



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

October 16, 2023

Betty Holmes  
Heavenly Realm Family Services  
PO Box 3506  
Saginaw, MI 48602

RE: License #: AS730370289  
Investigation #: 2023A0576065  
Heavenly Realm 5

Dear Betty Holmes:

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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "C. Garza".

Christina Garza, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(810) 240-2478

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS730370289
<b>Investigation #:</b>	2023A0576065
<b>Complaint Receipt Date:</b>	08/22/2023
<b>Investigation Initiation Date:</b>	08/29/2023
<b>Report Due Date:</b>	10/21/2023
<b>Licensee Name:</b>	Heavenly Realm Family Services
<b>Licensee Address:</b>	2236 Hammel Street, Saginaw, MI 48601
<b>Licensee Telephone #:</b>	(989) 714-9046
<b>Administrator:</b>	Betty Holmes
<b>Licensee Designee:</b>	Betty Holmes
<b>Name of Facility:</b>	Heavenly Realm 5
<b>Facility Address:</b>	1814 Cherry Street, Saginaw, MI 48601
<b>Facility Telephone #:</b>	(989) 714-9046
<b>Original Issuance Date:</b>	04/08/2015
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/08/2021
<b>Expiration Date:</b>	10/07/2023
<b>Capacity:</b>	5
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Residents are not served much food.	No
Facility has bed bugs.	No
Additional Findings	Yes

**III. METHODOLOGY**

08/22/2023	Special Investigation Intake 2023A0576065
08/29/2023	Inspection Completed On-site Interviewed Resident A, Resident B, and Staff Louis Rutkowski
10/12/2023	Contact - Telephone call made Interviewed Licensee Designee, Betty Holmes
10/13/2023	Contact - Document Received Received documentation for pest control
10/13/2023	Contact - Telephone call made Successful contact with Blitz Pest Control
10/13/2023	Exit Conference Exit Conference with Licensee Designee, Betty Holmes

**ALLEGATION:**

Residents are not served much food.

**INVESTIGATION:**

On August 29, 2023, I completed an unannounced on-site inspection at Heavenly Realm #5 and interviewed Resident A and Resident B. Resident B reported he has lived at his home for 3 years and he does not like it". Resident A wants to live in his own home. Regarding the allegations, the staff cook meals, and he gets enough food to eat. Resident A receives breakfast, lunch, dinner, and snacks. Resident A denied he has lost any weight since he has lived at his home. Resident A denied any concerns other that he wants to go home.

On August 29, 2023, I interviewed Resident B who reported he has lived at his home for almost one year. Resident B does not like his neighborhood. Resident B reported staff prepare his meals and he gets enough food to eat. Resident B receives breakfast, lunch, and dinner. Resident B is never hungry and if he was, he is not sure what he would do. Resident B denied any current concerns.

Resident C was viewed at his home in his bed. Resident C was sleeping and was not interviewed.

On August 29, 2023, I interviewed Staff, Louis Rutkowski who reported there are currently 3 residents who reside at the home. The residents get plenty of food and staff cook meals for the residents. The residents receive breakfast, lunch, dinner, and snacks and none of the residents have reported that they are hungry.

On August 29, 2023, I viewed the home to have adequate food available. There was plenty of food in the refrigerator, freezer, and cabinets including canned goods, dairy items, fruits, vegetables, and meat items.

<b>APPLICABLE RULE</b>	
<b>R 400.14313</b>	<b>Resident nutrition.</b>
	<b>(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.</b>
<b>ANALYSIS:</b>	<p>It was alleged that the residents are not served much food. After completion of investigative interviews and an unannounced on-site inspection to the home, there is not a preponderance of evidence to conclude a rule violation.</p> <p>On August 29, 2023, I conducted an unannounced on-site inspection at the facility and observed adequate food in the home for the residents. Two of the three residents were interviewed and advised they receive adequate food at their home. There is not a preponderance of evidence to conclude residents are not provided 3 regular meals daily.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

Facility has bed bugs.

**INVESTIGATION:**

On August 29, 2023, I completed an unannounced on-site inspection at Heavenly Realm #5 and interviewed Resident A. Resident A reported he has seen bed bugs on his bed, and he has gotten bit from the bugs. Resident A has killed some of the bugs that are on his bed, and he is not sure if there are bugs in any other bedrooms or in the living room. Resident A reported someone has come to the home to spray for the bugs however he is not sure when they came.

On August 29, 2023, I interviewed Resident B who reported he has seen bed bugs on his bed and on the floor in the living room. Resident B has not told anyone about the bugs he has seen in his home. Resident B is not sure if anyone has come to the home to treat the bed bug problem.

On August 29, 2023, I interviewed Staff, Louis Rutkowski who reported he is live-in staff, and he has not seen any bed bugs in his bed. According to Staff Rutkoski, the facility is being treated for bed bugs. Staff Rutkoski is not sure who is coming to the home to treat for bed bugs however someone was at the home 4-5 days ago to treat the home.

On August 29, 2023, I inspected resident bedroom furniture and living room furniture. Resident A's bed had live bed bugs as did the living room couch.

On October 13, 2023, I received a receipt from Blitz Pest Control dated for August 23, 2023. The receipt indicates Heavenly Realm was treated for bed bugs. Areas treated include living room, dining room, bedrooms, bathrooms, and utility room.

On October 13, 2023, I interviewed Dexter Collins from Blitz Pest Control. Staff Collins reported that he initially treated Heavenly Realm #5 on August 23, 2023, and conducted a second treatment of the home one week later. Staff Collins will be treating the home a 3<sup>rd</sup> time this week.

<b>APPLICABLE RULE</b>	
<b>R 400.14401</b>	<b>Environmental health.</b>
	<b>(5) An insect, rodent, or pest control program shall be maintained as necessary and shall be carried out in a manner that continually protects the health of residents.</b>

<b>ANALYSIS:</b>	<p>It was alleged the facility has bed bugs. Upon conclusion of investigative interviews and an unannounced on-site inspection, there is not a preponderance of evidence to conclude a rule violation.</p> <p>On August 29, 2023, I conducted an unannounced on-site inspection and the viewed live bed bugs on at least one resident bed and on the living room couch. Resident A, Staff, Louis Rutkowski reported that the home is being treated for the pests. On October 13, 2023, I received a receipt from Blitz Pest Control that indicated the facility was treated for bed bugs on August 23, 2023. I spoke with Dexter Collins from Blitz Pest Control on October 13, 2023, who reported the home has been treated twice for bed bugs and will be receiving a third treatment this week.</p> <p>There is not a preponderance of evidence to conclude a rule violation as there is a pest control program in affect to address the bed bugs at the home.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

On August 29, 2023, I requested to view resident weight records from Staff, Louis Rutkowski. Staff Rutkowski reported weight records were documented electronically and attempted to make those available for my review. After several minutes of attempting to find the records on the computer, Staff Rutkowski reported there are problems with the electronic records. Staff Rutkowski was unable to provide me with resident weight records.

<b>APPLICABLE RULE</b>	
<b>R 400.14310</b>	<b>Resident health care.</b>
	<b>(3) A licensee shall record the weight of a resident upon admission and monthly thereafter. Weight records shall be kept on file for 2 years.</b>

<b>ANALYSIS:</b>	On August 29, 2023, I requested to view resident weight records. Staff, Louis Rutkoski reported weight records were kept electronically. After some time of searching for the records, Staff Rutkoski advised he was unable to provide me with resident weight records.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**INVESTIGATION:**

On August 29, 2023, I completed bed checks in resident bedrooms. Resident A and Resident C share a bedroom upstairs. The mattresses for Resident A and Resident C were dirty and soiled. The mattresses appeared to have several stains throughout and were in poor condition.

On October 13, 2023, I conducted an Exit Conference with Licensee Designee, Betty Holmes. I advised Licensee Designee Betty Holmes I would be citing rule violations and recommending revocation to coincide with SIR #2023A0576035 sent on June 8, 2023. SIR #2023A0576035 recommended revocation of this license due to Ms. Holmes willful and substantial violation of R 400.14315. Licensee Designee/Administrator, Betty Holmes took valuables (food stamps) from residents of Heavenly Realm #5. R 400.14201(9)(a) was also substantiated due to Ms. Holmes inappropriately spending resident’s food stamps and found not to be suitable to care and supervise vulnerable residents due to this behavior.

<b>APPLICABLE RULE</b>	
<b>R 400.14410</b>	<b>Bedroom furnishings.</b>
	<b>(5) A licensee shall provide a resident with a bed that is not less than 36 inches wide and not less than 72 inches long. The foundation shall be clean, in good condition, and provide adequate support. The mattress shall be clean, comfortable, in good condition, well protected, and not less than 5 inches thick or 4 inches thick if made of synthetic materials. The use of a water bed is not prohibited by this rule.</b>
<b>ANALYSIS:</b>	On August 29, 2023, I completed bed checks in resident bedrooms. The mattresses for Resident A and Resident C were dirty and soiled. The mattresses appeared to have several stains and were in poor condition.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend revocation of the license to coincide with the recommendation made in SIR #2023A0576035.




10/16/2023

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Christina Garza  
Licensing Consultant

Date

Approved By:



10/16/2023

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Mary E. Holton  
Area Manager

Date