



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

April 2, 2024

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

RE: License #: AS820405972  
Investigation #: 2024A0101018  
Troy

Dear Mrs. 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 blue ink, appearing to read "Edith Richardson".

Edith Richardson, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 919-1934

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820405972
<b>Investigation #:</b>	2024A0101018
<b>Complaint Receipt Date:</b>	02/16/2024
<b>Investigation Initiation Date:</b>	02/16/2024
<b>Report Due Date:</b>	04/16/2024
<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>	Troy
<b>Facility Address:</b>	15149 Troy St. Taylor, MI 48180
<b>Facility Telephone #:</b>	(734) 946-4971
<b>Original Issuance Date:</b>	11/08/2021
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/08/2022
<b>Expiration Date:</b>	05/07/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

	AGED
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**II. ALLEGATION(S)**

	Violation Established?
Direct care staff, Kelly Jefferson is not suitable. On 02/06/2024, Ms. Jefferson was found sleeping while on duty.	Yes

**III. METHODOLOGY**

02/16/2024	Special Investigation Intake 2024A0101018
02/16/2024	Referral received from APS and ORR
02/16/2024	Special Investigation Initiated - Telephone Direct care staff, Marquis Jones-Hall
03/01/2024	Contact – Document Received
03/28/2024	Contact – Telephone call made Home manager, Ashlee Smith
03/28/2024	Exit Conference Licensee designee, Patricia Thomas

**ALLEGATION: Direct care staff, Kelly Jefferson is not suitable. On 02/06/2024, Ms. Jefferson was found sleeping while on duty.**

**INVESTIGATION:** On 02/16/2024, I spoke with direct care staff (DCS) Marquis Jones-Hall. Mr. Jones-Hall stated that five residents reside in the home. He further stated three of the residents require the use of a wheelchair and they all require hands on assistance with personal care.

On 03/01/2024, I spoke with the home manager, Ashlee Smith. Ms. Smith stated on 02/06/2024, DCS Avis Anderson and Tela Coker arrived at the group home at 12:00 a.m. to cover the midnight shift. They proceeded to knock on the door, and they called the home several times. To no avail no one answered the door. They called Ms. Smith who has a key to the home. Ms. Smith came to the home and unlocked the door. Ms. Smith found Ms. Jefferson asleep inside of the home.

On 03/01/2024, Ms. Smith forwarded me written documentation that Ms. Jefferson was in receipt of the company’s personnel policy regarding sleeping. “Employee sleeping at the work site is strictly prohibited. Employees must be awake and alert at all times to attend to the safety and needs of the Persons served. Employees in a

sleeping position (laying on a sofa, recliner, bed or chair) will be viewed the same as sleeping....” Ms. Jefferson signed that she received the Sleeping Policy on 09/05/2023.

<b>APPLICABLE RULE</b>	
<b>R 400.14201</b>	<b>Qualifications of administrator, direct care staff, licensee, and members of household; provision of names of employee, volunteer, or member of household on parole or probation or convicted of felony; food service staff.</b>
	(10) All members of the household, employees, and those volunteers who are under the direction of the licensee shall be suitable to assure the welfare of residents.
<b>ANALYSIS:</b>	Ms. Jefferson is not suitable to assure the welfare of residents. Even though Ms. Jefferson was aware of the seriousness of sleeping on the job. On 02/06/2024, she fell asleep placing the residents of the home at risk of harm.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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



Edith Richardson  
Licensing Consultant

03/29/2024  
Date

Approved By:



04/02/2024

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Ardra Hunter  
Area Manager

\_\_\_\_\_  
Date