, hallways, and the living and dining areas. I did not observe any mold in any of the pictures.

On 6/26/2023, I spoke with the licensee designee for Randall Residence of Sterling Heights, Matthew Sufnar. Mr. Sufnar stated as of 6/01/2023, Randall Residence is now being managed by Encore Management and Development. Randall Residence LLC is no longer involved with the properties and new applications will be submitted soon. Mr. Sufnar provided the contact information for Michael Bolling who is the Regional Vice President of Operations for Encore Management and Development.

On 6/26/2023, I spoke with Mr. Bolling by telephone. Mr. Bolling stated as of 6/01/2023, Randall Residence LLC no longer manages any of the property. Encore received notification to take over management as Randall Residence LLC was forced to cease operation and liquidate their assets. Mr. Bolling said he is aware that Randall Residence LLC has several outstanding unpaid bills and quite a few physical plant issues. He had no knowledge of any floods or mold in the building. Applications will be submitted with Courtyard of Auburn Hills listed as the new name. He went on to state that at this point, he is in the process of hiring a new licensee designee/administrator.

On 7/21/2023, I conducted an unannounced on-site investigation at which time I interviewed staff member, Dee Jones. Ms. Jones stated she has worked for Randall

Residence LLC for several years and began working as the acting Director of Nursing for all four buildings on 6/01/2023. She has been responsible for ordering and managing resident medications and creating staff schedules. She went on to state that Mr. Fisher left the company in January 2023 and the office manager at the time, Jenny Smith was appointed as the licensee designee/administrator. Ms. Smith resigned prior to Encore taking over as the management company. Currently there is no licensee designee or administrator, but Encore is in the process of hiring someone.

On 7/21/2023, I inspected the breakroom and resident room #110. I did not observe any water damage or mold in either location.

On 8/04/2023, I conducted an unannounced on-site investigation at which time I interviewed the new Executive Director, Tonya Carter, and the acting Director of Nursing, Dee Jones. I also inspected the facility. According to Ms. Carter, she was hired by Encore Management and Development and began working on 7/31/2023. She had no knowledge of anything prior to 7/31/2023. Ms. Carter stated she is in the process of being appointed as the licensee designee and administrator for all four Auburn Hills facilities. She said Ms. Jones has been working as the acting Director of Nursing but the Director of Nursing for the Sterling Heights facilities, Holly Milodrowski has been signing off on resident assessment plans etc. until a director of nursing is appointed for the Auburn Hills facilities. Ms. Jones said there was a flood in 2021 that affected all four buildings, but she had no information regarding if mold was detected or not.

On 8/04/2023 I inspected the facility and did not observe any water damage or mold in the breakroom or resident room #110. I randomly inspected several resident rooms and found no evidence of mold or water damage.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	Based on the information obtained during the investigation, and my own observation, there is insufficient information to determine that there is mold in the facility. During the unannounced on-site investigation, I did not observe any mold or water damage in the facility. Ms. Jones stated there was a flood in 2021 but she had no information regarding a mold issue in the building.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 6/26/2023, I spoke with Michael Bolling who is the Regional Vice President of Operations for Encore Management and Development. Mr. Bolling stated as of 6/01/2023, Encore took over management of Randall Residence of Auburn Hills with no licensee designee or administrator in place. Mr. Bolling is in the process of hiring a qualified person and submitting applications for licensure.

On 9/01/2023, I conducted an exit conference with Michael Bolling, the Regional Vice President of Operations for Encore Management and Development as Zachary Fisher no longer works for the company and Randall Residence LLC is no longer the management company. I informed Mr. Bolling that a recommendation of revocation will be made as Randall Residence abandoned their duties as licensee. Mr. Bolling stated he has already submitted new applications for each building and has been in contact with the licensing unit.

APPLICABLE RULE	
R 400.15202	Administrator; qualifications.
	(1) A home shall have an administrator who shall not have less than 1 year of experience working with persons who are mentally ill, developmentally disabled, physically handicapped, or aged.
ANALYSIS:	Based on the information obtained during the investigation, there is sufficient information to determine that the facility is operating without a qualified administrator. Zachary Fisher resigned from his position in January 2023 and Randall Residence LLC failed to submit documentation to qualify a new administrator. As of 6/01/2023, Randall Residence LLC no longer serves as the management company.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.15103	Licenses; required information; fee; effect of failure to cooperate with inspection or investigation; posting of license; reporting of changes in information.
	(5) An applicant or licensee shall give written notice to the department of any changes in information that was previously submitted in or with an application for a license, including any changes in the household and in personnel-related information, within 5 business days after the change occurs.
ANALYSIS:	Based on the information obtained during the investigation, there is sufficient information to determine that Randall Residence LLC did not notify the department that there was a change in management company. Randall Residence LLC also failed to notify the department that the licensee designee/ administrator, Zachary Fisher resigned from his position in January 2023.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

I recommend revocation of this license.



9/20/2023

Cindy Berry
Licensing Consultant

Date

Approved By:



09/22/2023

Denise Y. Nunn
Area Manager

Date