



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

February 7, 2024

Holly Heath  
Community Opportunity Center NPHC  
14147 Farmington Rd  
Livonia, MI 48154

RE: License #: AL820007573  
Investigation #: 2024A0575009  
Livonia Opportunity House

Dear Ms. Heath:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On January 24, 2024, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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) 284-9720.

Sincerely,

A handwritten signature in blue ink that reads "Jeffrey J. Bozsik".

Jeffrey J. Bozsik, Licensing Consultant  
Bureau of Community and Health Systems  
(734) 417-4277

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL820007573
<b>Investigation #:</b>	2024A0575009
<b>Complaint Receipt Date:</b>	01/24/2024
<b>Investigation Initiation Date:</b>	01/24/2024
<b>Report Due Date:</b>	02/23/2024
<b>Licensee Name:</b>	Community Opportunity Center NPHC
<b>Licensee Address:</b>	14147 Farmington Road Livonia, MI 48154
<b>Licensee Telephone #:</b>	(734) 422-1020
<b>Administrator:</b>	Holly Heath, Designee
<b>Licensee Designee:</b>	Holly Heath, Designee
<b>Name of Facility:</b>	Livonia Opportunity House
<b>Facility Address:</b>	31230 Lyndon Livonia, MI 48154
<b>Facility Telephone #:</b>	(734) 422-1020
<b>Original Issuance Date:</b>	08/15/1980
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/04/2023
<b>Expiration Date:</b>	10/03/2025
<b>Capacity:</b>	16
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED

## II. ALLEGATION(S)

	Violation Established?
Staffs Nicole McCain and Renee Ballinger was observed dumping a pitcher of water on Resident A's head.	Yes

## III. METHODOLOGY

01/24/2024	Special Investigation Intake-2024A0575009
01/24/2024	Special Investigation Initiated- Telephone
01/24/2024	APS Referral
01/24/2024	Corrective Action Plan Received- the employment termination letters sent to staffs Nicole McCain and Renee Ballinger
01/26/2024	Contact - Telephone call made—(a) staff Nicole McCain; (b) staff Renee Ballinger; (c) staff Teresa Tarrow; and (d) Resident A's guardian.
01/26/2024	Inspection Completed-BCAL Sub. Compliance
01/26/2024	Corrective Action Plan Requested and Due on 02/02/2024
01/26/2024	Corrective Action Plan Approved
01/26/2024	Exit Conference with licensee designee, Holly Heath
02/07/2024	Inspection Completed- Onsite-interview with Resident A

**ALLEGATION: Staffs Nicole McCain and Renee Ballinger was observed dumping a pitcher of water on Resident A's head.**

### INVESTIGATION:

An APS referral was received 1/24/24 for this incident that took place on 12/20/2023 where staff Nicole McCain allegedly poured water on Resident A's head and staff Renee Ballinger allegedly told Resident A to "get you're a\*\* this way" and grabbed her arm possibly causing a bruise.

On 1/24/2024, I received the corrective action that the licensee had already implemented since this incident occurred on 12/20/2023. The licensee terminated staff Nicole McCain's employment on 12/21/2023 by substantiating a violation of company personnel policy directly related to this incident, and accepted staff Renee Ballinger's letter of resignation dated 12/14/2023 for a different incident with Resident A that occurred on 12/11/2023, but stated she was not eligible for re-hire due to the licensee substantiating a violation of company policy.

On 1/26/2024, I interviewed the only witness, staff Teresa Tarrom, who stated, she witnessed staff Nicole McCain pour water on Resident A's head. She stated Resident A protested the action. She stated that on a different day, staff Renee Ballinger told Resident A to "get you're a\*\* this way" and grabbed her by the arm causing a bruise.

On 1/26/2024, I attempted to contact staff Nicole McCain, but her telephone was disconnected. I telephoned staff Renee Ballinger, who denied the allegations and stated she quit and was not fired.

On 1/26/2024, I telephoned Resident A's guardian, who stated she was aware of the incident, but is satisfied with Resident A's placement.

On 1/26/2024, I conducted an exit conference with the licensee designee.

On 2/7/2024 I interviewed Resident A. She stated that she likes living at this facility and she is satisfied that the two staff who mistreated her are no longer working at the facility.

<b>APPLICABLE RULE</b>	
<b>R 400.15308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.</b>

<b>ANALYSIS:</b>	Although this incident(s) occurred in December of 2023, and the two staff alleged to have mistreated Resident A either could not be located or denied the allegation, since the licensee substantiated violations of company personnel policy, terminating/accepting the resignation of the 2 staffs' employment, and the witness substantiated the allegations, the preponderance of credible evidence is that both staffs, Nicole McCain, and Renee Ballinger, mistreated Resident A.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

I recommend no changes in the status of the license.



\_\_\_\_\_  
Jeffrey J. Bozsik  
Licensing Consultant

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Date: 2/7/2024

Approved By:



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Ardra Hunter  
Area Manager

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Date: 2/7/2024