



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 7, 2024

Patricia Thomas  
Quest, Inc  
36141 Schoolcraft Road  
Livonia, MI 48150-1216

RE: License #: AS820014532  
Investigation #: 2024A0901017  
Milburn Home

Dear Patricia Thomas:

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 (313) 456-0380.

Sincerely,

A handwritten signature in black ink that reads "Regina Buchanan". The signature is written in a cursive, flowing style.

Regina Buchanan, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 949-3029

Enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820014532
<b>Investigation #:</b>	2024A0901017
<b>Complaint Receipt Date:</b>	01/12/2024
<b>Investigation Initiation Date:</b>	01/17/2024
<b>Report Due Date:</b>	03/12/2024
<b>Licensee Name:</b>	Quest, Inc
<b>Licensee Address:</b>	36141 Schoolcraft Road Livonia, MI 48150-1216
<b>Licensee Telephone #:</b>	(734) 838-3400
<b>Administrator:</b>	Patricia Thomas
<b>Licensee Designee:</b>	Patricia Thomas
<b>Name of Facility:</b>	Milburn Home
<b>Facility Address:</b>	20430 Milburn Livonia, MI 48152
<b>Facility Telephone #:</b>	(734) 474-0283
<b>Original Issuance Date:</b>	01/01/1993
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/06/2023
<b>Expiration Date:</b>	08/05/2025
<b>Capacity:</b>	5

<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED
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## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff, Bianca Cody, was mean to Resident A and hit him the face.	Yes

## III. METHODOLOGY

01/12/2024	Special Investigation Intake 2024A0901017
01/12/2024	Referral - Recipient Rights
01/17/2024	Special Investigation Initiated - Telephone Resident A's Guardian (Guardian A), Sister
01/17/2024	APS Referral
01/17/2024	Contact - Telephone call made Licensee Designee, Patricia Thomas
01/22/2024	Contact - Telephone call made Home Manager, Tracy Alford
01/24/2024	Inspection Completed On-site Resident A Resident B
02/12/2024	Contact - Telephone call made Staff, Nina McCray
02/12/2024	Contact - Telephone call made Staff, Bianca Cody
02/12/2024	Inspection Completed-BCAL Sub. Compliance
03/06/2024	Exit Conference Licensee Designee, Patricia Thomas

**ALLEGATION:**

**Staff, Bianca Cody, was mean to Resident A and hit him the face.**

## **INVESTIGATION:**

On 01/17/2024, I made a telephone call to Resident A's guardian (Guardian A), who is also his sister. Guardian A reported that Resident A called the morning of 01/10/2024 and he sounded upset and said, "She slapped me," and told him to get the "fuck back in his room." Guardian A could not understand the staff's name when he said it due to Resident A's limited verbal skills. Guardian A spoke with the Tracy Alford, home manager, who reported that he was referring to Staff, Bianaca Cody, who has since been suspended. Guardian A further stated there has not been any other issues with the home and the care and services they provide. Guardian A reported this was the first time he had been mistreated by staff.

On 01/17/2024, I made a telephone call to the licensee designee, Patricia Thomas. Patricia was informed of the allegations and gave me the Tracy's phone number, for additional information.

On 01/22/2024, I made a telephone call to Tracy. Tracy stated Resident A accused Bianca of hitting him. Bianca is currently suspended, pending investigation. Bianca claimed Resident A is lying and that she was just redirecting him. Tracy also stated Staff, Nina McCray, was also working at the time and Resident B is the only other verbal resident in the facility.

On 01/24/2024, I conducted an onsite inspection at the facility and interviewed Resident A. Although his verbal skills were not very clear, I was able to understand what he was saying. He stated Bianca was yelling at him and cursing and calling him names. She was mad at him because she wanted him to go to his room and he did not want to go. He wanted to stay in the living room area and watch TV. Resident A denied being hit. He also reported he feels safe at the home as long as Bianca is not there.

On 01/24/2024, I interviewed Resident B who reported hearing Bianca yell at Resident A, because his clothes were on backwards and she was telling him to go to his room. Resident A started yelling back at her and they were very loud. Resident B did not recall hearing any name calling or cursing and said no one was hit. Resident B further reported liking the home and staff and said he has never been mistreated by anyone.

On 02/12/2024, I made a telephone call to Nina. Nina reported working during the time of the incident but was in another room with another resident. Nina did not witness the incident but heard it. Nina reported Bianca was arguing with Resident A, both of their voices were raised, and they were calling each other names.

On 02/12/2024, I made a telephone call to Bianca, who denied the allegations. Bianca explained that Resident A had his pants on backwards. Bianca tried to get him to go to his room and fix them. He refused and started yelling at her and calling her names. Bianca denied arguing with him and said she never hit him.

<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>	Based on the information obtained during this investigation, Resident A was not treated with dignity and respect. He reported being yelled at and called names by Staff, Bianca Cody. This was witnessed by Resident B and Staff, Nina McCray.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### **IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remains unchanged.

*Regina Buchanan*

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Regina Buchanan  
Licensing Consultant

03/06/2024  
Date

Approved By:



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Ardra Hunter  
Area Manager

03/07/2024  
Date