



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 15, 2024

Amanda Ledford
Hope Network West Michigan
PO Box 890
Grand Rapids, MI 49501-0141

RE: License #: AS410312036
Investigation #: 2024A0340029
Neo Grand Rapids-Bristol

Dear Mrs. Ledford:

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 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 (616) 356-0183.

Sincerely,



Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS410312036
Investigation #:	2024A0340029
Complaint Receipt Date:	03/18/2024
Investigation Initiation Date:	03/18/2024
Report Due Date:	05/17/2024
Licensee Name:	Hope Network West Michigan
Licensee Address:	PO Box 890 Grand Rapids, MI 49518
Licensee Telephone #:	(616) 301-8000
Administrator:	Amanda Ledford
Licensee Designee:	Amanda Ledford
Name of Facility:	Neo Grand Rapids-Bristol
Facility Address:	909 Bristol Ave. NW Grand Rapids, MI 49504
Facility Telephone #:	(616) 791-4130
Original Issuance Date:	01/06/2012
License Status:	REGULAR
Effective Date:	07/16/2022
Expiration Date:	07/15/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Home Manager Latisha Hollings had nude photos of Resident A on her phone. There were also text messages on this phone telling staff Maya Plana to "knock him (Resident B) out".	Yes

III. METHODOLOGY

03/18/2024	Special Investigation Intake 2024A0340029
03/18/2024	APS Referral
03/18/2024	Special Investigation Initiated - Telephone Megan Pena
03/202/2024	Contact – Telephone call received From Designee Amanda Ledford
03/26/2024	Inspection Completed On-site
03/26/2024	Contact – Telephone call made Home Manager Tish Holling- left a voicemail
03/28/2024	Contact – Telephone call received from Det. Briana Pierson GRPD
04/08/2024	Contact - Telephone call received from Toya Zylstra regarding additional allegations
04/11/2024	Contact – Telephone call received from Michael Kuik-ORR
04/15/2024	Exit Conference Designee Amanda Leford

ALLEGATION: Home Manager Latisha Hollings had nude photos of Resident A on her phone. There were also text messages on her phone telling staff Maya Plana to "knock him (Resident B) out".

INVESTIGATION: On March 18, 2024, I received a complaint that Hope Network Human Resources personnel were going through home manager Latisha Hollings work phone for reasons unrelated to the complaint when they discovered a video of

Resident A having behaviors while not wearing any clothes. They also discovered a text exchange between Ms. Hollings and staff Maya Plana regarding Resident B where Ms. Hollings told Ms. Plana to “knock him out”.

On March 18, 2024, I informed Adult Protective Services of the allegations.

On March 18, 2024, I contacted Hope Network Director of Clinical Operations, Megan Pena. She was aware of the allegations and the staff person, Ms. Hollings, has been suspended pending investigation. The Grand Rapids Police Department, Office of Recipient Rights, and Adult Protective Services have also been informed of the situation.

On March 20, 2024, I contacted Licensee Amanda Ledford. She provided me with additional information. Ms. Ledford received a report from Hope Network HR Business Partner Allie Cusack that on 3/13/2024, she was completing an unrelated HR investigation involving Program Manager Latisha Holling. Ms. Cusack received Ms. Holling’s work cell phone. She and HR Generalist Lauren Tillman were reviewing the contents of the phone per their investigation. During this investigation, they discovered seven videos of Resident A on the phone during the time period between December 2022-February 2023. Ms. Cusack reported that the content of the videos appeared to be when Resident A was in an escalated state of verbal and physical aggression. Ms. Cusack reported that in one of the videos, Resident A was nude. On 3/14/2024, Ms. Cusack contacted Grand Rapids Police at 5:10p and APS at 5:49p. Ms. Ledford contacted Resident A’s guardian at 5:27p and was prompted to leave a voice mail and Office of Recipient Rights (ORR) at 5:49p and was told to call back during business hours to make the full report. Ms. Ledford did report to ORR the next day.

On March 26, 2024, I conducted an unannounced home inspection. Staff Maya Plana, Joyce Curl, and manager Jessica Fairchild were present. Ms. Fairchild had only recently begun working at the home after Ms. Hollings was suspended.

I first interviewed Ms. Plana. She stated Resident A had moved out of the Bristol home about a year ago. She had worked at Bristol when Resident A lived there, but she did not know where he lives now. She remembered Resident A as someone with little verbal ability but who frequently exhibited high behaviors. Ms. Plana had no memory of Ms. Hollings acting inappropriately or doing anything inappropriate in the home or toward any residents. I asked Ms. Plana if she had ever seen Ms. Hollings use her phone to take pictures or record any residents. Ms. Plana stated she did not know of any incident of Ms. Hollings recording or photographing residents. I asked specifically about Resident A and Ms. Plana stated she has no knowledge of Ms. Hollings taking photos or video of Resident A.

I then interviewed Ms. Curl. Ms. Curl stated she had begun working at the Bristol home after Resident A had moved out since she did not know who he was. I asked

Ms. Curl if she had ever witnessed Ms. Hollings photo or video any residents. She stated she did not.

Lastly, I interviewed Ms. Fairchild. She explained that while she had previously managed another, now closed, Hope Network home, she was asked to come over to Bristol as a manager. She did not know the reasons why or what was happening with the other home manager.

On March 26, 2024, I called Ms. Hollings. I left a voicemail requesting she call back.

On March 28, 2024, I received a call from Detective Briana Pierson, asking if Licensing was investigating the allegations regarding Ms. Hollings. I confirmed our open investigation regarding the allegations that were also filed with GRPD. She had no additional information at this time.

On April 8, 2024, Licensing Consultant Toya Zylstra informed me of additional allegations that had been filed by APS. Also found text message conversations on Ms. Hollins' cell phone regarding Resident B. Ms. Zylstra provided the following additional information:

On 04/03/2024 complaint allegations were received from Adult Protective Services. The complaint allegations stated that on 02/22/24, direct support professional, Maya Plana, physically abused Resident B. It is unknown exactly how Ms. Plana allegedly abused Resident B. The residential program manager, Latisha Hollings, advised Ms. Plana to "knock him out." Ms. Plana reportedly "tried" but stated Resident B "likes the pain." It is unknown if he had any marks, bruises, or injuries. It is unknown if Resident B is afraid of Ms. Plana or Ms. Hollings.

On 04/03/2024, Ms. Zylstra emailed Adult Protective Services staff Heather Autsema. Ms. Autsema confirmed that she has been assigned to investigate the complaint allegations.

On 04/04/2024, Ms. Zylstra completed an unannounced onsite investigation at the facility and interviewed staff Jessica Fairchild, staff Shayla Martin, and Resident B. Staff Jessica Fairchild stated that she is the "fill-in program manager" of the facility. Ms. Fairchild stated that the previous "program manager" Latisha Hollings and staff Maya Plana were recently terminated. Ms. Fairchild stated that she does not know the rationale behind the firing of Ms. Holling and Ms. Plana. Ms. Fairchild stated that she has no knowledge of the complaint allegations and has not observed any suspicious marks on Resident B's body. Ms. Fairchild stated that Resident B can occasionally communicate with one-word responses.

Staff Shayla Martin stated that she has worked at the facility for approximately four months. Ms. Martin stated that she works first shift. Ms. Martin stated that she has worked numerous shifts with program manager Latisha Hollings. Ms. Martin stated that she had observed Resident B call staff "losers". Ms. Martin stated that she

heard Ms. Holling “jokingly” tell Resident B “If I am a loser, then you are a loser”. Ms. Martin stated that she never observed Ms. Holling call Resident B or any other resident inappropriate names. Ms. Martin stated that she has observed Ms. Holling push residents away from her after completing a restraint. Ms. Martin stated that she never observed Ms. Holling physically assault residents. Ms. Martin stated that she did not work with staff Maya Plana because Ms. Plana worked second shift. Ms. Martin stated that she had previously observed small bruises on Resident B’s hands in the past, but Ms. Martin stated that she had no idea how he would have sustained the injuries. Ms. Martin stated that she has not observed any injuries on Resident B’s body “recently”.

I attempted to interview Resident B however he was unable to complete an interview due to his disability. I observed no suspicious marks on Resident A’s exposed arms, face, or neck.

On 04/05/2024 I interviewed Hope Network Manager of Operations, Lindsey McBride, via telephone. Ms. McBride stated that Hope Network’s human resources staff had previously confiscated Program Manager Latisha Hollings cell phone. A review of Ms. Hollings cell phone indicated text messages between Ms. Hollings and Ms. Plana. One text thread from Ms. Hollings to Ms. Plana referenced Resident B and Ms. Hollings directed Ms. Plana to “just knock (Resident B) out”. During the text exchange Ms. Plana stated, “but (Resident B) likes the pain”. Ms. McBride stated that Ms. Hollings and Ms. Plana have been terminated. Ms. McBride stated that a full skin check was completed for Resident B which found no marks or injuries suspicious of abuse.

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:	<p>The allegation was made that Home Manager Latisha Hollings had taken photos and video of Resident A without clothing. She had also had text message conversations with staff Maya Plana about physically assaulting Resident B.</p> <p>Ms. Pena and Ms. Ledford confirmed that HR found the evidence on Ms. Hollings cell phone.</p> <p>Staff Plana, Curl and Fairchild had no knowledge of Ms. Hollings taking photos or video of any residents.</p>

	<p>Staff Martin had witnessed Ms. Hollings call Resident B names and push other residents.</p> <p>Manager of Operations Lyndsey McBride stated HR found the evidence of the text messages between Ms. Plana and Ms. Hollings where Ms. Hollings instructed Ms. Plana to “knock him out” regarding Resident B. She stated Ms. Hollings and Ms. Plana have been terminated.</p> <p>Resident B did not have any marks, bruises or other signs of abuse when observed by Consultant Zylstra.</p> <p>There is a preponderance of evidence that Ms. Hollings took nude photos and video of Resident A. There is also a preponderance of evidence that Ms. Hollings instructed staff to physically abuse Resident B.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On April 15, 2024, I conducted an exit conference with Designee Amanda Ledford. We discussed the incidents and the rule violation found. She confirmed that Ms. Hollings and Ms. Plana have been terminated. I requested a Corrective Action Plan which Ms. Leford agreed to send. She had no further questions.

IV. RECOMMENDATION

Upon receipt of an acceptable Corrective Action Plan, I recommend no change to the current license status.

Rebecca Piccard

April 15, 2024

Rebecca Piccard
Licensing Consultant

Date

Approved By:

Jerry Hendrick

April 15, 2024

Jerry Hendrick
Area Manager

Date