



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

April 16, 2024

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

RE: License #: AS630384916  
Investigation #: 2024A0991018  
Addison

Dear Patricia Thomas:

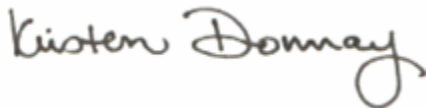
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Kristen Donnay". The signature is written in a dark ink and is positioned below the word "Sincerely,".

Kristen Donnay, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place  
3026 W. Grand Blvd. Ste 9-100  
Detroit, MI 48202  
(248) 296-2783

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS630384916
<b>Investigation #:</b>	2024A0991018
<b>Complaint Receipt Date:</b>	03/28/2024
<b>Investigation Initiation Date:</b>	03/28/2024
<b>Report Due Date:</b>	05/27/2024
<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>	Nicole Hagood
<b>Licensee Designee:</b>	Patricia Thomas
<b>Name of Facility:</b>	Addison
<b>Facility Address:</b>	920 Rochester Road Leonard, MI 48367
<b>Facility Telephone #:</b>	(586) 785-1023
<b>Original Issuance Date:</b>	07/26/2017
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	01/26/2024
<b>Expiration Date:</b>	01/25/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
On 3/19/24, the licensee designee, Patricia Thomas received a video of staff, Drew Monroe, drinking alcohol from a Crown Royal bottle while on shift at the Addison home. It was also reported that Drew Monroe has also smoked marijuana while on shift at the Addison home.	Yes

## III. METHODOLOGY

03/28/2024	Special Investigation Intake 2024A0991018
03/28/2024	Special Investigation Initiated - Letter Email to Office of Recipient Rights (ORR) Worker- Rishon Kimble
03/28/2024	Referral - Recipient Rights Received from Recipient Rights
03/28/2024	APS Referral Referred to Adult Protective Services (APS) Centralized Intake
03/29/2024	Contact - Document Received Copy of video and incident report
04/03/2024	Contact - Telephone call made To ORR worker, Rishon Kimble
04/03/2024	Contact - Telephone call made Interviewed staff, Drew Monroe
04/03/2024	Contact - Telephone call made Interviewed staff, Autumn McColl-Prince
04/04/2024	Contact - Telephone call made Interviewed administrator, Nicole Hagood
04/05/2024	Contact - Document Received Staff disciplinary action forms
04/09/2024	Inspection Completed On-site Unannounced onsite inspection, interviewed staff and home manager, observed residents.

04/11/2024	Exit Conference Left message for licensee designee, Patty Thomas
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**ALLEGATION:**

**On 3/19/24, the licensee designee, Patricia Thomas received a video of staff, Drew Monroe, drinking alcohol from a Crown Royal bottle while on shift at the Addison home. It was also reported that Drew Monroe has also smoked marijuana while on shift at the Addison home.**

**INVESTIGATION:**

On 03/28/24, I received a complaint alleging that on 03/19/24 the licensee designee, Patricia Thomas, received a video of staff, Drew Monroe, drinking alcohol from a Crown Royal bottle while on shift at the Addison Home. It was also reported that Drew Monroe has smoked marijuana while on shift. I initiated my investigation on 03/28/24, by contacting the assigned Office of Recipient Rights (ORR) worker, Rishon Kimble. A referral was also made to Adult Protective Services (APS) Centralized Intake.

I received and reviewed a copy of an incident report completed by the area supervisor, Nicole Hagood on 03/19/24. It notes that on 03/19/24, Patricia Thomas received an email with a video of Drew Monroe, Addison Home employee, drinking from a full bottle of Crown Royal whiskey. The video was clearly in the dining room of Addison Home, which was confirmed by the curtains and fire extinguisher behind him. The email said, "Good afternoon, attached you will find a video of one of your employees drinking on the job. This was/is done frequently as well as smoking weed and having sex with coworkers. Do what you will with the information. Thank you." The incident report notes that a meeting was already scheduled with Drew Monroe to have him sign corrective actions for no-call no shows, which is a resignation per policy. The video was added to the resignation. An incident report was written and sent to the Office of Recipient Rights. Drew Monroe is no longer employed with Quest Inc. as of 03/20/24.

I received and reviewed a copy of a 21 second video, which shows a man drinking from a bottle of Crown Royal while listening to music, lip synching, and making faces at the camera. Near the end of the video, the camera moves down slightly, and there appears to be a pile of marijuana on the table. There is a fire extinguisher and lacey curtains visible behind the man in the video.

On 04/03/24, the assigned ORR worker, Rishon Kimble, and I interviewed direct care worker, Drew Monroe, via telephone. Mr. Monroe stated that he has worked for Quest Inc. since 2019, and he has worked at Addison for about two years. He stated that he was aware of the video, and it was him in the video. The video was recorded at Addison. He stated that he makes videos online and sometimes gets paid for them, but it was not real liquor in the video. He uses iced tea and water with food coloring to make it look like alcohol. The object is to make it look real. He does not even drink alcohol. He

stated that the video is over a year old, as he is significantly bigger in the video. His coworker, Autumn, was there when he made the video. She saw him make the drink. He stated that another staff might have been present in the home at the time, as they were there for training, but he could not remember who else was there. When asked why he recorded this video while at work, Mr. Monroe stated that it was because he worked every day and was always at work. He stated that he knows now that it was a bad plan. Mr. Monroe stated that he does smoke marijuana, but he has never smoked at work or come to work high. He denied ever being under the influence of drugs or alcohol while at work. He stated that he only smokes at home to wind down. Mr. Monroe stated that his TikTok account is no longer active, and it has not been active for the past year. He stated that he thinks the company has had the video for a while. He does not get along well with the administrator, Nicole Hagood, and he thinks she is using it against him now.

On 04/03/24, I interviewed direct care worker, Autumn McColl-Prince, via telephone. Ms. McColl-Prince stated that she has never observed Drew Monroe smoking marijuana or using alcohol while at work. She stated that she watched him make a video for TikTok while at the home, but he used fake alcohol. This was about a year and a half ago. He used food coloring and water and poured it into an actual alcohol bottle. She did not recall what type of bottle he used or what he was wearing at the time. She stated that there might have been somebody else training at the home at the time, but it was so long ago that she could not remember for certain. Mr. Monroe did not tell her why he was making the video. She said she was not sure, but she thought it was a TikTok trend. Ms. McColl-Prince stated that Mr. Monroe never smelled like marijuana and never appeared to be drunk or high at work. She stated that she is friends with Mr. Monroe outside of work, and she met him while working at the home.

On 04/04/24, I interviewed the administrator/area supervisor, Nicole Hagood. Ms. Hagood stated that a couple of weeks ago she had to take Drew Monroe off the schedule, because he did not complete his required training. He was giving her push back for it. She stated that he had three no-call/no-shows, which is considered a self-resignation per their policy. She asked to meet with him at Addison, because they were going to give him his write-ups. Right before the scheduled meeting, the licensee designee, Patricia Thomas, received an email with the video showing Drew Monroe drinking from a bottle of Crown Royal. Ms. Hagood stated that she showed Mr. Monroe the video during the meeting, and he said, "Oh." She asked him if he remembered making the video and he said no. She asked him if it was him in the video and he said, "Well, yeah." He stated that he did not remember that happening and he did not provide any explanation. During the meeting with Ms. Hagood, Mr. Monroe never claimed that it was not alcohol. He did not provide any additional written explanation about the videos when he signed his disciplinary action forms. Ms. Hagood stated that Mr. Monroe always worked with Autumn McColl-Prince. He typically worked from 8:00pm-8:00am. He could not work alone, as he had not completed his training. She stated that she believed they were in a relationship and had bought a new trailer together. Ms. Hagood stated that prior to receiving the video, she did not have any concerns about Mr. Monroe smoking or drinking at work. Nobody reported concerns to her and she never smelled

marijuana or alcohol on him. Ms. Hagood stated that they just received the video on 03/19/24 and she was not aware of the video prior to getting the email. She stated that they did not have any employees by the name of the person who sent the email. Ms. Hagood stated that she does not have any concerns about the care of the residents. There are currently three residents in the home who are all non-verbal. The home is going to be closing soon.

On 04/09/24, I conducted an unannounced onsite inspection at Addison. I interviewed direct care worker, Rosemary Gaston. Ms. Gaston stated that she never worked shifts with Drew Monroe, and typically only saw him in passing during shift change. She stated that he never appeared to be high or drunk when she saw him. She never smelled alcohol or marijuana on him. She stated that she was aware of the video of Mr. Monroe, but the video was over two years old. It was on his Facebook page. She stated that she feels there are some hard feelings between Mr. Monroe and upper management. He resigned and then the video surfaced. Ms. Gaston stated that Mr. Monroe always worked with another staff, because he was not fully trained. She stated that she was not friends with him outside of work. She believed that Drew Monroe and Autumn McColl-Prince were living together, as he always brings her to work, but she was not sure of their relationship status.

On 04/09/24, I interviewed the home manager, Cindy Nierescher. Ms. Nierescher stated that she has worked in the home for over twenty years. She stated that she was aware of the video of Mr. Monroe drinking from an alcohol bottle. She confirmed that the video was filmed in the home, which she could tell from the fire extinguisher, curtains, and decorations above the window. The video seemed like it was from a while ago, as Mr. Monroe's face looked bloated, and he has lost weight recently. Ms. Nierescher stated that she does not typically work with Mr. Monroe, as he works the night shift. She passes him during shift change. He has never seemed drunk or high and she has never smelled alcohol or marijuana on him. She never observed alcohol bottles in the home. Mr. Monroe never worked alone in the home. He typically worked with Autumn McColl-Prince. She stated that she believes Mr. Monroe and Ms. McColl-Prince ended up in a relationship and may be living together and/or engaged now. Ms. Nierescher stated that Rosemary Gaston is also very close with Drew Monroe and Autumn McColl-Prince. Ms. Nierescher believed the alcohol in the video was real and did not think it was a believable explanation that it was iced tea or colored water. Ms. Nierescher stated that she did not have any concerns about the care of the residents. Mr. Monroe was always playful and interacted well with the residents. Ms. Nierescher stated that she did not have any discussions with Mr. Monroe regarding the video, as it was handled by the administrator.

During the onsite inspection, I observed Resident A, Resident B, and Resident C. Resident A was walking around the home and went outside with staff. Resident B was watching tv in her bedroom, and Resident C was napping and listening to music in the front room. All of the residents are non-verbal and were unable to participate in an interview. They appeared to be well-cared for and content.

I received and reviewed a copy of the employee corrective action forms dated 03/19/24 which note Drew Monroe was a no-call, no-show for three consecutive days, which is considered a voluntary resignation. The second employee corrective action form references the video that was received on 03/19/24, showing Drew Monroe drinking from a bottle of Crown Royal. It notes that Drew Monroe was in violation of employment requirements and conditions including policy and work rules, deliberate disregard for employers' interest, and failure to follow instructions and procedures. Mr. Monroe signed the corrective action form. He did not check any of the boxes to show if he agreed, disagreed, or was submitting a rebuttal.

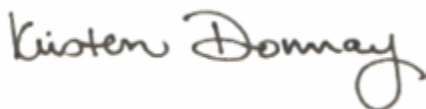
On 04/11/24, I contacted the licensee designee, Patricia Thomas, to conduct an exit conference. Ms. Thomas was not available, so I left a voicemail message regarding my findings and requested a return phone call. On 04/17/24, I received a return phone call from Ms. Thomas. She agreed with the findings and stated that she would submit a corrective action plan to address the violation. She confirmed that Mr. Monroe is no longer working in the home.

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	(2) Direct care staff shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.
<b>ANALYSIS:</b>	Based on the information gathered through my investigation, there is sufficient information to conclude that direct care worker, Drew Monroe, is not suitable to meet the needs of the residents at Addison. Mr. Monroe is seen on video drinking from a Crown Royal whiskey bottle while at the Addison home. There is also a substance on the table that appears to be marijuana. While Mr. Monroe and his coworker, Autumn McColl-Prince, stated that the liquid in the bottle was fake alcohol made with iced tea or food coloring, this is not a plausible explanation, and they are believed to be in a relationship with one another which makes the witness less credible. In addition, Mr. Monroe did not provide this explanation to the administrator, Nicole Hagood, during his disciplinary meeting, and he did not provide any written rebuttal to the employee corrective action. Mr. Monroe used poor judgment when filming this video while on shift at Addison.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>



**IV. RECOMMENDATION**

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



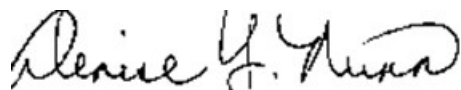
04/11/2024

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Kristen Donnay  
Licensing Consultant

Date

Approved By:



04/16/2024

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Denise Y. Nunn  
Area Manager

Date