



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

November 27, 2024

Jeffrey and Karlene Smith  
2368 Bankers Road  
Hillsdale, MI 49242

RE: License #: AF300082183  
Investigation #: 2025A1032005  
Smith Afc Home

Dear Jeffrey and Karlene Smith:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

Please review the enclosed documentation for accuracy and contact me with any questions. If 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 black ink, appearing to read "Dwight Forde".

Dwight Forde, 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>	AF300082183
<b>Investigation #:</b>	2025A1032005
<b>Complaint Receipt Date:</b>	10/29/2024
<b>Investigation Initiation Date:</b>	10/30/2024
<b>Report Due Date:</b>	12/28/2024
<b>Licensee Name:</b>	Jeffrey Smith
<b>Licensee Address:</b>	2368 Bankers Road Hillsdale, MI 49242
<b>Licensee Telephone #:</b>	(517) 437-4277
<b>Name of Facility:</b>	Smith Afc Home
<b>Facility Address:</b>	2368 Bankers Road Hillsdale, MI 49242
<b>Facility Telephone #:</b>	(517) 437-4277
<b>Original Issuance Date:</b>	11/16/1999
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/16/2024
<b>Expiration Date:</b>	04/15/2026
<b>Capacity:</b>	5
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED AGED

## II. ALLEGATION(S)

	Violation Established?
Residents are told to hit another resident in retaliation.	No
Additional Findings	No

## III. METHODOLOGY

10/29/2024	Special Investigation Intake 2025A1032005
10/30/2024	Special Investigation Initiated - On Site
11/15/2024	Contact - Telephone call made Contact made with APS Specialist Betsy Clark
11/20/2024	Contact - Document Received APS Investigative findings
11/21/2024	Inspection Completed On-site
11/25/2024	Exit Conference

### ALLEGATION:

**Residents are told to hit another resident in retaliation.**

### INVESTIGATION:

On 10/20/24, I interviewed Resident A in the home. Resident A stated that another resident hits her sometimes. I asked Resident A about Ms. Smith's typical response when this happens, and she stated that Ms. Smith will either re-direct the other resident by asking her to stop, remind her that the behavior is inappropriate, or take

away some of her items. Resident A denied hearing Ms. Smith direct anyone in the home to strike another resident. Resident A stated that Ms. Smith checks in on them. They go to church and she stated that she works at Key Opportunities Inc.

I interviewed Resident B in the home. Resident B stated that Resident E sometimes touches her in the chest area and that Ms. Smith will explain to Resident E that the behavior is inappropriate. Resident B stated that Ms. Smith sometimes takes away certain items from Resident E in response to inappropriate behavior.

I interviewed Resident C in the home. Resident C reported that she has engaged in horseplay with Resident E and stated that she once hit Resident E in the head in retaliation. She advised that Ms. Smith re-directed the behavior verbally. She denied that Ms. Smith has ever endorsed them hitting one another. Resident C reported that she works at Key Opportunities Inc and that they do activities in the community from time to time. She advised that Ms. Smith checks in on them from time to time and that they help out with responsibilities occasionally.

I interviewed Resident D in the home. Resident D denied being told to strike another resident in retaliation. She stated that if there is an issue down stairs, Ms. Smith will come down to address it. She advised that they do a variety of activities such as attending a fair, shopping and going to church. She displayed a phone case that Mr. Smith recently ordered for her on Amazon.

I interviewed licensee Karlene Smith in the home. Ms. Smith reported that a particular resident has been very invasive, hitting or touching other residents. She stated that when this happens, she tells the resident that the behavior is unacceptable. Ms. Smith reported that she has been trying to coordinate with Resident E's case manager regarding more specialized behavior interventions.

I was not able to interview Resident E during my onsite inspection as Resident E was in school.

I reviewed Resident E's assessment plan. There was no intervention listed that required use of force when dealing with inappropriate behavior. On 11/20/24, I received Adult Protective Services Specialist Betsy Clark's investigative findings. The conclusions reached reflected compliance on the home's part.

<b>APPLICABLE RULE</b>	
<b>R 400.1411</b>	<b>Resident behavior management; general requirements.</b>
	<b>Resident behavior management; general requirements. (1) A licensee shall ensure that methods of behavior management are positive and relevant to the needs of the resident.</b>

<b>ANALYSIS:</b>	I interviewed four residents and licensee Karlene Smith. The residents denied being told to strike anyone in retaliation. The residents were consistent with descriptions of Ms. Smith's interventions, which include taking away items and verbal redirection. There is insufficient evidence to establish a violation of inappropriate behavior management techniques.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 11/26/24, I conducted an exit conference with licensee Karlene Smith. I shared my findings and Ms. Smith agreed with the conclusions reached.

#### IV. RECOMMENDATION

I recommend no change to the status of this license.



11/27/24

\_\_\_\_\_  
Dwight Forde  
Licensing Consultant

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Date

Approved By:

\_\_\_\_\_  
Russell B. Misiak  
Area Manager

\_\_\_\_\_  
Date