



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 14, 2024

Karon Lee
Michigan Community Services, Inc.
PO Box 317
Swartz Creek, MI 48473

RE: License #: AS090010209
Investigation #: 2024A0580042
Knight Road Home CLF

Dear Karon Lee:

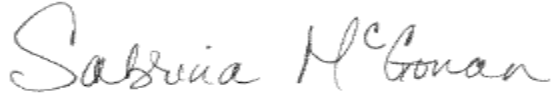
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 do so can 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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Sabrina McGowan". The ink is dark and the signature is fluid.

Sabrina McGowan, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 835-1019

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS090010209
Investigation #:	2024A0580042
Complaint Receipt Date:	07/03/2024
Investigation Initiation Date:	07/05/2024
Report Due Date:	09/01/2024
Licensee Name:	Michigan Community Services, Inc.
Licensee Address:	5239 Morrish Rd. Swartz Creek, MI 48473
Licensee Telephone #:	(810) 635-4407
Administrator:	Karon Lee
Licensee Designee:	Karon Lee
Name of Facility:	Knight Road Home CLF
Facility Address:	1544 Knight Road Essexville, MI 48732
Facility Telephone #:	(989) 892-8600
Original Issuance Date:	12/01/1995
License Status:	REGULAR
Effective Date:	03/24/2024
Expiration Date:	03/23/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
During the start of shift Molly Pearson spoke to Resident A really rude saying "we not going no damn where" and to Resident B saying "get your ass over here sit down."	Yes

III. METHODOLOGY

07/03/2024	Special Investigation Intake 2024A0580042
07/05/2024	Special Investigation Initiated - Telephone Call to Melissa Prusi, Recipient Rights, Bay City.
07/11/2024	Contact - Telephone call made Call to Kevin Motyka, RR Investigator, Bay Co.
07/11/2024	Inspection Completed On-site Joint onsite inspection conducted with Kevin Motyka, RR Investigator.
07/11/2024	Contact - Face to Face Interview with Resident A.
07/11/2024	Contact - Face to Face Interview with Resident B.
07/12/2024	Contact - Telephone call made Call to former staff, Molly Pearson.
08/05/2024	Contact - Telephone call made Additional call to Molly Pearson, former staff.
08/05/2024	Contact - Telephone call made Call to staff member, Rose Orocha.
08/05/2024	Contact - Telephone call made Call to Karenza Hetch, assigned Bay Arenac Case manager for Residents A and B.
08/05/2024	APS Referral Referred to APS

08/05/2024	Contact - Telephone call made Call to Kevin Motyka, Recipient Rights.
08/12/2024	Contact - Telephone call received Call from Karenza Hetch, assigned Bay Arenac Case manager for Residents A and B.
08/13/2024	Contact - Telephone call made Call to Molly Pearson, former staff.
08/14/2024	Exit Conference An exit conference was conducted with the Licensee Designee/Administrator, Karon Lee.

ALLEGATION:

During the start of shift Molly Pearson spoke to Resident A really rude saying “we not going no damn where” and to Resident B saying, “get your ass over here sit down.”

INVESTIGATION:

On 07/03/2024, I received a complaint via BCAL Online Complaints.

On 07/05/2024, I placed a call to the Saginaw County Recipient Rights Office. A voice mail message was left requesting a return call.

On 07/11/2024, I spoke with assigned RR Investigator Kevin Motyka, who identified staff as Molly Pearson as the alleged perpetrating staff. A joint onsite was scheduled for later today.

On 07/11/2024, I, along with RR Investigator Kevin Motyka conducted an onsite inspection at Knight Road CLF. While onsite contact was made with Alex Ovalle, Home Manager. Manager Ovalle shared that she was informed by Direct Staff, Rose Orocha that staff, Molly Pearson, was overheard being disrespectful to Resident A by stating, “we not going no damn where” and to Resident B saying, “get your ass over here sit down”. Manager Ovalle stated that she never heard staff Pearson curse at any residents. Unfortunately, staff Pearson quit when she found out she was under investigation before she could be interviewed regarding the allegations.

While onsite, RR Montey and I attempted to interview Resident A, who stated that he does not recall the day when staff Molly Pearson cursed at him. Resident A stated that staff Pearson was mean and no longer works in the home.

While onsite, RR Motyka Investigator and I interviewed Resident B. Resident B stated that she remembers staff Molly Pearson, however, she stated "I don't know", when asked about the allegations.

There are currently 6 residents in the home. 2 residents in the home were observed mulling about the living and dining room, while 2 additional residents were observed in their room, having just returned from day program. All of the residents were adequately dressed and groomed. They appeared to be receiving proper care.

On 07/12/2024, I placed a call to former staff, Molly Pearson regarding the allegations. A voice mail message was left requesting a return call.

On 08/05/2024, I placed an additional call to former staff member, Molly Pearson. There was no answer. An additional voice mail message was left requesting a return call.

On 08/05/2024, I spoke with staff member, Rose Orocha, who recalled that upon arriving to work on the day in question, Staff Pearson was sitting on the couch wrapped in a blanket. Staff Orocha stated that she is not sure if Staff Pearson was sick, however, she was behaving as if she did not want to be there. Resident A was asking whether they were going on an outing when Staff Pearson responded, "we not going no damn where". Resident B was getting up a lot to use the restroom when Staff Pearson stated, "get your ass over here sit down". Staff Orocha did not address the matter with staff Pearson; however, she spoke with management who advised that a Recipient Rights complaint be made.

On 08/05/2024, I placed a call to Karenza Hetch, assigned Bay County CMH Case Manager (CM) for Residents A and B. A voice mail message was left requesting a return call.

On 08/05/2024, I made a referral to Adult Protective Services, sharing the allegations.

On 08/05/2024, I spoke with RR Investigator Kevin Motyka, who stated that he did not receive as response from staff, Molly Pearson when he reached out to make contact. Investigator Motyka will not be substantiating the allegations.

On 08/12/2024, I spoke with CM Hetch, who stated that she had been out of the office and had not been made aware of the allegations. She has been the assigned case manager for both residents since February 2024 and has no concerns or problems with the care being provided to them in the home. CM Hetch added that she is pleased with the fact that staff, Molly Pearson is no longer employed at the home. CM Hetch shared that Resident A is diagnosed with Unspecified Schizophrenia, while Resident B is diagnosed with Moderate Intellectual Disability, Unspecified Depressive Disorder and Down Syndrome.

On 08/13/2024, I placed an additional call to former staff member, Molly Pearson. There was no answer.

On 08/14/2024, I spoke with Licensee Designee, Karon Lee, regarding the allegations. LD Lee had been made aware of the allegations; however, she acknowledged that the staff had quit immediately after the allegations, therefore no internal investigation was able to be conducted. LD Lee acknowledged the statements made by former staff Pearson were a violation of both resident's dignity and respect. Additional staff sensitivity training was suggested.

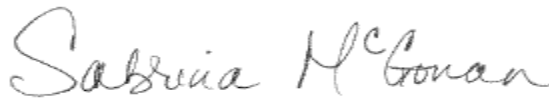
APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	<p>It was alleged that staff Molly Pearson stated to Resident A "we not going no damn where" and to Resident B saying, "get your ass over here sit down."</p> <p>Home Manager, Alex Ovalle, stated that she never heard staff Pearson curse at any residents. Staff Pearson quit before she could be interviewed regarding the allegations.</p> <p>Resident A stated that he does not recall the day when staff Molly Pearson cursed at him, however, Staff Pearson was mean and no longer works in the home.</p> <p>Resident B stated that she remembers staff Molly Pearson, however, she stated "I don't know", when asked about the allegations.</p> <p>Staff, Molly Pearson did not respond to interview attempts.</p> <p>Staff member, Rose Orocha, stated on the day in question, Resident A was asking whether they were going on an outing when Staff Pearson responded, "we not going no damn where". Resident B was getting up a lot to use the restroom when Staff Pearson stated, "get your ass over here sit down."</p> <p>Karenza Hetch, assigned Bay County CMH Case Manager (CM) for Residents A and B stated that she has no concerns with the care being provided in the home.</p>

	RR Investigator Kevin Motyka, who stated that he will not be substantiating the allegations. LD Lee acknowledges the statements made by former staff Pearson were a violation of both resident's dignity and respect. Based on the interviews conducted, there is substantial evidence to support the rule violation.
CONCLUSION:	VIOLATION ESTABLISHED

On 08/14/2024, I conducted an exit conference with the licensee designee/administrator Karon Lee. Licensee designee/administrator Lee was informed of the findings of this investigation.

IV. RECOMMENDATION

Upon the receipt of an approved corrective action plan, no change to the status of the license is recommended.

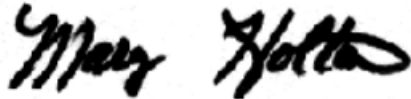


August 14, 2024

Sabrina McGowan
Licensing Consultant

Date

Approved By:



August 14, 2024

Mary E Holton
Area Manager

Date