



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

January 8, 2024

Nicole Vanniman
Beacon Specialized Living Services, Inc.
Suite 110
890 N. 10th St.
Kalamazoo, MI 49009

RE: License #:	AS250412389
Investigation #:	2024A1039006
	Beacon Home at Clío

Dear Nicole Vanniman:

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,



Martin Gonzales, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250412389
Investigation #:	2024A1039006
Complaint Receipt Date:	11/13/2023
Investigation Initiation Date:	11/14/2023
Report Due Date:	01/12/2024
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Nicole Vanniman
Licensee Designee:	Nicole Vanniman
Name of Facility:	Beacon Home at Clio
Facility Address:	1491 Bondy Dr. Clio, MI 48420
Facility Telephone #:	(269) 427-8400
Original Issuance Date:	09/07/2022
License Status:	REGULAR
Effective Date:	03/07/2023
Expiration Date:	03/06/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
<ul style="list-style-type: none"> • Resident A has had missing belongings which were previously located in the staff office. • Facility does not feed the Residents at proper times or give them enough food for meals. • Resident A feels he is being set up for failure and is threatened to be sent to the hospital. 	No
Additional Findings	Yes

III. METHODOLOGY

11/13/2023	Special Investigation Intake 2024A1039006
11/13/2023	APS Referral centralized intake denied APS referral on 11/12/2023.
11/14/2023	Special Investigation Initiated - Telephone Phone contact to GHS ORR.
11/14/2023	Contact - Telephone call made. Attempted phone contact with Easter seals case manager. No An
11/29/2023	Inspection Completed On-site Interviewed Resident A, Home Manager Lakeshia Thompkins, and Staff Alyssa Phillips.
12/21/2023	Contact - Telephone call made. Attempted phone contact with Home Manager Lakeshia Thompkins. No Answer left message.
12/21/2023	Contact - Telephone call made. Attempted phone contact with Staff Alyssa Phillips. No answer left message.
12/21/2023	Contact - Telephone call received. Received phone call from Home Manager Lakeshia Thompkins.
12/21/2023	Contact - Document Sent Emailed Easter Seals Case Manager Morgan Allen regarding Resident A.

12/21/2023	Contact - Telephone call made. Attempted phone contact with Guardian Associates Worker Nancy Williams. No answer left message.
12/27/2023	Contact - Telephone call made. Attempted phone contact with Easter Seals Case Manager Morgan Allen. No answer.
12/27/2023	Contact - Telephone call made. Attempted phone contact with Guardian Nancy Williams. Return message noted that she is out of the office until January 2024.
12/27/2023	Exit Conference Completed with Licensee Designee Nicole Vanniman.
01/02/2024	Contact - Telephone call made. completed phone interview with Resident B.
01/02/2024	Contact - Telephone call made. Completed phone call with Home Manager Lakeshia Thompkins.
01/02/2024	Exit Conference Follow up exit conference completed with Licensee Designee Nicole Vanniman.
01/02/2024	Inspection Completed-BCAL Sub. Compliance
01/08/2024	Inspection Completed On-site Reviewed resident weight records and interviewed Resident A.

ALLEGATION:

- **Resident A has had missing belongings which were previously located in the staff office.**
- **Facility does not feed the Residents at proper times or give them enough food for meals.**
- **Resident A feels he is being set up for failure and is threatened to be sent to the hospital.**

INVESTIGATION:

On 11/13/2023, the Bureau of Community and Health Systems (BCSH) received the above allegation, via the BCHS online complaint system. According to the complaint,

Resident A has some belongings that are missing from the staff office, he is not being fed timely or getting enough food. Resident A also gets sick from the food that is served and Resident A feels like he is being set up for failure at the AFC home. Resident A is also being threatened to be sent to the hospital. Resident A does not want to go to the hospital because he does not want his blood drawn.

An Adult Protective Services (APS) referral was denied on 11/12/2023 by Wayne County APS supervisor Tricia Shano.

On 11/14/2023, I completed a phone interview with Genesee County Office of Recipient Rights (ORR) Michelle Salem. ORR Salem informed me that the resident was not from Genesee County. ORR Salem informed me that Resident A was from Oakland County. On 11/14/2023, I attempted to interview Easter Seals Case Manager (CM) Morgan Allen. I was unsuccessful in interviewing CM Allen as she was not available. I left a message with my contact information.

On 11/29/2023, I conducted an unannounced onsite investigation with the following people: Home Manager (HM) Lakeshia Thompkins, Staff Alyssa Phillips, and Resident A. The allegations were discussed with HM Thompkins, she stated that she was aware of some of the allegations in the complaint. HM Thompkins stated that Resident A did not have any of his personal items in the staff office. HM Thompkins was able to show me a copy of his inventory list that was completed when Resident A arrived. HM Thompkins stated that all of Resident A's personal items are located in his room, and none are kept in the staff office. HM Thompkins stated Resident A will call recipient rights office if he does not like what is on the menu. HM Thompkins stated that the menu is posted for the residents to see and that all their meals are served the same time every day. HM Thompkins showed me the current menu and the previous menus that were posted for the residents. HM Thompkins stated that the meals are as follows: Breakfast is from 7/ 8 am depending on when the residents get up, lunch is serves at noon and dinner is served at 5 pm. HM Thompkins stated that the residents are allowed to snack whenever they feel the need to eat something. HM Thompkins stated that Resident A gets upset because he may want a different type of snack then what is available to him. HM Thompkins stated that Resident A will get verbally aggressive over food and snacks but that he has not been physically aggressive. HM Thompkins stated that Resident A will become very anxious and will need hours to calm down. HM Thompkins stated that Resident A is diagnosed with paranoid schizophrenia, and they will offer him Haloperidol to help him with his anxiety. Resident A takes this medication as needed. HM Thompkins stated that the only time they have issues with Resident A is when he does not take his medication as prescribed. HM Thompkins stated that they have had to take Resident A to Genesys Hospital to have a medication review and have his medication readjusted because of him not taking his medication as prescribed. HM Thompkins stated that Resident A will become paranoid and verbally aggressive because of not taking his medication. HM Thompkins stated that Resident A does not want to go to the hospital because he does not want his blood drawn because he believes they use his blood for unknown reasons.

HM Thompkins provided a Health Appraisal and Easter seals Behavioral Assessment for Resident A. The assessment provided information regarding Resident A's documented mental health history and plan to deal with his ongoing issues of paranoia, hallucinations, aggression and contacting 911 or law enforcement and reporting false or non-emergent information in non-emergent situations. The assessment details proactive and reactive strategies on how to interact with Resident A when he displays any of his identified behaviors.

On 11/29/2023, I completed an onsite interview with Staff Alyssa Phillips regarding the allegations involving Resident A. Staff Phillips stated that she was aware of the allegations but that she did not believe they were true. Staff Phillips stated that the food is prepared in predetermined portions and that the residents eat all of their meals timely and that they are allowed to eat snacks at any time. Staff Phillips stated that Resident A does not like the snacks that are offered as the staff try to promote healthy snacks such as fruits. Staff Phillips stated that she is unaware of any items that Resident A had in the office that are missing and that the only items he has had in the staff office are tobacco products. Staff Phillips stated that Resident A likes to give his belongings away to other Residents. Staff Phillips stated that Resident A will give away personal items of his if he does not like how they look on him or if another resident likes something that he might have. Staff Phillips stated that she has not seen Resident A off of his medication, but that she has seen Resident A have verbal altercations with other residents. Staff Phillips stated that she has not seen Resident A have any verbal altercation issues with staff members. Staff Phillips stated that Resident A is very paranoid and will often make general accusations of people taking items out of his room. Staff Phillips stated that all of the rooms have a keypad code and that no residents go in his room when he is not there, and that staff do not go in his room without him knowing as he has issues with accusing staff and residents of taking his items. Staff Phillips stated that she has not heard of any staff threatening to have Resident A sent to the hospital.

On 01/02/2024, I contacted HM Thompkins via phone call requesting the weight record for Resident A. HM Thompkins stated that Resident A often refuses to have his blood pressure taken and refuses to have his weight taken as well. HM Thompkins stated that it is documented on his weight record when Resident A refuses to cooperate with having his weight taken. Resident A has been in the Beacon AFC home since 01/03/2023 and has only let staff weigh him four times. His weight has fluctuated since he has been at the home. Resident A's weight has fluctuated from 209 lbs to 193 lbs. HM Thompkins stated that Resident A buys his own snacks and will often eat Ramen Noodles, eat a bowl of cereal or make a sandwich instead of eating the meals that are posted on the menu and prepared daily by staff.

01/08/2024, I completed an onsite inspection of the weight records at the Beacon AFC home. The weight records were completed and up to date. There were 5 resident records reviewed as Beacon AFC home currently has 5 residents. Each resident's weight records were reviewed for any noticeable weight loss or gain issues. There was no identified issues with weight loss or gain of any resident. Resident A's weight record

was the only weight record with noted missing monthly weights. As noted earlier, the missing weights are due to his refusal to be weighed.

I spoke with Resident A regarding his weight and weight record refusal. Resident A stated that he has been eating good with no further issues. Resident A stated that he has no problem being weighed as long as the scale is not electronic, as he believes the electronic scales affect his body. Beacon AFC staff were notified of Resident A's request to be weighed on a non-electronic scale.

On 01/02/2024, I completed a phone interview with Resident B regarding the allegations of not being feed timely, not getting enough food to eat and if staff ever threatened him or yelled at him. Resident B stated that he has never had an issue with not getting food on time or having enough food to eat. Resident B stated that he is satisfied with the treatment he gets from staff and that he likes being in the home. Resident B stated that if he gets hungry, he can eat fruit or a sandwich or maybe a salad. Resident B stated that if he is not satisfied with the snacks that are available to him that he can buy his own snacks to eat. Resident B stated that he never gets yelled at by staff or threatened, and that if he has a problem with staff about anything he feels like he can talk to them or call Recipient Rights and make a complaint.

On 11/29/2023, I completed an onsite interview with Resident A regarding the allegations. Resident A is diagnosed with Paroid Schizophrenia and Major depressive disorder. Resident A stated that he was aware of them. Resident A stated that he was not worried about the allegations of someone taking his items as he was not missing the items, he thought were in the staff office. Resident A stated that he only had his cigarettes in the staff office but thinks that he gave some of them to another resident and he forgot about it. Resident A stated that he is not missing any of his personal items and that he likes to give some of his stuff away to other residents who don't have a lot of their own stuff. Resident A stated that he has no issues with the food, he likes to drink his coffee in the morning and eat his breakfast later when he is hungry. Resident A stated that sometimes staff give him a hard time about keeping his breakfast in his dresser until he is ready to eat but that he is not hungry in the morning and just wants to drink his coffee and be left alone. Resident A stated that he asked for a snack the other day and the staff did not make it for him and he got frustrated over it and go upset and thinks that the staff tried to set him up. Resident A stated that he got over it and it's not a big deal anymore. Resident A stated that some residents act immature, but staff do not yell at him or anything and that they get treated good every day. Resident A stated that staff do not threaten him with being sent to the hospital, he just does not want to go because he does not want his blood drawn because he feels that the hospital uses it for inappropriate reasons. Resident A stated that he believes that the hospital puts something in his blood that makes him irritated and that they do it on purpose to see what he will do. Resident A stated that he does not like to take pills because they work up his body and get him upset. Resident A stated that he has been in the AFC home for a while and does not want to go anywhere else because it may be worse at another AFC home and the staff treat him pretty good. Resident A stated that he just wants to

be able to eat better snacks and not have people bother him when he is drinking his morning coffee.

Attempted contacts were made with Easter Seals Case Manager Morgan Allen and Guardian Nancy Williams with no success. Messages were left for both Case Manager Morgan Allen and Guardian Nancy Williams with my contact information.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(4) A listing of all valuables that are accepted by the licensee for safekeeping shall be maintained. The listing of valuables shall include a written description of the items, the date received by the licensee, and the date returned to the resident or his or her designated representative. The listing of valuables shall be signed at the time of receipt by the licensee and the resident or his or her designated representative. Upon return of the valuables to the resident or his or her designated representative, the listing shall be signed by the resident or his or her designated representative and the licensee.
ANALYSIS:	It was alleged that Resident A had some of his belongings were missing that had been located previously in the staff office. After completing on interviews with Beacon AFC home staff and Resident A it was determined that there was not a preponderance of evidence to conclude violation to this rule.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(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.

ANALYSIS:	<p>It was alleged that residents were not being feed at proper times and that they were not getting enough food with their meals. It is alleged that the food makes Resident A sick.</p> <p>After completing on interviews with Beacon AFC home staff and Resident A it was determined that there was not a preponderance of evidence to conclude violation to this rule.</p>
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:	<p>It was alleged that Resident A is being set up for failure and that he is being threatened with being sent to the Hospital.</p> <p>After completing on interviews with Beacon AFC home staff and Resident A it was determined that there was not a preponderance of evidence to conclude violation to this rule.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 01/02/2024, I requested the weight record for Resident A from HM Thompkins. Upon review of Resident A's weight record, Resident A had only been weighed four times since Resident A moved into the home on 01/03/2023. Resident A's weight was recorded for January, April, July, and December 2023.

On 01/02/2024, I spoke with HM Thompkins regarding Resident A's health record and months that Resident A did not have his weight recorded. Resident A's weight was recorded for January, April, July, and December 2023. The staff did note on the weight record the months and days they attempted to take Resident A's weight and that he refused on those dates. HM Thompkins stated that she was familiar with the situation and that Resident A will refuse to be weighed, have his blood pressure taken or go to the hospital as he has been diagnosed with Paranoid Schizophrenia and he believes

that the staff and/or doctors put stuff in his blood or body to make him act a certain way. HM Thompkins stated that the staff do the best that they can to record his weight monthly but when he refuses, they will make note of it in his records.

On 01/02/2024, I spoke with Licensee Designee Nicole Vanniman regarding the resident weight record and requested the weight records of the other residents to review for accuracy.

APPLICABLE RULE	
R 400.14310	Resident health care.
	(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.
ANALYSIS:	Resident A's weight is not being documented monthly. Resident A's weight was recorded for January, April, July, and December 2023. After completing on interviews with Beacon AFC home staff and reviewing resident weight records, it was determined that there was a preponderance of evidence to conclude violation to this rule.
CONCLUSION:	VIOLATION ESTABLISHED

On 01/02/2024, I completed an Exit Conference with Licensee Designee Nicole Vaniman. I informed Licensee Designee Vaniman that as a result of my investigation I would be citing R 400.14310.

IV. RECOMMENDATION

I recommend that no changes be made to the licensing status pending the receipt of an appropriate corrective action plan.

Martin Gonzales

01/08/2024

Martin Gonzales Licensing Consultant	Date
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Approved By:

Mary Holton

01/08/2024

Mary E. Holton Area Manager	Date
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