



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

September 4, 2024

Delissa Payne  
Spectrum Community Services  
Suite 700  
185 E. Main St  
Benton Harbor, MI 49022

RE: License #: AS410357190  
Investigation #: 2024A0467053  
Springmont Home

Dear Mrs. Payne:

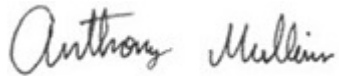
Attached is the Special Investigation Report for the above referenced facility. Due to the violation identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the 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,

A handwritten signature in cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS410357190
<b>Investigation #:</b>	2024A0467053
<b>Complaint Receipt Date:</b>	08/01/2024
<b>Investigation Initiation Date:</b>	08/01/2024
<b>Report Due Date:</b>	09/30/2024
<b>Licensee Name:</b>	Spectrum Community Services
<b>Licensee Address:</b>	Suite 700 185 E. Main St Benton Harbor, MI 49022
<b>Licensee Telephone #:</b>	(231) 887-4130
<b>Administrator:</b>	Delissa Payne
<b>Licensee Designee:</b>	Delissa Payne
<b>Name of Facility:</b>	Springmont Home
<b>Facility Address:</b>	4623 Springmont Drive SE Kentwood, MI 49508
<b>Facility Telephone #:</b>	(616) 803-0885
<b>Original Issuance Date:</b>	03/12/2014
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/12/2024
<b>Expiration Date:</b>	09/11/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	Violation Established?
Staff member Bonvery Tabala left residents unsupervised at the home on two separate occasions.	Yes

## III. METHODOLOGY

08/01/2024	Special Investigation Intake 2024A0467053
08/01/2024	Special Investigation Initiated - Telephone
08/01/2024	Contact - Document Received Company vehicle records received from Associate Director, Jordan Walch
08/20/2024	Inspection Completed On-site
08/20/2024	Inspection Completed-BCAL Sub. Compliance
08/28/2024	APS Referral
09/04/2024	Exit conference with licensee designee, Delissa Payne

**ALLEGATION:** Staff member Bonvery Tabala left residents unsupervised at the home on two separate occasions.

**INVESTIGATION:** On 8/1/24, I received a complaint via phone from the Associate Director, Jordan Walch. Mrs. Walch informed me that staff member, Bonvery Tabala left the residents unattended on two separate occasions during 3<sup>rd</sup> shift while using the company vehicle. As a result of his actions, Mrs. Walch has submitted a termination request to the company's Human Resource Department. Mrs. Walch agreed to send me documentation to support Mr. Tabala leaving the home unattended.

On 8/1/24, I received an email from Mrs. Walch. The email included vehicle records from 7/25/24 – 7/26/24, and 7/30/24. Per the vehicle records, Mr. Tabala left the home on 7/25/24 at 11:44 pm and made one stop prior returning to the home on 7/26/24 at 12:02 am. On 7/30/24, Mr. Tabala left the home at 12:33 am and returned 3 minutes later at 12:36 am. On the same morning, he left the home at 2:00 am and made one stop prior to returning to the home at 3:12 am.

On 8/20/24, I made an announced onsite investigation at the facility. Upon arrival, I spoke to staff member, Jill Tollar regarding the allegation. Ms. Tollar confirmed that staff member Bonvery Tabala left residents unsupervised in the home on different occasions. Ms. Tollar was unable to recall the specific dates but shared that she

noticed a gap in the mileage on the company vehicle and reported it to management. Ms. Tollar did not believe that residents were aware that they were in the home alone for any period of time. To Ms. Tollar's knowledge, Mr. Tabala has been terminated.

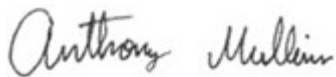
Mr. Tabala was not interviewed due to being terminated prior to the conclusion of the investigation.

On 09/04/24, I conducted an exit conference with licensee designee, Delissa Payne. She was informed of the investigative findings and confirmed that Mr. Tabala has been terminated. Mrs. Payne agreed to submit a CAP within 15 days of receipt of this report.

<b>APPLICABLE RULE</b>	
<b>R 400.14206</b>	<b>Staffing requirements.</b>
	<b>(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.</b>
<b>ANALYSIS:</b>	Per vehicle record reports, Mr. Tabala left the residents unsupervised in the home on two different occasions between 7/25 and 7/30. Therefore, there is a preponderance of evidence to support the allegation.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no changes to the current license status.



09/04/2024

Anthony Mullins, Licensing Consultant

Date

Approved By:



09/04/2024

Jerry Hendrick, Area Manager

Date

