



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

February 23, 2024

Hernandez Home LLC
P.O. Box 277
Bloomington, MI 49026

RE: License #: AS800316739
Investigation #: 2024A1031023
Baseline Home

Dear Licensee Designee:

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) 356-0183.

Sincerely,

Kristy Duda, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS800316739
Investigation #:	2024A1031023
Complaint Receipt Date:	01/11/2024
Investigation Initiation Date:	01/11/2024
Report Due Date:	03/11/2024
Licensee Name:	Hernandez Home LLC
Licensee Address:	44409 Baseline Road Bloomingtondale, MI 49026
Licensee Telephone #:	(269) 521-4130
Licensee Designee/Administrator:	Karmen Ball
Name of Facility:	Baseline Home
Facility Address:	44409 Baseline Road Bloomingtondale, MI 49026
Facility Telephone #:	(269) 521-4130
Original Issuance Date:	04/23/2012
License Status:	REGULAR
Effective Date:	10/23/2022
Expiration Date:	10/22/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Staff pinched and hit Resident A.	Yes

III. METHODOLOGY

01/11/2024	Special Investigation Intake 2024A1031023
01/11/2024	Special Investigation Initiated - Telephone Interview with Karmen Ball.
01/11/2024	APS Referral
01/17/2024	Contact - Voicemail left with Kaitlyn Galvin.
01/22/2024	Contact - Telephone Interview with Kaitlyn Galvin.
02/02/2024	Contact - Face to Face contact with Resident A.
02/02/2024	Inspection Completed On-site
02/07/2024	Contact - Telephone Interview with Susan Boyer.
02/07/2024	Inspection Completed-BCAL Sub. Compliance
02/21/2024	Exit Conference held with licensee designee.

ALLEGATION:

Staff pinched and hit Resident A.

INVESTIGATION:

On 1/11/24, I conducted a telephone interview with licensee designee Karmen Ball. Ms. Ball reported she was informed by a direct care worker (DCW) that they witnessed DCW Rachel Babcock pinch Resident A. Ms. Ball reported she spoke to Ms. Babcock and she admitted to pinching Resident A because she was frustrated with his behaviors. Ms. Ball reported she also received allegations that DCW Susan Boyer "popped" Resident A on top of the head. Ms. Ball reported Ms. Boyer denied these allegations.

On 1/22/24, I interviewed Kaitlyn Galvin via telephone. Ms. Galvin reported she witnessed Ms. Babcock pinch Resident A after Resident A pinched Ms. Babcock. Ms. Galvin reported she was shocked when she witnessed this as it was not appropriate. Ms. Galvin reported Resident A does pinch often but there are other ways to redirect his behaviors. Ms. Galvin reported she also witnessed Ms. Boyer “tap” Resident A on the head when he acted like he was going to hit her. Ms. Galvin reported Ms. Boyer often seems to be overwhelmed with the residents’ behaviors in the home.

On 2/2/24, I conducted an unannounced visit to the home. Resident A was not able to be interviewed due to being nonverbal. I was not able to interview any other residents in the home due to them being nonverbal as well.

On 2/7/24, I interviewed Ms. Boyer via telephone. Ms. Boyer reported she has worked with Ms. Babcock and has never witnessed her mistreat Resident A. Ms. Boyer was informed of the allegations regarding her hitting Resident A on the head. Ms. Boyer denied the allegations and reported she would never hurt any of the residents in the home.

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:	Based on interviews, it has been determined that Resident A was not treated with dignity and staff did not ensure Resident A’s protection and safety. Ms. Babcock was witnessed to have pinched Resident A in response to being pinched by the resident. The licensee designee reported that Ms. Babcock did admit to pinching Resident A due to being frustrated with his behaviors. It is unclear if Ms. Boyer hit Resident A on the head as she denied the allegations.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED Reference SIR #2023A1051009

IV. RECOMMENDATION

It is recommended that upon receipt of an acceptable corrective action plan, the status of the license remain unchanged.

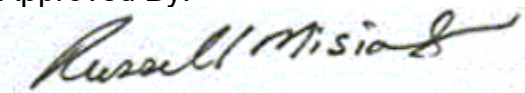


2/7/24

Kristy Duda
Licensing Consultant

Date

Approved By:



2/22/24

Russell B. Misiak
Area Manager

Date