



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

February 7, 2024

Jennifer Bhaskaran  
Alternative Services Inc.  
Suite 10  
32625 W Seven Mile Rd  
Livonia, MI 48152

RE: License #:	AS250077486
Investigation #:	2024A1039012 Stanley Road

Dear Jennifer Bhaskaran:

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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script, appearing to read "Martin Gonzales".

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**

<b>License #:</b>	AS250077486
<b>Investigation #:</b>	2024A1039012
<b>Complaint Receipt Date:</b>	12/15/2023
<b>Investigation Initiation Date:</b>	12/18/2023
<b>Report Due Date:</b>	02/13/2024
<b>Licensee Name:</b>	Alternative Services Inc.
<b>Licensee Address:</b>	Suite 10 32625 W Seven Mile Rd Livonia, MI 48152
<b>Licensee Telephone #:</b>	(248) 471-4880
<b>Administrator:</b>	Candy Hamilton
<b>Licensee Designee:</b>	Jennifer Bhaskaran
<b>Name of Facility:</b>	Stanley Road
<b>Facility Address:</b>	2162 Stanley Road Mt Morris, MI 48458
<b>Facility Telephone #:</b>	(248) 471-4880
<b>Original Issuance Date:</b>	10/22/1997
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/27/2022
<b>Expiration Date:</b>	06/26/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

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**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A had been missing from AFC since 12/14/2023 at 10 p.m. Two staff members watched Resident A go out to a U-Haul and sit in the driveway. Staff completed a bed check hours later and Resident A was gone. They did not contact law enforcement or manager. Home Manager arrived on 12/15/23 at 6 a.m. and she contacted law enforcement and Resident A's guardian.	Yes

**III. METHODOLOGY**

12/15/2023	Special Investigation Intake 2024A1039012
12/15/2023	APS Referral APS referral was completed and sent to BCAL online complaints for assignment.
12/18/2023	Special Investigation Initiated - Telephone Spoke with GHS ORR Amy Somers concerning the allegations involving Resident A.
12/18/2023	Contact - Telephone call made Spoke with GHS ORR case manager Matt Potts.
01/09/2024	Contact - Telephone call made Spoke with GHS ORR Matt Potts
01/09/2024	Contact - Telephone call made Attempted phone contact with GHS case manager Lynda Balius. No Answer.
01/10/2024	Inspection Completed On-site Completed onsite investigation with Home Manager Valerie Walton and Resident A.

02/05/2024	Contact - Telephone call made Attempted phone contact with GHS case manager Lynda Balius. No answer left message.
02/05/2024	Contact - Document Sent Email to and from GHS ORR case manager Matt Potts.
02/05/2024	Contact - Document Received Email to DHHS APS worker concerning allegations.
02/05/2024	Contact - Telephone call made Attempted phone call to Staff Earline Jackson. No answer. Message box full.
02/05/2024	Contact - Telephone call made Phone interview with Staff Tonya Edwards.
02/05/2024	Contact - Telephone call made Phone interview with Administrator Candy Hamilton.
02/06/2024	Contact - Telephone call made Spoke with Mt. Morris Township Records Worker Dawn Pierce.
02/06/2024	Contact - Telephone call made Phone interview with Staff Earline Jackson.
02/06/2024	Contact - Telephone call received Phone interview with Genesee Health System case manager Lynda Balius
02/06/2024	Contact - Document Received Email received from DHHS APS worker Shwanda Lee.
02/06/2024	Contact - Telephone call received Phone interview with Guardian A1.

02/06/2024	Exit Conference Completed with Licensee Designee Jennifer Bhaskaran and Administrator Candy Hamilton via email. Licensee Designee is out of office until 02/12/2024. Any follow up will be completed with Administrator.
02/06/2024	Inspection Completed-BCAL Sub. Compliance
02/06/2024	Corrective Action Plan Requested and Due on 02/21/2024

**ALLEGATION:**

**Resident A had been missing from AFC since 12/14/2023 at 10 p.m. Two staff members watched Resident A go out to a U-Haul and sit in the driveway. Staff completed a bed check hours later and Resident A was gone. They did not contact law enforcement or manager. Home Manager arrived on 12/15/23 at 6 a.m. and she contacted law enforcement and Resident A’s guardian.**

**INVESTIGATION:**

On 12/18/2023, the Bureau of Community and Health Systems (BCSH) received the above allegation, via the BCHS online complaint system. According to the complaint Resident A is diagnosed with Schizophrenia and a drug disorder. It was reported that Resident A had been missing from the Stanley Rd. AFC home since approximately 10 p.m. on 12/14/2023. There were reportedly two staff members working at that time, Staff Earline Jackson, and Staff Tonya Edwards. It is reported Staff Jackson and Staff Edwards watched Resident A leave the home, go outside, and sit in a U-Haul truck in the driveway. The staff members completed a bed check hours later and observed that Resident A was not present. They looked out the window and observed the U-Haul truck was gone. Staff Jackson and Staff Edwards did not report the concerns to law enforcement or the home manager. Home Manager Valerie Walton arrived at the home at 6 a.m. on 12/15/2023 and was advised that Resident A was gone. Home Manager Walton contacted law enforcement and Resident A’s guardian.

On 12/18/2023, I completed a phone interview with Genesee County Office of Recipient Rights (ORR) Matt Potts regarding the allegations concerning Resident A. ORR Potts stated that he not met Resident A and has no history with her prior to these allegations. ORR Potts stated that Resident A is new to AFC homes and there was no reported history of Resident A eloping from the Stanley Road AFC home. ORR Potts stated that there was no information in the assessment plan about Resident A eloping as it was previously not listed as a concern. ORR Potts stated that he did learn that Resident A

did previously elope when she lived with her mom prior to going to the Stanley Road home.

On 01/09/2024, ORR Potts contacted me and informed me that he had an open investigation, and that Resident A was back in the home. ORR Potts stated that Resident A was located within a couple of days and that she was picked up at Goodwill by the Mt. Morris Township Police.

On 01/10/2024, I completed an unannounced onsite investigation at Stanley Road AFC home and interviewed the following people: Home Manager Valerie Walton and Resident A. Home Manager (HM) Walter stated that she was aware of the allegations. HM Walter stated that staff did not inform her that Resident A had been missing from the home since approximately 10 p.m. on 12/14/2023 until the next morning at 6 a.m. on 12/15/2023 when she came into work. HM Walter stated that she immediately informed the police and let Resident A's mother know that Resident A had left the home on 12/14/2023 and had not yet returned. HM Walter stated that the staff had reported to her that they had seen Resident A change and go outside but did not see her come back in. HM Walter stated that the staff had seen a U-Haul truck outside at the end of the driveway and thought that it belonged to friends of Resident A. HM Walter stated that staff told her that when they did bed checks that Resident A was not in her room but that they did not tell anyone that she was gone until she came to work the next morning. HM Walter stated that the staff stated that they were waiting for her to return to the home but she never did. HM Walter provided the incident report that she completed on 12/15/2023, and it is consistent with the interview.

HM Walter stated that Resident A was back in the home now but was gone from 12/14/2023 to 01/05/2024. HM Walter stated that Resident A was picked up by the police while she was at Goodwill getting her check and was then taken to the Hurley Hospital to be evaluated. HM Walter stated that that Resident A was at Hurley Hospital from 12/22/2023 to 01/05/2024 to have her medication re-evaluated. HM Walter stated that they had never received any information regarding Resident A having issues eloping from the home, so nothing was put into her care plan. HM Walter stated that there was a meeting on 01/08/2024 with her Genesee Health Systems case manager Lynda Balius, Resident A's mother, Resident A, and herself to develop a new care plan for Resident A. HM Walter stated that all staff are aware that the new care plan for Resident A. HM Walter stated that the staff that were on shift, Staff Earline Jackson, and Staff Tonya Edwards, and did not report that Resident A was missing from the home have been investigated and disciplined.

On 01/10/2024, I completed an onsite interview with Resident A regarding the allegations. Resident A was able to communicate with no issues. Resident A is diagnosed with the following: Schizophrenia, Schizoaffective disorder, Bipolar type and Severe Cocaine and Cannabis disorder. Resident A stated that she was aware that she was gone from the home and wasn't supposed to be. Resident A stated that she just wanted to leave with a friend, so she did. Resident A stated that she was only going to leave for a little bit with her friend and then come back, but she just ended up staying

gone until she was pick up by the police. Resident A stated that she was new to adult foster homes and that she had lived with her mother until she came to Stanley Road AFC home in August of 2023. Resident A stated that she used to leave from her mom's home also. Resident A stated that sometimes she would leave for a couple of hours and sometimes she would leave for a couple of days. Resident A stated that she was not on her medication while she was gone so when she was picked up by the police that she had to go to Hurley Hospital for a couple of weeks to get her medication back right. Resident A stated that she understands that she can't just get up and leave from Stanley Road home. Resident A stated that she had a meeting with her case manager, her mother and HM Walter to come up with a new care plan. Resident A stated that she has to see her case manager one time a week for 4 weeks before she can go back to work out in the community. Resident A stated that she works at Goodwill in Flint. Resident A stated that she is happy at the Stanley Road home and that staff treat her good. Resident A stated that nothing happened to make her leave, she just wanted to go with her friend. Resident A was not willing to share the name of who she was with during our interview.

On 02/05/2024, I completed a phone interview with Staff Tonya Edwards regarding the allegations concerning Resident A. Staff Edwards stated that she was aware of the allegations as she was on duty the night that Resident A eloped from Stanley Road home. Staff Edwards stated that she works 3rd shift and that she came in at approximately 10 p.m. on 12/14/2023 for her shift and saw Resident A come in and out of the house a couple times. Staff Edwards stated that Resident A goes outside a lot to smoke, and it is not uncommon for her to go outside and sit on the porch and smoke. Staff Edwards stated that she saw a U-Haul truck out in the driveway and thought someone was moving out or moving in. Staff Edwards stated that she looked outside and saw that the U-Haul truck was gone, and that Resident A did not come back inside. Staff Edwards stated that she looked outside the home and inside Resident A's room and noticed that she was missing from the home. Staff Edwards stated that this was the first time that Resident A had any incidents like this. Staff Edwards stated that Resident A has not left the home before and thought that she might return sometime during the night, but she never did. Staff Jackson stated that when Home Manager Valerie Walton came in the next morning, she told her what happened. Staff Edwards stated that she was unsure what she was supposed to do about Resident A leaving the home or when she was supposed to let someone know she was gone as she was a new employee and had only been working at Stanly Road home for about a week. Staff Edwards stated that she has since been counselled on what to do and who to notify in case of emergency. Staff Edwards stated that Resident A has been back at the home for a little while now, but she rarely sees her up at night because by the time she comes in Resident A is already sleeping or in bed. Staff Edwards stated that Resident A has had no further incidents since she came back to the home on 01/05/2024.

On 02/06/2024, I completed a phone interview with Staff Erline Jackson regarding the allegations concerning Resident A. Staff Jackson stated that she was aware of the allegations because she was working the night that Resident A left the home. Staff Jackson stated that when she came in to work around 10 p.m. on 12/14/2023 that



Resident A was outside smoking. Staff Jackson stated that when she came to work that she asked why there was a U-Haul truck in the driveway but no one knew why they were there. Staff Jackson stated that she figured someone was moving. Staff Jackson stated that she doesn't know exactly what happened with Resident A, but she knows that she never came back in from being outside. Staff Jackson stated that she didn't notify anyone that Resident A was gone, but that Staff Edwards notified Home Manager Valerie Walton the next morning. Staff Jackson stated that management talked to her about what she needs to do in case of emergency and who she needs to notify. Staff Jackson did not have any further information regarding the incident.

On 02/05/2024, I completed a phone interview with Administrator Candy Hamilton regarding the allegations concerning Resident A. Administrator Hamilton stated that she was aware of the allegations and the staff involved had already been addressed internally and retrained on policy in regard to emergency situations. Administrator Hamilton was able to send over requested information such as their Customer Service Policy, health appraisal, Assessment plan, updated Individual Plan of Service developed on 01/08/2024, Incident Report and Genesee Health System Face Sheet for Resident A.

Upon review of the Assessment plan and other supporting documentation there was no mention of any type of eloping history or need for additional supervision for Resident A. Eloping has been addressed in the new IPOS that was developed on 01/08/2024.

On 02/05/2024, I spoke with Genesee Health System ORR Potts in regard to Resident A. ORR Potts stated that he cited Stanley Road home for not reporting timely that Resident A had eloped from the home.

On 02/06/2024, I contacted Mt. Morris Township Police Department and spoke with Records Worker (RW) Dawn Pierce. RW Pierce confirmed that a missing persons police report was filed by Home Manager Valerie Walton on 12/15/2023. The report number is 2384502245. RW Pierce stated that the case was closed as Resident A was picked up on 12/22/2023 and was at Hurley Hospital for evaluation. RW Pierce stated that there was no further information concerning the incident.

On 02/06/2024, I spoke with Department of Human Services Adult Protective Services (APS) worker Shwanda Lee regarding Resident A. APS Lee stated that a preponderance of evidence has been found to support the allegations of neglect by Stanley Road against Resident A.

On 02/06/2024, I completed a phone interview with Genesee Health System Case Manager (CM) Lynda Balius regarding the allegations concerning Resident A. CM Balius stated that she was aware of the allegations and had addressed them with Resident A. CM Balius stated that there was a meeting on 01/08/2024, with the Home Manager, Guardian A1 and Resident A to develop a new Individual Plan of Service (IPOS) for Resident A. CM Balius stated that she has seen Resident A weekly since her return to Stanley Road home and that there have been no issues since she has

returned. CM Balius stated that she is not concerned for the overall care of Resident A as it looks like the Home Manager and staff at Stanley Road home are ensuring that Resident A has the support she needs.

On 02/06/2024, I completed a phone interview with Guardian A1 in regard to the allegations concerning Resident A. Guardian A1 is the guardian for Resident A. Guardian A1 stated that she was aware of the allegations and that she has spoken with Home Manager Walton and Case Manager Balius about her concerns in regard to the incident and how long it took for it to be reported that Resident A was missing from the home. Guardian A1 stated that she believes that the new IPOS that was developed for Resident A meets all of her needs. Guardian A1 stated that she has had no other concerns about Resident A's care at the Stanley Road home.

<b>APPLICABLE RULE</b>	
<b>R 400.14311</b>	<b>Incident notification, incident records.</b>
	<b>(2) If an elopement occurs, staff shall conduct an immediate search to locate the resident. If the resident is not located within 30 minutes after the elopement occurred, staff shall contact law enforcement.</b>
<b>ANALYSIS:</b>	Resident A had been missing from AFC since 12/14/2023 at 10 p.m. Two staff members watched Resident A go out to a U-Haul and sit in the driveway. Staff completed a bed check hours later and Resident A was gone. They did not contact law enforcement or manager. Home Manager arrived on 12/15/23 at 6 a.m. and she contacted law enforcement and Resident A's guardian.  After completing interviews with Staff, DHHS APS, GHS ORR, GHS case manager, Mt. Morris Township Police Department, Guardian A1 and Resident A it was determined that there was a preponderance of evidence to conclude that R 400.14311 (2) was violated.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 02/06/2024, I conducted an exit conference with Licensee Designee Jennifer Bhaskaran and Administrator Candy Hamilton. I informed Licensee Designee Bhaskaran and Administrator Hamilton that I would be citing the rule violations listed above and that a corrective action plan would be required.

**IV. RECOMMENDATION**

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

*Martin Gonzales*

02/07/2024

Martin Gonzales Licensing Consultant	Date
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Approved By:

*Mary Holton*

02/07/2024

Mary E. Holton Area Manager	Date
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