



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 2, 2024

Felicia Evans
Community Living Options
626 Reed Street
Kalamazoo, MI 49001

RE: License #: AS390092832
Investigation #: 2024A1024047
CLO/Cliffwood Home

Dear Felicia Evans:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On August 21, 2024, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant
Bureau of Community and Health Systems

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS390092832
Investigation #:	2024A1024047
Complaint Receipt Date:	08/06/2024
Investigation Initiation Date:	08/07/2024
Report Due Date:	10/05/2024
Licensee Name:	Community Living Options
Licensee Address:	626 Reed Street Kalamazoo, MI 49001
Licensee Telephone #:	(269) 343-6355
Administrator:	Fiorella Spalvieri
Licensee Designee:	Felicia Evans
Name of Facility:	CLO/Cliffwood Home
Facility Address:	127 Cliffwood Avenue Portage, MI 49002
Facility Telephone #:	(269) 323-7257
Original Issuance Date:	06/30/2000
License Status:	REGULAR
Effective Date:	12/26/2023
Expiration Date:	12/25/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A is not supervised properly because she disturbs the neighbors when she screams and yells while outside.	No
Trash and debris are regularly observed in the facility's yard.	Yes

III. METHODOLOGY

08/06/2024	Special Investigation Intake 2024A1024047
08/07/2024	APS Referral-not warranted
08/07/2024	Special Investigation Initiated – Telephone with Complainant
08/07/2024	Contact - Face to Face with licensee designee Felicia Evans and staff member Sara Gue
08/12/2024	Inspection Completed On-site with staff member Nikaterra Smith, Amber McPherson and Resident B
08/21/2024	Exit Conference with licensee designee Felicia Evans
08/21/2024	Inspection Completed-BCAL Sub. Compliance
08/21/2024	Corrective Action Plan Requested and Due on 08/21/2024
08/21/2024	Corrective Action Plan Received
08/21/2024	Corrective Action Plan Approved

ALLEGATION: Resident A is not supervised properly because she disturbs the neighbors when she screams and yells while outside.

INVESTIGATION:

On 8/6/2024, I received this complaint through the Bureau of Community and Health Systems (BCHS) online compliant system. This complaint alleged Resident A is not supervised properly because she disturbs the neighbors when she screams and yells while outside.

On 8/7/2024, I conducted an interview with Complainant who stated that he lives in proximity of the facility and often hears Resident A making loud noises and singing

while outside which is disturbing as this occurs early in the morning and throughout the day. Complainant stated he does not believe staff members are outside with Resident A which is why he believes Resident A is not being properly supervised.

On 8/7/2024, I conducted interviews with licensee designee Felicia Evans and staff member Sara Gue who both stated that Resident A often enjoys sitting outside in a chair and will sing songs especially if she has just watched a movie like the Disney movie, "Let It Snow". In addition, these staff members stated Resident A is allowed to be outside on the property without staff's supervision as she does not have any issues with elopement. Felicia Evans stated she has received complaints from neighbors in the past regarding how loud Resident A sings however Felicia Evans has tried to communicate to the neighbors that Resident A has not demonstrated any form of aggression while outside and her singing is simply an activity that she enjoys doing. Felicia Evans stated they added a fence to the backyard to make sure residents were not going over to the neighbor's property. Felicia Evans stated there has not been any issues with residents trespassing and all the residents including Resident A don't have any issues with staying on the facility's property.

On 8/12/2024, I conducted an onsite investigation at the facility with direct care staff members Nikaterra Smith and Amber McPherson who both stated Resident A goes outside multiple times every day throughout the day and will sit in a chair in the driveway or on the porch without staff supervision per her *Behavioral Treatment Plan* (BTP). Nikaterra Smith and Amber McPherson also both stated Resident A usually stays outside for no more than 15 minutes each time and likes to sing songs loudly even when she is prompted to quiet down by staff members. Nikaterra Smith and Amber McPherson stated they have not had any complaints made directly to them about Resident A being a disturbance while outside and does not believe Resident A is a threat or is being malicious when she sings while outside the facility. It should be noted Resident A was not home at the time of my onsite investigation and therefore was not interviewed or observed.

While at the facility, I reviewed Resident A's *Behavioral Treatment Plan*. According to this plan Resident A is unable to move independently in the community and needs staff available to her while in the community however Resident A does have freedom of movement in the facility's yard without staff present.

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:	Based on my investigation which included interviews with Complainant, licensee designee Felicia Evans, direct care staff members Sara Gue, Nikaterra Smith, and Amber McPherson along with a review of Resident A's <i>Behavioral Treatment Plan</i> , there was no evidence to support the allegation that Resident A is not supervised properly because she disturbs the neighbors when she screams and yells while outside. Felicia Evans, Sara Gue, Nikaterra Smith, and Amber McPherson all stated that Resident A routinely goes outside throughout the day and will sing songs loudly while on the premises of the facility however is not harmful or a threat to anyone in any way. These staff members further stated Resident A is not required to have staff supervision while outside at the facility. I reviewed Resident A's <i>Behavioral Treatment Plan</i> which stated that Resident A has freedom of movement in the facility's yard without staff being present therefore Resident A's supervision and protection needs are attended to at all times.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Trash and debris are regularly observed in the facility's yard.

INVESTIGATION:

This complaint also alleged that trash and debris are regularly observed in the facility's yard.

On 8/7/2024, I conducted an interview with Complainant who stated that trash and debris is often blown in Complainant's yard from the facility's yard when it is windy outside. Complainant stated this is a routine occurrence.

On 8/7/2024, I conducted interviews with licensee designee Felicia Evans and staff member Sara Gue who stated that they have not seen trash and debris in the facility's yard and have not heard of any complaints made to them regarding the yard not being properly maintained.

On 8/12/2024, I conducted an onsite investigation at the facility with staff members Nikaterra Smith and Amber McPherson who both stated that cigarette butts are often thrown in the yard by Resident B because she sits outside all day and smoke cigarettes. Nikaterra Smith and Amber McPherson also both stated at the end of each shift, which consist of three different timeframes, staff members clean the yard area where the cigarette butts are often thrown. Nikaterra Smith stated she has put small garbage cans on the porch area to encourage Resident B to throw her cigarettes in the trash can however Resident B continues to throw them in the yard area. Amber McPherson stated Resident B smokes rapidly daily throughout the day and she finds it to be difficult to

ensure the yard is litter free when Resident B constantly throws cigarette butts in the yard.

While at the facility, I also observed Resident B in the garage who refused to be interviewed. I observed Resident B smoking cigarettes while sitting in a chair with multiple cigarette butts on the ground where she was seated.

I also observed multiple cigarettes butts in three different areas in the yard specifically near the porch and garage.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(13) A yard area shall be kept reasonably free from all hazards, nuisances, refuse, and litter.
ANALYSIS:	Based on my investigation which included interviews the complainant, licensee designee Felicia Evans, staff members Lauren Steveson, Sara Gue, Nikaterra Smith, Amber McPherson and inspection of the facility there is evidence that trash and debris are regularly observed in the facility's yard. The complainant stated trash and debris is blown in his yard from the facility's yard when it is windy outside and this is a routine occurrence. Nikaterra Smith and Amber McPherson both stated that cigarette butts are often thrown in the facility's yard by Resident B because she sits outside and smokes. Nikaterra Smith and Amber McPherson further stated despite cleaning the yard after each shift which occurs three different timeframes, Resident B consistently and continues to put cigarette butts on the premises in the yard area. During my onsite investigation, I observed trash in various areas of the yard. Staff members have failed to maintain the premises of the yard area so it is free from all hazards, nuisances and litter.
CONCLUSION:	VIOLATION ESTABLISHED

On 8/21/2024, I conducted an exit conference with licensee designee Felicia Evans. I informed Felicia Evans of my findings and allowed her an opportunity to ask questions and make comments.

On 8/21/2024, I received an approved an acceptable corrective action plan.

IV. RECOMMENDATION

An acceptable corrective action plan was approved therefore I recommend the current license remain unchanged.



Ondrea Johnson
Licensing Consultant

9/23/2024
Date

Approved By:



10/02/2024

Dawn N. Timm
Area Manager

Date