



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 10, 2024

Justeen Blair
Bay Arenac Behavioral Health Authority
201 Mulholland
Bay City, MI 48708

RE: License #:	AS090297031
Investigation #:	2024A0123039
	Horizon Home

Dear Justeen Blair:

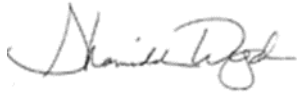
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 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 (517) 643-7960.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Shamidah Wyden', written in a cursive style.

Shamidah Wyden, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48607
989-395-6853

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS090297031
Investigation #:	2024A0123039
Complaint Receipt Date:	05/28/2024
Investigation Initiation Date:	05/29/2024
Report Due Date:	07/27/2024
Licensee Name:	Bay Arenac Behavioral Health Authority
License Address:	201 Mulholland Bay City, MI 48708
Licensee Telephone #:	(989) 316-2200
Administrator:	Nicole Sweet
Licensee Designee:	Justeen Blair
Name of Facility:	Horizon Home
Facility Address:	1717 Horizon Dr. Essexville, MI 48732
Facility Telephone #:	(989) 316-2200
Original Issuance Date:	09/17/2008
License Status:	REGULAR
Effective Date:	03/11/2023
Expiration Date:	03/10/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On 5/08/24 staff Jejuan Campbell was observing at Horizon home where he was assigned to Resident C and Resident D. Staff Campbell was making a threat to Resident C that if Resident C runs away, he would "take him down himself." On 05/21/2024, Staff Campbell made threats to Resident A and Resident B about how the residents will not want to go into CPI (Crisis Prevention Institute training) with him, and that they would act right around him.	Yes
On 05/17/2024, Staff Campbell was on FaceTime showing a resident's progress note, where Staff Campbell proceeded to talk about his handwriting.	Yes

III. METHODOLOGY

05/28/2024	Special Investigation Intake 2024A0123039
05/29/2024	Special Investigation Initiated - On Site I conducted an unannounced on-site at the facility.
06/13/2024	Contact - Telephone call made I interviewed staff Jei'Da Vark via phone.
06/13/2024	Contact - Telephone call made I interviewed staff JeJuan Campbell via phone.
06/17/2024	Contact - Telephone call made I interviewed staff Kaylee Rocha via phone.
06/20/2024	APS Referral APS referral completed.
06/24/2024	Inspection Completed On-site I conducted a follow-up on-site at the facility.
06/26/2024	Contact- Telephone call made I interviewed staff Everleigh Wicker via phone.
07/09/2024	Exit Conference

	I spoke with licensee designee Justeen Blair via phone.
07/09/2024	Contact- Document received I received requested documentation via email.

ALLEGATION:

- **On 5/08/24 staff Jejuan Campbell was observing at Horizon home where he was assigned to Resident C and Resident D. Staff Campbell was making a threat to Resident C that if Resident C runs away, he would "take him down himself." On 05/21/2024, Staff Campbell made threats to Resident A and Resident B about how the residents will not want to go into CPI with him, and that they would act right around him.**
- **On 05/17/2024, Staff Campbell was on FaceTime showing a resident's progress note, where Staff Campbell proceeded to talk about his handwriting.**

INVESTIGATION: On 05/29/2024, I conducted an unannounced on-site at the facility. I spoke with licensee designee Justeen Blair. She stated that staff Kaylee Rocha, staff Jei'Da Vark, and staff Everleigh Wicker are witnesses. She stated that it was reported that staff Jejuan Cambell made comments about Resident A, Resident B, and Resident C. She stated that staff Jejuan Cambell was not fully trained at the time the comments were made.

During this on-site, I interviewed Resident A. Resident A stated that Staff Campbell told Resident A to kill themselves, but then stated that they talked about Resident A being good to get out of the facility. Resident A stated that Staff Campbell told Resident A that he'd punch Resident A in the face. Resident A stated that they were having a bad day.

On 06/17/2024, I made a call to the facility. I had a follow-up conversation with licensee designee Justeen Blair. When asked about Resident A's statements Resident A said on 05/29/2024, she stated that Resident A puts things into their perspective, not how things actually happened. Justeen Blair stated that Staff Campbell probably did not tell Resident A to kill themselves, and that Resident A speaks of situations in terms of what they think versus factual events.

On 06/13/2024, I interviewed staff Jei'Da Vark via phone. She stated that on 05/08/2024, Resident C was obsessing wanting to go into the neighbor's yard. Staff Vark explained to Staff Campbell what staff have to do if Resident C were to go into the neighbor's yard. Staff Vark stated that Staff Campbell stated that Resident C would not do that with him because he'd tackle Resident C. Staff Vark stated that Resident C was within ear shot of the comment, but Resident C is non-verbal. Staff Vark stated that she was not present on 05/17/2024 for the FaceTime call Staff Campbell had. Staff Vark stated that she heard that Staff Campbell turned his phone

around to show his handwriting on a progress note. Staff Vark stated that she does not know who Staff Campbell was talking to on the FaceTime call. Staff Vark stated that Staff Campbell took multiple personal calls during work time. Staff Vark stated that during training, Staff Campbell excitedly talked about being CPI trained. Staff Vark stated that Staff Campbell never put his hands on any of the residents. Staff Vark stated that Resident A seemed to like Staff Campbell, and Resident A did not say anything about Staff Campbell.

On 06/13/2024, I interviewed staff Jejuan Campbell via phone. Staff Campbell stated that he was new to the job and was still in observation. Staff Campbell stated that he was asking staff a lot of questions. Staff Campbell denied stating that he would take Resident C down. Staff Campbell stated that he did take personal calls while at work. Staff Campbell stated that he would step outside to take the calls. Staff Campbell denied doing any FaceTime calls around the residents and denied showing any paperwork on FaceTime. Staff Campbell denied stating that the residents will not want to go into CPI with him. Staff Campbell stated that other staff would say to him *"Oh my God, you're so big. Things will be different around here. You're bigger, you don't have to worry about it."* Staff Campbell stated that the female staff were tired of fighting and wrestling with the residents. Staff Campbell stated that the staff made the comments to him, and that he never uttered the words. Staff Campbell stated that he feels very confused and feels discriminated against. Staff Campbell stated that if staff are mandated to report, why did a complaint come in afterwards, and not immediately when it happened.

On 06/17/2024, I made a call to the facility. I interviewed staff Kaylee Rocha via phone. Staff Rocha stated that she heard staff Jejuan Campbell say, *"Once I do CPI with one or two of them, they wouldn't want me to do CPI with them."* Staff Rocha stated that the Resident A and Resident B were in close proximity when the comments were made. Staff Rocha stated that Resident B said, *"You don't play round do you?"* in response to Staff Campbell's comments. Staff Rocha stated that Staff Campbell was constantly talking on the phone while in the facility and was on a Facetime call. Staff Rocha stated that she observed Staff Campbell one night say, *"look at my handwriting"* and showed the paper to whomever was on the phone. Staff Rocha stated that Staff Campbell told the person on the Facetime call Resident B's name and said, *"At the start of the shift, [Resident B]"* bragging about his penmanship. Staff Rocha stated that Staff Campbell's comments about CPI was made in more of a serious tone, not jokingly, and that Staff Campbell would make comments to staff about his size, bragging about being a bigger guy. Staff Rocha stated that staff Everleigh Wicker and staff Jei'Da Vark might have witnessed comments as well.

I spoke with licensee designee Justeen Blair via phone after Staff Rocha's interview. Justeen Blair stated that it was on 05/17/2024 when Staff Campbell bragged about his penmanship during the Facetime call he made while on shift.

On 06/24/2024, I conducted a follow-up on-site. I interviewed Resident B. Resident B stated that they observed Staff Campbell on his phone texting, and Facetiming with someone. Resident B stated that Staff Campbell was using curse words in front of everyone, and that Resident B did not feel safe around Staff Campbell. Resident B stated that one time, Staff Campbell grabbed Resident B for no reason, and it upset Resident B. Resident B stated that Staff Campbell also kicked Resident B one time while they were on the porch.

During this on-site, I observed Resident C. Resident C appeared clean and appropriately dressed. Resident C was not interviewed due to being non-verbal.

On 06/24/2024, I interviewed Resident D. Resident D stated that they liked Staff Campbell, and that Staff Campbell was nice. Resident D then confused Staff Campbell with another person, but then spoke about how Staff Campbell had taken them swimming and got Resident D snacks without Resident D asking him to. Resident D stated that Staff Campbell was nervous with the other residents because they were behavioral.

On 06/26/2024, I interviewed staff Everleigh Wicker via phone. Staff Wicker stated that she did not work with Staff Campbell frequently. Staff Wicker stated that she did hear Staff Campbell make comments about CPI saying, *"They're not going to act up after going into CPI with me."* Staff Wicker stated that she could not recall if other residents were around when Staff Campbell made the comments, and that no residents came to her with any concerns. Staff Wicker stated that it was Staff Rocha that was present the day Staff Campbell made the comment. Staff Wicker stated that Staff Campbell used earbuds when making his personal calls. Staff Wicker stated that she did not witness the FaceTime calls. Staff Wicker stated that Staff Campbell did not attempt any CPI on the residents that she can recall. Staff Wicker denied having any knowledge of any comments made about or towards Resident C. Staff Wicker stated that while Staff Campbell was still on the floor observing, he was providing Resident C with redirection, but got distracted with a personal call (while wearing ear buds), and other staff had to intervene with Resident C. Staff Wicker stated that staff are not supposed to be on their phone, and it was Staff Campbell's first day observing.

On 07/09/2024, I conducted an exit conference with licensee designee Justeen Blair via phone. I informed her of the findings and conclusions. Justeen Blair stated that on 06/25/2024, Resident B apologized to her for lying during the interview on 06/24/2024 about Staff Campbell grabbing and kicking Resident B. Justeen Blair stated that Resident B's statements were consistent in multiple interviews about Resident B observing Staff Campbell being on personal calls and Facetime. She stated that staff Jejuan Campbell's employment was terminated on 06/27/2024.

On 07/09/2024, I received a copy of the Bay-Arenac Behavioral Health *Security/Confidentiality and "Need to Know" Agreement* signed by staff Jejuan Campbell on 04/30/2024. In this policy Staff Campbell signed he acknowledged

"I will treat all information received in the course of my employment with the Agency, which relates to the consumers of the Agency, as confidential and privileged information."

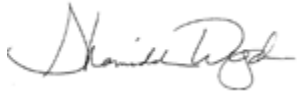
"I will not disclose information regarding the Agency's consumers to any person or entity, other than as necessary to perform my job, and as permitted under the HIPAA Policies."

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(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, a copy of all of the following resident rights:</p> <p>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality and the need for privacy.</p>
ANALYSIS:	<p>On 06/13/2024, I interviewed staff Jei'Da Vark. Staff Vark stated that staff Jejuan Cambell made a statement to her that he would tackle Resident C if Resident C were to go into the neighbor's yard.</p> <p>On 06/13/2024, I interviewed Staff Campbell. Staff Campbell denied making any comments about Resident C, and denied making any comments about how residents will not want to go into CPI with him.</p> <p>On 06/17/2024, Staff Kaylee Rocha stated that she heard Staff Campbell make comments about how once Staff Campbell does CPI on one or two residents, they will not want Staff Campbell to do CPI on them.</p> <p>On 06/26/2024, I interviewed staff Everleigh Wicker via phone. Staff Wicker stated that she witnessed the statements that Staff Campbell made about doing CPI on the residents.</p> <p>There is a preponderance of evidence to substantiate a rule violation in regard to the residents right to be treated with consideration and respect due to the comments Staff Campbell reportedly made and witnessed by other staff.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14207	Required personnel policies.
	<p>(1) A licensee shall have written policies and procedures that include all of the following:</p> <p>(c) Confidentiality requirements, including requirements specified in law.</p>
ANALYSIS:	<p>On 06/13/2024, I interviewed staff Jei'Da Vark via phone. She stated that she heard that Staff Campbell turned his phone around to show his handwriting on a progress note. She stated that Staff Campbell took multiple personal calls during work time.</p> <p>On 06/13/2024, I interviewed staff Jejuan Campbell. Staff Campbell denied the allegations.</p> <p>On 06/17/2024, I interviewed staff Kaylee Rocha. Staff Rocha stated that Staff Campbell was constantly talking on the phone while in the facility and was on a Facetime call. Staff Rocha stated that she observed Staff Campbell on the FaceTime call showing an unknown person paperwork regarding Resident B.</p> <p>On 06/24/2024, I interviewed Resident B. Resident B stated that they observed Staff Campbell on his phone texting, and Facetiming with someone.</p> <p>On 07/09/2024, I received a copy of the <i>Bay-Arenac Behavioral Health Security/Confidentiality and "Need to Know" Agreement</i> signed by staff Jejuan Campbell on 04/30/2024. The policy notes that staff are not to disclose any information regarding residents to any person or entity other than as necessary to perform the job.</p> <p>There is a preponderance of evidence to substantiate a rule violation in regard to staff Jejuan Campbell taking personal calls, particularly Facetime calls within the facility during work time, not abiding by the facility's confidentiality policy.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend continuation of the AFC small group home license (capacity 1-6).

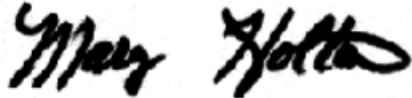


07/10/2024

Shamidah Wyden
Licensing Consultant

Date

Approved By:



07/10/2024

Mary E. Holton
Area Manager

Date