



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

August 24, 2023

Heather luni
Kadima Jewish Support Services For Adults with MI
15999 W Twelve Mile Rd
Southfield, MI 48076

RE: License #: AS630383361
Investigation #: 2023A0991030
Charach 1

Dear Heather luni:

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Kristen Donnay". The signature is written in a dark ink and is positioned above the typed name and contact information.

Kristen Donnay, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3026 W. Grand Blvd. Ste 9-100
Detroit, MI 48202
(248) 296-2783

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630383361
Investigation #:	2023A0991030
Complaint Receipt Date:	07/19/2023
Investigation Initiation Date:	07/19/2023
Report Due Date:	09/17/2023
Licensee Name:	Kadima Jewish Support Services For Adults with MI
Licensee Address:	15999 W Twelve Mile Rd Southfield, MI 48076
Licensee Telephone #:	(248) 559-8235
Licensee Designee:	Heather Iuni
Name of Facility:	Charach 1
Facility Address:	33884 Yorkridge Street Farmington Hills, MI 48331
Facility Telephone #:	(248) 559-5000
Original Issuance Date:	04/26/2018
License Status:	REGULAR
Effective Date:	10/26/2022
Expiration Date:	10/25/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Midnight staff, who does not work in the home, requested \$110 from Resident A. The staff told Resident A that they would make her go to the car, pull her pants down, and do sexual favors with men if she did not give them money. They said that they would give her meds so she would not remember.	No
On 08/05/23, staff did not answer the door when Resident A's guardian came to the home. One of the residents let the guardian into the home and staff seemed "out of it" when approached by the guardian.	Yes

III. METHODOLOGY

07/19/2023	Special Investigation Intake 2023A0991030
07/19/2023	Special Investigation Initiated - Telephone Call to Office of Recipient Rights (ORR) worker, Dawn Krull
07/19/2023	APS Referral Received additional information from Adult Protective Services (APS)
07/19/2023	Referral - Recipient Rights Received from recipient rights
07/19/2023	Contact - Telephone call made To APS worker, Angelique Evans
07/27/2023	Inspection Completed On-site Unannounced onsite inspection- interviewed staff and residents
07/27/2023	Contact - Telephone call made Interviewed direct care worker, Brandon Johnson
07/27/2023	Contact - Telephone call made Interviewed home manager, Aaliyah Black

07/27/2023	Contact - Telephone call made Interviewed Resident A's guardian
07/27/2023	Contact - Document Received staff schedules, Resident A's plan of service
08/07/2023	Contact - Telephone call received From Resident A's guardian
08/07/2023	Contact - Telephone call received From APS worker, Angelique Evans
08/07/2023	Contact - Telephone call made To ORR worker, Dawn Krull
08/07/2023	Contact - Telephone call made To home manager, Aaliyah Black
08/07/2023	Contact - Document Sent Sent additional allegations to ORR
08/08/2023	Contact - Telephone call made To residential director, Ashia Moore
08/08/2023	Contact - Telephone call made Left message for Resident A's case manager
08/10/2023	Contact - Telephone call received From Resident A's case manager
08/10/2023	Exit Conference Left message and emailed licensee designee, Heather Luni, and administrator Clifton Phillips

ALLEGATION:

- **Midnight staff, who does not work in the home, requested \$110 from Resident A. The staff told Resident A that they would make her go to the car, pull her pants down, and do sexual favors with men if she did not give them money. They said that they would give her meds so she would not remember.**
- **On 08/05/23, staff did not answer the door when Resident A's guardian came to the home. One of the residents let the guardian into the home and staff seemed "out of it" when approached by the guardian.**

INVESTIGATION:

On 07/19/23, I received a complaint from the Office of Recipient Rights (ORR) alleging that a midnight staff person who does not work in the home requested \$110 from Resident A. The person told Resident A if she did not give them money, then she would have to go to the car, pull down her pants, and do sexual favors with men. They stated that they would give her meds so that she could not remember. Staff also enter Resident A's room at night and get on top of her. The name of the staff person involved is unknown. The complaint was also received from Adult Protective Services (APS) on 07/19/23. I initiated my investigation on 07/19/23 by contacting the assigned ORR worker, Dawn Krull, and the assigned APS worker, Angelique Evans.

Ms. Krull stated that she spoke with the home manager, Aaliyah Black. Ms. Black told her that Resident A's guardian does not like male staff working with Resident A. Any time there is a male staff in the home, she acts different and will pop up at the home. Ms. Black completed an incident report after Resident A's guardian was parked outside the home when she arrived for a midnight shift. Ms. Black asked the staff on shift, Brandon, if he noticed the car, but he did not see it. Resident A's guardian then came into the home and wanted to find out who was working. She then reported the allegations to the home manager. She told the home manager that a male staff comes in with a female and the female makes Resident A give her \$110 or take down her underwear. Resident A's guardian did not want to tell upper management, because she is worried that they will blame Resident A's mental illness. The home manager spoke with Resident A and Resident B, as they share a room. Neither Resident A nor Resident B knew anything about the allegations. Ms. Black stated that staff, Brandon Johnson, typically works alone on Saturday afternoon from 4:00pm-12:00am and on Sunday from 8:00am-12:00am. Brandon felt uncomfortable after the allegations were made, so he transferred to another home.

Ms. Evans from APS stated that she interviewed Resident A on 07/19/23. Resident A denied the allegations and stated, "Who would say such a thing?" Resident A told her that nobody came in her room, and nobody asked her for money. Ms. Evans stated that Resident A had difficulty staying on topic and appeared to be having some delusional thoughts during her interview. Ms. Evans stated that Resident A's guardian does not want male staff or residents around Resident A. There was one male staff, Brandon Johnson, working in the home. He transferred to another facility after the allegations were made.

On 07/27/23, I conducted an unannounced onsite inspection at Charach 1 and interviewed Resident A. Resident A stated that a year ago staff asked her for money, but that person no longer works in the home. She stated that staff never asked her for sexual favors or told her she would have to take her panties down if she did not give them money. She stated that nobody has come into her room and got on top of her or her roommate. Resident A stated that staff never brought anyone into the home who does not work there. She stated that staff, Brandon, is a good worker. He is like a son to

her, and everything is calm when he is working. He never asked her for money, and she did not have any concerns about him. Resident A had difficulty staying on topic throughout our interview and had tangential speech, often digressing to talk about her babies.

On 07/27/23, I interviewed Resident B. Resident B stated that she shares a room with Resident A. She was not aware of staff ever bringing anyone else into the home who does not work there. She stated that staff never asked her for money or asked her to do sexual favors. She feels safe in the home and all the staff are nice. Resident B did not have any information about staff asking Resident A for money or asking her to do sexual acts. She stated that nobody came into their room and got on top of Resident A. She stated that Resident A “chased away” another male staff because she was saying things. Whenever a man comes into the home, Resident A and her sister make allegations. Resident A stated that Brandon works on the weekends. He is a great guy and does anything he can for you.

On 07/27/23, I interviewed Resident C, Resident D, Resident E, and Resident F. All of the residents denied the allegations. They had no knowledge of staff bringing anyone else into the home. Nobody ever asked them for money or told them they would have to perform sexual acts. They were not aware of anyone asking any of the residents in the home for money or sexual favors. None of the residents had any knowledge of anyone going into Resident A’s room and getting on top of her. Resident C stated that they would have heard about this a long time ago if it had happened. Resident C stated that she never had any issues with any of the male staff in the home, or any staff in general. She feels comfortable when the male staff are in the home. She stated that the home is quieter when Brandon is working, because he calms down the other residents. None of the residents expressed any concerns about their safety in the home.

On 07/27/23, I interviewed the residential director, Ashia Moore. Ms. Moore stated that she did not have any information about any of the allegations. She had no knowledge of staff bringing anyone to the home, she was not aware of staff asking for money, or making threats about residents performing sexual acts. She was not aware of anybody getting on top of Resident A. She stated that Resident A never reported any of this information to her or any of the other staff in the home. Ms. Moore stated that staff feel Resident A’s guardian is harassing them. Direct care worker, Brandon Johnson, asked to be moved to another home following the complaints. Ms. Moore stated that they had a meeting last week with Resident A’s guardian, her case worker, and nurse. Resident A’s guardian was unable to provide an exact date and did not know which staff was involved. The guardian stated that it was a female who forced Resident A to go into the garage and drop her pants and to give her money. Ms. Moore stated that Resident A’s case worker and nurse met with her during the time when these events allegedly occurred (06/20/23-07/08/23) and they did not notice any changes in Resident A. Resident A did not report any of these allegations to them. Ms. Moore stated that she does not have any concerns about any of the staff in the home.

On 07/27/23, I interviewed direct care workers, Vorica Porter, Latoya Williams, and Ruby Harris. None of the staff who were interviewed had any information about the allegations. They denied asking any of the residents for money, asking residents to perform sexual acts, and getting on top of Resident A. They did not have any knowledge of any other staff in the home engaging in any of the alleged behaviors. They did not express any concerns about any staff currently working in the home. They were not aware of any staff bringing anyone to the home. Direct care workers, Ruby Harris and Latoya Williams, stated that Resident A and her guardian have issues with male staff working in the home.

On 07/27/23, I interviewed direct care worker, Brandon Johnson, via telephone. Mr. Johnson stated that he has worked for the company for seven years. He typically works at Charach on Saturday from 4:00pm-12:00am and then works a double shift on Sunday from 8:00am-12:00am. He denied all of the allegations. He never brought someone to the home who does not work there. He never asked Resident A for money or threatened to make her perform sexual acts. He never got on top of Resident A. He was not aware of any other staff doing any of these things and did not have any concerns about any staff in the home. Mr. Johnson stated that he does not interact much with Resident A during his shifts. Resident A typically stays in her room and only comes out for meals or medications.

On 07/27/23, I interviewed the home manager, Aaliyah Black, via telephone. Ms. Black stated that Resident A's guardian came to the home during the midnight shift. She reported to Ms. Black that she had some concerns and that Resident A told her that someone got on top of her. Resident A also told her guardian that someone asked her for money and would make her go into the garage and take her clothes off. Resident A's guardian did not know which staff was involved in this, but she stated that it happened sometime on the weekend before midnight, around 8:00pm. Ms. Black stated that staff, Brandon Johnson, typically works that shift by himself. Resident A's guardian stated that someone was at the home with Brandon. The person was a "brown skinned female with a long ponytail." Ms. Black stated that they do not have any staff who fits that description. Ms. Black stated that Resident A's guardian asked that this information not be shared with upper management because she did not want Resident A to be kicked out of the home. Ms. Black stated that she did not have any information about any of the allegations. She stated that Resident A typically stays in her room and only comes out for meals. She did not have any concerns about Brandon or any other staff in the home. She was not aware of Brandon ever bringing any females into the home. She stated that Resident A never reported any of these allegations to her, and Resident A will typically tell staff if something is going on. Ms. Black was not aware of any staff asking Resident A for money or taking money from her. Resident A's guardian gives her money to spend, and the home is not responsible for managing any of Resident A's funds. They do not track her cash or spending.

On 07/27/23, I interviewed Resident A's guardian via telephone. Resident A's guardian stated that Resident A's mother came to visit around Memorial Day. She was visiting

with Resident A frequently at Charach Home to work on Resident A's hair. Resident A confided in her mother that a staff who does not usually work in the home wanted Resident A to give her money. Resident A had \$500 in cash in her wallet, because her guardian gives her money and Resident A does not spend it. When Resident A's guardian found out she had not spent any of the money, she and the home manager tried to get her to give back some of the money, but Resident A refused. She became obsessed about the money and needing it to pay for Avon. She said that she was going to talk to the judge because her guardian would not give her any more money. Resident A later told her mom that a girl "with brown skin" approached her at the table and told her that she needed \$110. Resident A gave her the money. This person then approached Resident A for a second time and asked for \$110. Resident A told her that she didn't have the money. Resident A told her mother that the girl told her, "When people don't do right, I have people go outside and pull their pants down and have them do things with boys." Resident A told her that she did not want to do this and that it was not nice. The person then told Resident A not to worry, because they would give her something so that she would not remember it. Resident A's guardian stated that after Resident A reported this information, she counted her money again and Resident A only had \$300. She was not aware of Resident A making any purchases.

Resident A's guardian stated that she asked Resident A about what she told her mom. Resident A told her the story, but when the guardian tried to ask her additional questions, Resident A did not want to talk about it. Resident A's guardian stated that this happened during the midnight shift, and that there have been staff covering shifts from other homes because the facility is short staffed. She tried asking staff who was working during the midnight shifts, but they could not tell her who was working. She stated that there were just scribbles in the book, so she did not know who was working. Resident A did not know their name, because they do not wear ID badges.

Resident A's guardian stated that she felt something happened to Resident A and that the home manager knew about it, because the home manager asked her if Resident A still had her period. Resident A's guardian stated that Resident A no longer gets a period due to her age. Later, Resident A's guardian and mother noticed that Resident A's underwear were very soiled. She stated that they were stained with a brown discharge, and she had to throw away the underwear. Resident A did not see a doctor, because she refuses to go to the doctor and does not trust them. She does her psychiatric appointments via telehealth and her primary care physician comes to the home to see her.

Resident A's guardian stated that on another occasion, Resident A's mother was on the phone with Resident A around 10:30-11:00pm and heard a male voice saying, "Come on (Resident A), come on (Resident A)." She stated that there was no reason for anyone to be telling Resident A to come on, because she had already received her medications for the night. Resident A's mother heard the voice say, "You're not going to get out of it this time," and Resident A responded, "No, no. What are you going to do?" Resident A's guardian stated that she drove to the house to see what was going on. She arrived around 11:30pm. Resident A was in bed and was talking about Coca-Cola

and asking why they made her take it. Resident A then fell asleep and did not say anything else. Resident A's guardian stated that staff, Brandon was working when she arrived at the home. She asked him who was coming in to work the midnight shift, but he did not know. She decided to wait and see, so she drove around the block and waited until the midnight shift arrived. She stated that the home manager came in to work the midnight shift. Resident A's guardian stated that she reported this information to the home manager. Shortly thereafter, staff Brandon transferred to another home. She stated that she never accused Brandon of anything, so she did not know why he would ask to be transferred. She only said that they heard a male and female voice on the phone. She asked if they could install cameras in the common areas of the home, but the administrator, Clifton, said no.

Resident A's guardian stated that Resident A also reported to her mother that someone comes into her room and gets on top of her when she sleeps. She did not know who it was or when this happened. She did not know if it was a man or a woman.

Resident A's guardian stated that she also knows something is going on at the home, because someone took Resident A's personal cell phone and removed the password from it. Resident A's guardian stated that she and Resident A's mother are the only people who call Resident A on her phone, and there was a time period when they could never get through to Resident A on her cell phone. They could only reach her by calling the home's phone number. When she looked at Resident A's phone, she noticed that the password was removed and there were several private calls on the phone. The phone had a page pulled up that Resident A's guardian could not decipher. Resident A told her guardian that she had to leave it on that page so they could find her. She told her guardian that "the banker" said they need to find her so they can give her back her money. Resident A's guardian did not know who she was referring to when she talked about the banker. She stated that she reset the phone to the factory settings and there have been no issues with Resident A's phone since the investigation began.

Resident A's guardian stated that she does not want Resident A to move to another home, as it took a while for Resident A to adjust to living in this home and she is doing well there. She stated that staff will not tell her who is working on the midnight shift, so Resident A asks who is working. If she does not feel comfortable, she calls her guardian, and her guardian has Resident A come stay with her for the night. Resident A's guardian stated she could not identify any staff in particular who Resident A does not feel comfortable around. She is concerned about staff who Resident A is not familiar with because they do not regularly work in the home.

On 08/07/23, I received a phone call from Resident A's guardian. She stated that on Saturday 08/05/23, she was going to the Charach home to pick up Resident A's laundry. Resident A told her that staff from another home, Nicole, was working and she did not want to stay at the home. When Resident A's guardian arrived at the home around 6:20pm, she knocked on the door and nobody answered the door. She could see staff sitting at the desk through the window, but the staff person did not respond to her knocking. She began banging on the door. Resident A and Resident B heard her

and came to the door. Resident A's guardian stated that she heard the staff person tell somebody, "Oh, someone is at the door." The staff person would not acknowledge her, so she had to get in her face. The staff person would not make eye contact and turned the other way. The staff person then dropped her head onto the desk and said, "Oh, I'm really tired. I worked a double shift." Resident A's guardian stated that the staff person was not wearing an ID badge, so she did not know who she was, but Resident A told her that her name was Nicole and she had worked in the home a few times before. Resident A's guardian stated that the staff person was not sleeping, but she was "really, really gone." She stated that she was not acting normal. She did not believe the person was under the influence of drugs or alcohol, but it seemed as though she was purposely avoiding her and never gave eye contact. She stated that she felt this staff person might have been involved in the previously reported activities involving the money and sexual acts. Resident A's guardian stated that she told the home manager what happened, and the home manager stated that Resident B told her staff was sleeping when Resident A's guardian came to the home. Resident A's guardian reiterated that the staff was not sleeping, but just appeared to be out of it and was avoiding her. Resident A's guardian stated that she did not want to move Resident A from the home. She stated that this could happen anywhere, and she is not convinced that it is not happening in other homes, as this population is at risk. She stated that it would be too traumatic to Resident A for her to move from the home, as it took her a long time to adjust. Resident A has bonded with staff in the home and has really blossomed and grown since living there. She stated that there are a lot of great staff in the home, and she does not want Resident A to suffer because of a few bad people.

On 08/07/23, I interviewed direct care worker, Nicole Phelps, via telephone. Ms. Phelps stated that she was working at Charach 1 on Saturday, 08/05/23, from 4:00pm-12:00am. She stated that she dozed off for two or three minutes and did not hear Resident A's guardian knock on the door or enter the home. She was the only staff working at the time. Ms. Phelps stated that she does not typically work at Charach 1, but she was covering a shift. She stated that she has worked at the home a few times. She stated that she never asked any of the residents for money or threatened to make them perform sexual acts. She was not aware of anybody else in the home engaging in these behaviors.

On 08/07/23, I spoke with the assigned APS worker, Angelique Evans, via telephone. Ms. Evans stated that she was wrapping up her investigation and did not think she would be substantiating the allegations. She stated that the case had been referred to law enforcement, and the assigned detective was closing his case.

On 08/08/23, I interviewed the residential director, Ashia Moore, via telephone. She stated that she was aware of the incident that occurred over the weekend with Nicole Phelps, and they would likely be terminating her employment. She stated that Ms. Phelps told her that she dozed off for a few minutes and did not hear Resident A's guardian come to the door. Resident A's guardian entered the home and she did not know how she got into the home.

On 08/10/23, I interviewed Resident A's case manager, April McCullum. Ms. McCullum stated that Resident A never reported to her that anyone in the home asked her to do sexual favors, threatened her, or took money from her. She stated that Resident A has made complaints in the past about her roommate taking her phone or someone taking her laptop, but the complaints were not accurate. She stated that she was aware of an incident that happened over the weekend when staff fell asleep at the home. Ms. McCullum did not express any other concerns about staff.

On 08/10/23, I attempted to conduct an exit conference via telephone with the licensee designee, Heather Luni. Ms. Luni was unavailable, so I sent a detailed email to the licensee designee, as well as the administrator, Clifton Phillips, regarding my findings.

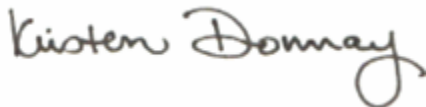
APPLICABLE RULE	
R 400.14305	Resident protection.
	(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.
ANALYSIS:	Based on the information gathered through my investigation, there is insufficient information to conclude that Resident A was subjected to moral, social, or financial exploitation. Resident A denied that staff asked her for money or told her that she would have to go into the garage, pull down her pants, and do sexual favors if she did not give them money. None of the other residents or staff in the home had any information to support the allegations.
CONCLUSION:	VIOLATION NOT ESTABLISHED

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:	Based on the information gathered through my investigation, there is sufficient information to conclude that staff did not ensure the safety and protection of the residents at all times. On 08/05/23, direct care worker, Nicole Phelps, who was covering a shift at Charach 1, dozed off while on shift. She was the only staff working in the home at the time. Resident A's guardian came to the home and entered the home without staff's

	<p>knowledge. Ms. Phelps appeared to be out of it when approached by Resident A's guardian.</p> <p>There is insufficient information to conclude that a midnight staff person requested \$110 from Resident A, or told Resident A that they would make her go to the car, pull her pants down, and do sexual favors with men if she did not give them money. There is insufficient information to conclude that staff entered Resident A's room and got on top of her. Resident A denied that anyone got on top of her or asked her to perform sexual favors. None of the residents or staff who were interviewed had any knowledge of the allegations. The residents stated that they felt safe in the home. None of the staff or residents had any concerns about any staff who work in the home.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

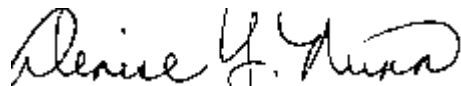


08/10/2023

Kristen Donnay
Licensing Consultant

Date

Approved By:



08/28/2023

Denise Y. Nunn
Area Manager

Date