



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

January 19, 2024

Amanda Ledford  
Hope Network West Michigan  
PO Box 890  
Grand Rapids, MI 49501-0141

RE: License #: AS410410669  
Investigation #: 2024A0357003  
Indigo

Dear Mrs. Ledford:

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.

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 (616) 356-0100.

Sincerely,

*Arlene B. Smith*

Arlene B. Smith, MSW, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor,  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 916-4213

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS410410669
<b>Investigation #:</b>	2024A0357003
<b>Complaint Receipt Date:</b>	11/01/2023
<b>Investigation Initiation Date:</b>	11/02/2023
<b>Report Due Date:</b>	12/31/2023
<b>Licensee Name:</b>	Hope Network West Michigan
<b>Licensee Address:</b>	PO Box 890 Grand Rapids, MI 49518
<b>Licensee Telephone #:</b>	(616) 430-9454
<b>Administrator:</b>	Amanda Ledford
<b>Licensee Designee:</b>	Amanda Ledford
<b>Name of Facility:</b>	Indigo
<b>Facility Address:</b>	1785 Woodworth St. NE Grand Rapids, MI 49525
<b>Facility Telephone #:</b>	(616) 248-5100
<b>Original Issuance Date:</b>	01/20/2022
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/20/2022
<b>Expiration Date:</b>	07/19/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A was sent to school wearing clothes that are too small.	Yes
Resident A is wearing non-prescription glasses that are not his and that he has to look out of the side to see. He does not have his own prescription glasses.	
The AFC home has not provided Resident A's PRN medication for use at his school.	

## III. METHODOLOGY

11/01/2023	Special Investigation Intake 2024A0357003 This complaint came to our department from Centralized In Take, Department of Health and Human Services, Kent County, Adult Protective Services. They denied the complaint.
11/02/2023	Special Investigation Initiated - Telephone Network 180 Recipient Rights.
11/06/2023	Contact - Telephone call made, To network 180 to Recipient Rights to find you who was assigned to the complaint.
11/06/2023	Contact - Document Received From network 180, Recipient Rights, Melissa Gekeler, saying that she was assigned to the complaint.
11/14/2023	Contact - Document Received Email received from Melissa Gekeler from Recipient Rights, network 180.
11/17/2023	Contact - Document Sent I email Ms. Gekeler and asked if she had secured the names of the resident teacher.
11/20/2023	Contact - Telephone call made. Telephone interview with the school administrator, Bill Behrendt.
12/01/2023	Contact - Face to Face

	I went to the ISD school on Mayfield, Empower U, and conducted a face-to-face interview with Mr. Bill Behendt and Resident A's teacher Hilary Ortiza.
01/10/2024	Inspection Completed On-site Unannounced inspection at the Indigo AFC home.
01/10/2024	Contact - Face to Face Conducted an interview with the Home Supervisor, Sharya Austin. Discussed the complaint.
01/11/2024	Inspection Completed On-site Face-to-face interview in the home with the Home Supervisor Sharya Austin, Direct Care Staff Eddie Burnett, Ethan Rohan and Kentrece Kirks. I met Resident A, and I reviewed Resident A's Assessment Plan, IPOS and Biopsychosocial Assessment.
01/18/2024	Contact - Telephone call made, Conducted telephone interviews with direct care staff Angelique Nyarwaka, DeShawn Herara, and Erick Heartfield. I also interviewed the School Coordinator/Liaison for Hope Network, Timnit Mogos.
01/19/2024	Exit conference conducted by telephone with the Licensee Designee, Amanda Ledford

**ALLEGATION:**

- **Resident A was sent to school wearing clothes that are too small.**
- **Resident A is wearing non-prescription glasses that are not his and that he has to look out of the side to see. He does not have his own prescription glasses.**
- **The AFC home has not provided Resident A's PRN medication for use at his school.**

**INVESTIGATION:** Our Department received the complaint from Centralized Intake, Department of Health and Human Services, Kent County, Adult Protective Services. They denied the complaint for investigation. The allegations included that Resident A (age 20) is diagnosed with autism, and a cognitive impairment. He has court appointed guardian. He requires instruction and assistance to complete tasks. There are concerns regarding the care he receives at the AFC home. He has frequently been observed wearing clothing that is too small for him. His pants do not fit and can't be lifted past his waist.

He is not wearing his prescription glasses. The glasses he is wearing are not appropriate for him, and he has to look out of the side of the glasses because he is unable to get a good focus in the glasses.

On 10/27/2023, Resident A's behaviors were escalated at school. He broke glass and had to go to the hospital for stitches. In the past two years, Resident A's medications were provided to the school. However, Resident A's medication to address his behaviors has more recently not been provided to the school and this has caused a drastic change in his behaviors this school year. Sometimes he is too escalated that he can't be calmed. It is unknown if his medication has been changed.

On 11/20/2023, I conducted a telephone interview with the school administrator, Bill Behrendt. He explained that the staff of Hope Network had not turned in the required Enrollment Packet for Resident A which would include important information. He stated that this includes Resident A's medical changes and his prescribed medications. He reported that this information was due when school started in the fall and they still do not have it. He stated that Resident A has worn clothing that is too small for him on several occasions. He also reported that Resident A does not have his prescription glasses, and this has caused him difficulties. He explained that they have requested and not yet received Resident A's PRN medications for when he has issues. He reported that they met with several Hope Network staff to discuss their concerns on 11/07/2023, and he understood that they were going to work on it, but their concerns still exist. He stated that the staff explained that the agency had changed their pharmacy and therefore it was taking time to secure Resident A's PRN medications. He expressed his concern that they have only provided excuses for all of the issues raised in their meeting. We discussed that I would come to the school and meet with him and Resident A's teacher.

On 12/01/2023 I went to the ISD school, Empower U, and conducted a face-to-face interview with Mr. Bill Behrendt and Resident A's teacher Hilary Ortiza. They explained that their school psychiatrist had called Resident A's guardian to discuss their concerns and had to leave a message. They reported that their call was not returned. They also reported that on this date (12/01/2023), they finally did receive Resident A's PRN medications. They said the entire month of October was difficult as a result of Resident A's behaviors due to not having the medication. They said they called the home, sent notes home and sent emails, expressing their concerns. They started to explain the different clothes that Resident A had worn to school and said they had a series of two weeks when Resident A came to school almost every day wearing clothes that did not fit him. This started with the date of 10/02/2023, when his t-shirt smelled and was too small, his pants were too small and his clothes had holes in them. On 10/09/2023, he was again wearing clothing that was too small and was in fact wearing a pair of girls shorts, backwards, that had stamped in it, "Kent City Girls Basketball." On 10/27/2023, Resident A came to school wearing really small pants and they found the size to be children's size 10. They reported

that Resident A is 6' 1" and weights between 200 and 250 pounds. They summarized that Resident A was unkept, not clean, had holes in his clothes, and the clothes he wore did not fit him. In fact, sometimes he wore "really big pants." On this same date 10/27/2023, they reported that Resident A's behavior escalated, and he broke glass and was cut and had to go to the hospital for stitches. They did not have a PRN medication to help him. On 11/29/2023, they explained that he came to school dressed but was wearing a child's or women's bathrobe over his clothes. They expressed that they felt this was inappropriate. I asked if there was any type of communications between them and the staff of the home. They reported that they had a notebook they used between school and the home, but they said it was never read because they never write back. They both reported that they have clothes donated to the school by King's Table, so they put proper clothes on Resident A, but the clothing was not returned to them after Resident A wore it home. We then discussed Resident A's glasses. They described the glasses he was wearing as Dollar Tree "readers". They reported that he was not wearing his prescription glasses since Thanksgiving, and he had to look out of the side of them in order to see. They explained that they had met with the appropriate staff, the School Liaison, Timnit Mogos, and the Home Supervisor, Sharya Austin and expressed their concern about the glasses, the clothing and the lack of PRN medications on 11/07/2003, and to this date Resident A still does not have his prescription glasses.

On 01/10/2020, I conducted an interview with the Home Supervisor, Sharya Austin at the AFC home. I asked her about Resident A wearing inappropriate clothing to school. She explained that third shift staff (7p to 7a) get the residents up and ready for school. She said she did not know what had happened to Resident A's clothes. She said there is no reason for him to wear inappropriate clothing to school. She said she spoke to her staff about the issue. She reported that she sent the staff to the school with appropriate clothing for Resident A. She was unable to provide a date for this incident. She explained that the staff working 7a to 7p help him pick out his clothes for school the night before and they let him choose the clothes he wants to wear. She said she could not figure out where these clothing items came from and why he had them. She stated she didn't know why staff would let Resident A leave the home and go to school wearing inappropriate clothing. She said that there is only one female resident in the home and she did not have any small clothing so she was certain that Resident A did not have any clothing from the female resident.

I asked her about Resident A's RRN medication to be supplied to the school. She said the School Coordinator, Timnit Mogos was to deal with that issue. She explained that she and Ms. Mogos had asked the school personnel why Resident A needed the PRN medication. She said they did not provide this information back to her and they were not going to give the PRNs to the school without knowing what he was doing that required a PRN medication. She also stated that they switched pharmacy's and that caused a disruption for a time. She said that Resident A's Support Coordinator asked why he needed the PRN medications at school because he does not use them in the AFC home. This will all be up to Ms. Mogos.

I asked Ms. Austin about Resident A's prescription glasses. She said she noticed he came home from school wearing some glasses he had gotten at school. She reported that she cleaned his room, and found his prescription glasses in his bedroom, and they were broken. She then described a series of events of finding out that he has yearly Dr. appointment, but she was unsure which eye doctor he saw. She tried to find out from his guardian, but she also did not know and then she tried his adoptive mother who told her. Then there was the issue of his insurance and if they would pay for his appointment and his new glasses. She reported that phone calls went between all parties, and this went on for months. She reported that he has an appointment with the eye doctor on 01/18/2024. She acknowledged that this has been a long process and Resident A still does not have his prescription glasses.

On 01/11/2023. I met with Ms. Austin at the AFC home, and I asked her to provide the names of the staff for each of the dates provided by the school which included 10/02/2023, 10/09/2023, 10/27/2023, and 11/29/2023. She provided the staff names and phone numbers for the staff who worked those dates, 7p to 7a.

On 01/11/2023 I interviewed Direct Care Staff, Eddie Burnett, in the AFC home. He reported he worked in the home for 1 year and 4 months and he was full time. I asked him about Resident A's clothing that he had worn to school, and he explained that individuals donate clothing to the home, and he was certain Resident A had received some of the donated clothing. He did not know what Resident A had received. He said he helps Resident A pick out his school clothing the night before school. He said he is the most independent resident in the home. He can shower himself and dress himself. He had noticed that Resident A often was not wearing the clothes they had picked out the night before when he came home from school the next day. He explained that Resident A has rights, and he can change his mind on what he wears. He did remember that he took clothing to Resident A's school one time, but he did not know the date. He had no idea how Resident A was wearing too small clothing or why they had holes in them. He said Resident A has a large amount of clothing.

I asked him about Resident A's glasses, and he stated that Resident A came home from school wearing different glasses and he said the glasses came from the school. He said Resident A liked the way he looked in the red glasses from the school. He wondered if Resident A had actually broken his prescription glasses because he preferred to wear the red glasses from the school.

On 01/11/2024 I conducted an interview with Direct Care Staff, Ethan Rohan at the AF home. He reported he works 7a to 7p and he is full time and has been there since March of last year. He said on 10/02/2023 he was asked to take extra clothes to Resident A at his school so he could change his clothing. He stated that Resident A likes to pick out his own clothing. He had no idea how Resident A would be wearing inappropriate clothes to school. He said the staff from 7p to 7a help the residents shower and get dressed for school in the early AM.



I asked him if he knew about Resident A's glasses. He said that Resident A's regular glasses disappeared, and he came home from school wearing grey glasses and they were not prescription glasses. All he knew was that Resident A had an eye doctor appointment later his month.

On 01/11/2024 I conducted an interview with Direct Care Staff, Kentrece Kirks. She has worked in the home since 09/2023 and she works full time 7a to 7p. I asked her about the issue with Resident A's clothing and she reported that he had a lot of clothes, and he has had them for a long time. She said he had grown out of his clothing, but he still had them all. She reported that the home gets clothes donated to them. She wondered if Resident A had picked up his laundry and maybe picked up a smaller residents clothing. She said it takes time to learn each residents clothing and at times they can get mixed up. She said some residents grab other's clothing by mistake and they do not have all the resident names in each of their clothing. She said just recently they went through Resident A's clothing and removed the clothing that does not fit him anymore. She was hoping this will help him pick out the correct clothing to wear to school. She reported that staff who work 7p to 7a help the residents get ready including dressing for school in the am. I asked her about Resident A's glasses, and she said she had never seen him wear glasses before.

On 01/18/2023, I conducted a telephone interview with Direct Care Staff, Erick Heartfield. He reported that he works full time 7a to 7p and he had been there 1 year. I asked him about the dates of 10/2, 10/09 and 10/27 and Resident wearing inappropriate clothing to school. He was not sure he worked the dates I presented. He said the 7a to 7p staff help Resident A pick out his clothing for school the night before, but he can dress himself. He reported that Resident A comes upstairs all dressed with his coat on, ready for school. He said they do not check him because he is already to go. He had no idea how Resident A would have worn the inappropriate clothing to school. He reported that Resident A hide's things. Now they have discussed the issue and they are checking what Resident A is wearing before he leaves for school. He denied that he had helped Resident A get dressed in inappropriate clothing when he went to school. He had no idea how these things had happened. He was not aware of the issue with Resident A's prescription glasses.

On 01/18/2023, I conducted a telephone interview with Direct Care Staff, DeShawn Herara. He confirmed that he worked 7p to 7a and he has worked there two years. He said that Resident A can pick out his own clothing and sometimes he wears baggy clothing. He said sometimes he wears pants that don't go up high enough and his butt will show and staff have to instruct Resident A that he needs to pull his pants up. He said when he comes upstairs dressed with his coat on he is ready to go to school and they have not been checking his clothing, but now they are checking him to see if he is dressed appropriately. He mentioned the bathrobe and he said he heard that the school had asked Resident A to wear a cardigan and he found a bathrobe, so he thought that Resident A was confused. He denied that he had helped dress Resident A inappropriately for school. He did not know about anything about Resident A's glasses.

On 01/18/2024, I conducted a telephone interview with the school liaison, Timnit Mogos. She stated that she works 7p to 7a when they need staff in home. She reported that she has known Resident A for nine years. I asked her about Resident A's PRN medication for the school and she said they never asked her about the PRN medication. She also reported that they changed pharmacies and there were some changes that had occurred. She said the school nurse asked her about the paperwork needed to order the PRN from the pharmacy. She also reported that she needed to show Resident A's psychiatrist why they needed the PRN and what were Resident A's behaviors that required the use of a PRN medication. She said the school staff said they used it when he was loud. She said she thought they were intimidated by Resident A's size. She said she told them she needed documentation as to when he needed the PRN and when they used it. She also stated that there was a switch in teachers in the middle of the school year and that made a difference. She said the school did not provide the required documentation. She said they were not going to give them a PRN just for Resident A being loud.

I asked her about working on 10/02/2023 and she said she did not work that shift. She acknowledged that she overslept and did not get to the home in time to administer the resident's medications, so she took the medications to the school and administered them in the time frame allowed. I asked her about the date 10/09/23. She said she was not scheduled to work that day, but she came and administered the resident's medications. She did not remember the clothing Resident A was wearing. She said there was no way Resident A had worn a child's size 10 because he would not have been able to get one of his thighs into it. She denied that she had helped Resident A put on inappropriate clothing when he went to school.

On 01/19/2024 I conducted a telephone exit conference with the Licensee Designee, Amanda Ledford and she agreed with my findings.

<b>APPLICABLE RULE</b>	
<b>R 400.14314</b>	<b>Resident hygiene</b>
	<b>(4) Licensee shall afford a resident opportunities, and instruction when necessary, to dress as fashion, fit, cleanliness, and season warrant.</b>
<b>ANALYSIS:</b>	Resident A was observed at school wearing inappropriate clothing when he was sent to school.  The school administrator Bill Behrendt and Resident A's teacher Hilary Ortiza both reported that they observed Resident A wearing a t-shirt and pants that were too small on more than one occasion. On another occasion Resident A was sent to school wearing girls' basketball shorts, backwards.

	<p>The Home Supervisor Sharya Austin could not explain the clothing worn by Resident A to school. She acknowledged that she sent home staff to school with a change of clothing for Resident A.</p> <p>Direct Care Staff Angelique Nyarwaka, DeShawn Herara, and Erick Heartfield were the staff working in the home from 7p to 7a and each denied any knowledge of Resident A going to school with inappropriate clothing.</p> <p>During this investigation there was evidence found that Resident A was sent to school wearing inappropriate clothing. The home staff had no explanation as to why Resident A was dressed inappropriately and apparently did not check to make sure he was wearing appropriate clothes before leaving the home.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	<p>It was alleged that Resident A is wearing non-prescription glasses that are not his and that he has to look out of the side to see. He does not have his own prescription glasses. In addition, the AFC home has not provided the school with Resident A's prescribed PRN Medications.</p> <p>Mr. Behrendt and Ms. Ortiza, both reported to Ms. Austin and Ms. Mogos in a meeting on 11/07/2023 their concerns of Resident A not having his prescription glasses and the school not having his PRN medications for the school nurse to use.</p> <p>Ms. Austin reported that she asked the school to report why they needed the PRN medication, but the school did not provide the requested documentation.</p> <p>Ms. Mogos reported that she requested documentation for the use of the PRN medication, that was not provided by the school.</p>

	<p>The PRN medication was provided to the school on 12/01/2023 when it had been requested when school started.</p> <p>Ms. Austin found Resident A's broken prescription glasses in his bedroom. She reported many phone calls to secure an eye doctor appointment for Resident A and then she is trying to secure his insurance to pay for his appointment and his new glasses. His appointment is 01/18/2024.</p> <p>The School reported that Resident A has been without his prescription glasses since Thanksgiving.</p> <p>During this investigation evidence was found that Resident A has not had his prescription glasses since Thanksgiving 2023 and his appointment with the eye doctor is not until 01/18/2024. The school requested Resident A's PRN medication at the start of the school year fall of 2023 but did not receive the PRN medication until 12/01/2023.</p> <p>While it is not clear as to whether or not Resident A's PRN medication should have been provided to the school at an earlier date, it is clear that Resident A has gone an excessive period of time without his prescription glasses. It is for this reason that a violation is established.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend that the Licensee provide an acceptable plan of correction.

*Arlene B. Smith*

01/19/2024

Arlene B. Smith  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

01/19/2024

Jerry Hendrick  
Area Manager

Date