



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

April 8, 2024

David Call  
Freedom Adult Foster Care Corp.  
PO Box 1588  
Clarkston, MI 48347

RE: License #: AS630012344  
Investigation #: 2024A0993010  
Traci AIS Group Home

Dear Mr. Call:

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script, appearing to read "DaShawnda Lindsey".

DaShawnda Lindsey, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place, Ste. 9-100  
Detroit, MI 48202  
(248) 505-8036

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS630012344
<b>Investigation #:</b>	2024A0993010
<b>Complaint Receipt Date:</b>	01/29/2024
<b>Investigation Initiation Date:</b>	01/31/2024
<b>Report Due Date:</b>	03/29/2024
<b>Licensee Name:</b>	Freedom Adult Foster Care Corp.
<b>Licensee Address:</b>	3990 Bird Road Clarkston, MI 48348
<b>Licensee Telephone #:</b>	(248) 625-7923
<b>Administrator:</b>	David Call
<b>Licensee Designee:</b>	David Call
<b>Name of Facility:</b>	Traci AIS Group Home
<b>Facility Address:</b>	777 W. Predmore Oakland Township, MI 48363
<b>Facility Telephone #:</b>	(248) 693-7777
<b>Original Issuance Date:</b>	11/17/1982
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/16/2023
<b>Expiration Date:</b>	08/15/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Home manager Catherine Woodward took Resident A's phone away from her when she tried to call the police.	No
<ul style="list-style-type: none"> <li>Home manager Catherine Woodward yells at and swears at Resident A.</li> <li>On 01/07/2024, Open Arms staff Laura Clarkston reported Ms. Woodward stated, "she (Resident A) needs to stop acting this way because if she messes with the wrong staff, it's not going to be good".</li> </ul>	Yes

## III. METHODOLOGY

01/29/2024	Special Investigation Intake 2024A0993010
01/29/2024	Referral - Recipient Rights Received allegations from recipient rights advocate Rishon Kimble
01/31/2024	Special Investigation Initiated - Telephone Telephone call made recipient rights advocate Rishon Kimble. Left a message.
02/02/2024	Inspection Completed On-site Conducted an unannounced onsite investigation
02/02/2024	Contact - Telephone call made Telephone call made recipient rights advocate Rishon Kimble. Left a message.
02/14/2024	Contact - Telephone call made Telephone call made recipient rights advocate Rishon Kimble
02/14/2024	Contact - Telephone call made Telephone call made to Open Arms staff Holly Adkins
02/14/2024	Contact - Telephone call made Telephone call made to Open Arms staff Laura Clarkston

02/15/2024	Exit Conference Attempted to hold with licensee designee David Call. Left a message.
03/05/2024	APS Referral Forwarded allegations to adult protective services (APS)

**ALLEGATION:**

**Home manager Catherine Woodward took Resident A's phone away from her when she tried to call the police.**

**INVESTIGATION:**

On 01/29/2024, I received the allegations from Bureau of Child and Adult Licensing (BCAL) Online Complaints.

On 02/02/2024, I conducted an unannounced onsite investigation. I interviewed staff Catelin Woodward, home manager Catherine Woodward and Resident A.

Ms. Woodward did not have knowledge of home manager Catherine Woodward taking the phone away from Resident A when she tried to call the police.

Ms. C. Woodward denied ever taking the phone away from Resident A when she tried to call the police. She denied that Resident A has ever tried to call the phone. Per Ms. C. Woodward, she does not interrupt Resident A's phone calls. She only advises Resident A to end her conversations with her friend when they are arguing or getting into it. Ms. C. Woodward stated Resident A has a history of making false statements. Resident A informed her that she was going to lie and try to get her fired.

Resident A stated Ms. C. Woodward took her phone away from her to prevent her from calling the police. Resident A could not recall the date of the incident. She stated Ms. Woodward may have also been present when it occurred, but the other staff and residents did not witness it.

On 02/14/2024, I conducted a telephone interview with Open Arms staff Holly Adkins. She stated Resident A informed her Ms. Woodward took her phone away from her while she was trying call the phone. Ms. Adkins did not witness the incident.

On 02/14/2024, I conducted a telephone interview with Open Arms staff Laura Clarkston. She stated Resident A informed her Ms. Woodward took her phone away from her while she was trying call the phone. Ms. Clarkston did not witness the incident.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<p><b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</b></p> <p><b>(e) The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by the resident. A licensee may charge a resident for long distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable amount of change shall be available in the group home to enable residents to make change for calling purposes.</b></p>
<b>ANALYSIS:</b>	Resident A stated Ms. C. Woodward took her phone away from her to prevent her from calling the police. Resident A could not recall the date of the incident. She stated Ms. Woodward may have also been present when it occurred, but the other staff and residents did not witness it. Ms. Woodward did not have knowledge of Ms. C. Woodward taking the phone away from Resident A when she tried to call the police. Ms. C. Woodward denied ever taking the phone away from Resident A when she tried to call the police.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

- Home manager Catherine Woodward yells at and swears at Resident A.
- On 01/07/2024, Open Arms staff Laura Clarkston reported Ms. Woodward stated, “she (Resident A) needs to stop acting this way because if she messes with the wrong staff, it’s not going to be good”.

## **INVESTIGATION:**

On 02/02/2024, I conducted an unannounced onsite investigation. I interviewed staff Catelin Woodward, home manager Catherine Woodward and Resident A.

Ms. Woodward denied witnessing home manager Catherine Woodward yelling at or swearing at Resident A. She also denied hearing Ms. Woodward saying, "she needs to stop acting this way because if she messes with the wrong staff, it's not going to be good", regarding Resident A.

Ms. C. Woodward denied yelling at or swearing at Resident A. She denied calling Resident A out of her name. She denied saying "she needs to stop acting this way because if she messes with the wrong staff, it's not going to be good", regarding Resident A.

Resident A stated Ms. C. Woodward called her a "B" and told her she was acting like an "A hole". Ms. C. Woodward yells at her and swears at her. Resident A stated Ms. C. Woodward only does this to her, and the other residents have not witnessed it. Resident A confirmed Ms. C. Woodward stated, "she needs to stop acting this way because if she messes with the wrong staff, it's not going to be good", referring to her. Resident A stated she is waiting for Ms. C. Woodward to be kicked out of the facility and/or get fired. She cannot take Ms. C. Woodward working in the facility anymore. She gets panic attacks when she sees Ms. C. Woodward.

On 02/14/2024, I conducted a telephone interview with recipient rights advocate Rishon Kimble. Ms. Kimble stated she is substantiating that Ms. C. Woodward made a threat against Resident A. Ms. Kimble interviewed Open Arms staff Laura Clarkston, and Ms. Clarkston stated Ms. C. Woodward stated to her that Resident A needed to "stop acting this way because if she messes with the wrong staff, it's not going to be good".

On 02/14/2024, I conducted a telephone interview with Open Arms staff Holly Adkins. Ms. Adkins denied witnessing Ms. C. Woodward yelling at or swearing at Resident A. In addition, she did not witness Ms. C. Woodward saying Resident A needed to "stop acting this way because if she messes with the wrong staff, it's not going to be good".

On 02/14/2024, I conducted a telephone interview with Open Arms staff Laura Clarkston. Ms. Clarkston denied witnessing Ms. C. Woodward yelling at or swearing at Resident A. Ms. Clarkston stated Ms. C. Woodward stated to her that Resident A needed to "stop acting this way because if she messes with the wrong staff, it's not going to be good".

On 02/15/2024, I attempted to conduct an exit conference with licensee designee David Call with no success. I left a message.

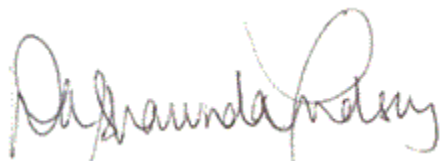
<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</b>
<b>ANALYSIS:</b>	Ms. C. Woodward denied yelling at or swearing at Resident A. She also denied calling Resident A out of her name. Ms. Woodward, Ms. Clarkston, and Ms. Adkins denied witnessing Ms. Woodward yell at or swear at Resident A. However, Ms. Clarkston and Resident A stated Ms. C. Woodward stated Resident A needed to “stop acting this way because if she messes with the wrong staff, it’s not going to be good”.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following: (f) Subject a resident to any of the following: (ii) Verbal abuse. (iv) Threats.</b>
<b>ANALYSIS:</b>	Ms. C. Woodward denied yelling at or swearing at Resident A. She also denied calling Resident A out of her name. Ms. Woodward, Ms. Clarkston, and Ms. Adkins denied witnessing Ms. Woodward yell at or swear at Resident A. However, according to Ms. Clarkston and Resident A, Ms. C. Woodward stated Resident A needed to “stop acting this way because if she messes with the wrong staff, it’s not going to be good”.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>



**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend no change in the license status.



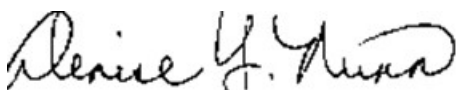
03/06/2024

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DaShawnda Lindsey  
Licensing Consultant

Date

Approved By:



04/08/2024

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Denise Y. Nunn  
Area Manager

Date