



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

November 27, 2024

Amanda Deming  
3051 Lowry Ct.  
Kentwood, MI 49512

RE: License #: AF410285580  
Investigation #: 2024A0357060  
New Outlook

Dear Ms. Deming:

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. You submitted an acceptable Plan of Correction.

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) 356-0100.

Sincerely,

*Arlene B. Smith*

Arlene B. Smith, MSW, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 916-4213

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AF410285580
<b>Investigation #:</b>	2024A0357060
<b>Complaint Receipt Date:</b>	09/23/2024
<b>Investigation Initiation Date:</b>	09/23/2024
<b>Report Due Date:</b>	11/22/2024
<b>Licensee Name:</b>	Amanda Deming
<b>Licensee Address:</b>	3051 Lowry Ct. Kentwood, MI 49512
<b>Licensee Telephone #:</b>	(616) 885-4430
<b>Name of Facility:</b>	New Outlook
<b>Facility Address:</b>	3051 Lowry Ct. Kentwood, MI 49512
<b>Facility Telephone #:</b>	(616) 554-3661
<b>Original Issuance Date:</b>	10/01/2006
<b>License Status:</b>	1ST PROVISIONAL
<b>Effective Date:</b>	05/20/2024
<b>Expiration Date:</b>	11/19/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
There is a concern that Resident B is not receiving timely and proper scabies treatment.	Yes

**III. METHODOLOGY**

09/23/2024	Special Investigation Intake 2024A0357060
09/23/2024	Special Investigation Initiated by telephone To Recipient Rights, network 180 Department of Health and Human Services, APS denied the complaint.
10/24/2024	Inspection Completed On-site Unannounced inspection
10/24/2024	Contact - Face to Face with Resident B He was unable to contribute to the investigation.
11/13/2024	Contact-Telephone call made to the AFC home, Ms. Sams. Provided telephone numbers for Resident B's Family member (FM1) and his Supports Coordinator.
11/13/2024	Contact -Telephone call made to Jordon Hoague Supports Coordinator for Resident B. Left message to call me.
11/13/2024	Contact – Document received, email from Melissa Gekeler, Recipient Rights, network 180.
11/14/2024	Contact-Telephone to Resident B's sister (FM1)
11/14/2024	Contact – Telephone call made to Resident B's Supports Coordinator, Jordon Hoague. Left message to call me.
11/15/2024	Contact -Telephone call received from Melissa Gekeler, recipient Rights, network 180.
11/15/2024	Contact – Telephone call made to Ms. Sams
11/15/2024	Contact -Telephone call made to Jordon Hoague, Resident B's Supports Coordinator left message to call me.

11/15/2024	Contact -Telephone call received from Resident B's Support Coordinator, Jordon Hoague.
11/18/2024	Contact -Telephone call made to Jamison Jasper, Supports Coordinator, network 180 for Resident C.
11/18/2024	Contact -Telephone call received from Rebecca Muller, Supports Coordinator for Resident A.
11/19/2024	Contact – Telephone call made to Ms. Sams at the AFC home.
11/19/2024	Contact -Telephone call to Ms. Amanda Deming, Licensee to her cell phone two times, left a message at the facility and I sent her an email to contact me.
11/19/2024	Contact – Telephone from Ms. Sams, Responsible Person About Resident B's doctor appointment.
11/19/2024	Contact -Telephone call from Ms. Sams.
11/26/2024	Telephone exit conference with Licensee, Amanda Deming.

**ALLEGATION:** There is a concern that Resident B is not receiving timely and proper scabies treatment.

**INVESTIGATION:** The complaint was anonymous, and it read that Resident B was not receiving timely and proper scabies treatment. Department of Health and Human Services, Kent County, Adult Protective Services, denied the complaint.

On 10/24/2024, I made an unannounced inspection to the home. Angela Sams, the Responsible Person was working, and I asked her about Resident B having scabies. She had no knowledge of him having been diagnosed with scabies, but she reported that the home has bed bugs, and she believed he had been bitten by the bed bugs and he scratches them resulting in numerous scabs. She reported that he had scabs on his face, and the top of his head, on his arms, chest and legs and feet. She explained the Licensee Amanda Deming had hired Rose Pest Solutions and they had sprayed the home on October 4, 2024, and she had to have the residents out of the home for about five hours so they could spray for the bed bugs. She said she had only seen a few of the bed bugs on the shower curtain in the bathroom. She reported that she is vacuuming the home every day. She reported that Rose Pest Solutions had come a second time to spray for the bed bugs was not certain of the date. I asked her if Resident B had any medications prescribed for scabies or for the bed bugs and she reported no.

On 10/24/2024, I attempted to speak to Resident B. He repeated everything I said. He was unable to contribute to the investigation.

On 11/13/2024, I telephoned the home and Ms. Sams answered and I requested the name and telephone of Resident B's Family Member, and she provided the name and phone number of his sister (FM1). I also requested the name and telephone number of Resident B's Supports Coordinator which she provided. She informed me at this time that Resident B had a doctor's appointment on 11/19/2024. I asked how Resident B was doing and she said he still is scratching himself and she reminds him to not scratch himself, but he does it any way. She said she called Rose Pest Control to say that she had seen other bed bugs, so they came again to spray for a third time on 11/01/2024. She said the staff of the pest company told her that she could still see bed bugs for at least another week and after that call back and they will come and check again.

On 11/14/2024, I telephoned FM1. She said she lives far away from Resident B, so she does not come and see him very often. She said that she has had many health concerns herself. She stated that she was notified weeks ago that the home has bed bugs but was unable to provide the date or time of the call or who called her. She thought that the caller said Resident B had some medicine, but she did not know what medicine he had. After she thought about it, she thought Amanda Deming, the Licensee had telephoned her. She said that whatever Resident B needed he had the money to purchase it, like a new mattress, or clothes. I suggested she telephone the home and express what her desires were for her brother.

On 11/15/2024, I spoke by telephone with Ms. Sams, and she reported that FM1 had called her and told her that she should get Calamine lotion for Resident B to help with the itching. I asked how Resident B was doing and she reported that he remains the same, still itching and she said she has told him not to scratch himself, but he continues to scratch. Ms. Sams reported that she will be taking Resident B to the Doctor on 11/19/2024.

On 11/15/2024, I received a telephone call from Melissa Gekeler, Recipient Rights from network 180. She reported that she was at the home on October 28. She reported that she saw Resident B and he had scratches and scabs on him. She reported that she was told that he had scabies in July 2024, and he could not return to his Day Program at Hope Network until he was medically cleared. She said she reviewed his PCP and there was no mention of scabies or treatment for scabies.

On 11/15/2024, I received a telephone call from Jordon Hoague, Resident B's Supports Coordinator from network 180. He stated that Resident B has a developmental disability, and he has had dementia for quite some time. He said Resident B does not have a guardian. He reported that he also has Type 2 Diabetes, with Chronic Kidney Disease Stage 4, and he is 83 years old. He also stated that Resident B picks his skin and does "rectal digging". He said he is concerned that with the two conditions that Resident B could easily become infected. He stated that

Resident B goes to a day program at Hope Network and the staff at Hope Network reported to the home that they thought Resident B had scabies and that he needed to be medically cleared by his doctor to return to their program, in July 2024. He explained that he spoke with Amanda Deming, the Licensee and she provided verbal assurances that she would seek medical attention for Resident B. She told him she had an appointment to see his physician on July 23, 2024. Mr. Hoague called on July 27 to see how the appointment went, and Ms. Deming told him it was now on August 8<sup>th</sup>. He called her again on 08/13/2024 and she told him the appointment was on 08/14/2024. He called her on 08/16/2024 to see how the appointment went, and she told him now the appointment was on 08/26/2024. He called her on the 30<sup>th</sup> and she told him his appointment was on 09/03/2024. Mr. Hogan stated that Ms. Deming did nothing about securing Resident B's medical appointments. He also stated that Resident B has missed his day programming since sometime in July (date not provided). He also reported that Jamison Jasper, another Supports Coordinator at network 180, had reported to him that Resident C was at the doctor's office just a week ago Friday and he had live bed bugs on his person.

On 11/18/2024, I telephoned Supports Coordinator, network 180, Jamison Jasper and left several messages to return my call.

On 11/18/2024, I received a telephone call from Rebecca Muller, a Supports Coordinator at network 180. She has one resident (Resident A) in this home, and she reported that she has been to the home several times just recently and she saw the scabs on Resident B from what she describes as bed bug bites that Resident B has scratched. She reported that Jamison Jasper, Supports Coordinator at network 180 told her that Resident C had gone to the doctor (date not provided) and they discovered he had live bed bugs on his person.

On 11/19/2024, I telephoned the AFC home and spoke with Ms. Sams. She said Ms. Deming's brother-in-law had fallen off a catwalk and was in the hospital. Ms. Sams reported that Ms. Deming had to go and care for her sisters' children. She reported that she was taking the other three residents along with Resident B for his 9:45 doctor's appointment this AM.

On 11/19/2024, I called Amanda Deming, the Licensee, two times and left her a telephone message to call me. I also sent her an email to please call me. At the time of this report, I have not heard back from her.

On 11/19/2024, I telephoned the AFC home and left a message to call me.

On 11/19/2024, I received a telephone call from Angela Sams, that the physician for Resident B did not know if it was Scabies or bed bugs and told Ms. Sams to seek an appointment with a Dermatologist. She prescribed a cream for scabies just in case it was scabies to put on Resident A.

Ms. Sams reported that Ms. Deming had received a letter from the state that she needed to reapply for her AFC license before 11/19/2024 which is the date for the expiration of her license. Ms. Sams reported that Ms. Deming told her that she was not going to renew her license and she was just going to let it expire on 11/19/2024. Ms. Sams said when Ms. Deming left the home, she stated she was “done with this place”. Ms. Sams stated that she felt Ms. Deming would not respond to my telephone calls or emails because she was certain that Ms. Deming thought her license had expired on this date of 11/19/2024. She volunteered to write the Plan of Correction for this complaint investigation. She also explained that she has worked for Ms. Deming as a relief staff/Responsible Person on and off mostly on weekends, for some time. She stated that Ms. Deming put her home up for sale and she said a Realtor Investor purchased the home but only if Ms. Sams would run the AFC. She stated she did accept the offer, after Ms. Deming asked her to run the AFC home and she immediately applied for a Family Home AFC license which has been transferred to our Grand Rapids office. She said she has a lease agreement with the Landlord and has been taking care of the five residents.

On 11/26/2024 I conducted a telephone exit conference with Amanda Deming, the Licensee. She explained that she did not agree with my findings. She reported that Resident B’s skin problems started sometime in September not in July. She said Resident A and a former resident were being treated for scabies and she called Resident B’s physician and reported that to them. She said Resident B’s physician called in a topical cream for Resident B with an understanding that he had scabies like the other two residents. Ms. Deming was unsure of the date but believed it to be in mid-September 2024. She stated that the topical cream had two treatments which she said she administered. I asked her about Resident B’s missed doctor’s appointments, and she acknowledged that she had no relief staff to fill-in for her when she had to take Resident B to the doctor’s appointments. She said she was negligent because she did not have any staff to cover for her and taking all the residents with her was difficult. She acknowledged that her home had bed bugs, and she said she contracted with a pest control company and paid for three treatments. Subsequent to our conversation, Ms. Deming submitted a written request via email that her license be closed.

<b>APPLICABLE RULE</b>	
<b>OR 400.14310</b>	<b>Resident health care.</b>
	<b>(4) In case of an accident or sudden adverse change in a resident’s physical condition or adjustment, a group home shall obtain needed are immediately.</b>
<b>ANALYSIS:</b>	There was concern that Resident B did not receive timely and proper treatment for scabies.  I observed Resident B at the home with numerous scabs on his body. Resident B was unable to contribute to the investigation.

	<p>Angela Sams, the Responsible Person stated that the home has bed bugs which have bitten Resident B, and he scratches them and then there is a scab. She reported the pest control company has sprayed for the bed bugs three times.</p> <p>Resident B's Supports Coordinator from network 180, Jordon Hoague, checked with the Licensee about a medical appointment for Resident B's scabies, but the licensee stated the appointment was delayed/rescheduled at least four different times.</p> <p>Melissa Gekeler, Recipient Rights from network 180 reported that she had been to the home and had observed that Resident B had scabs on him.</p> <p>Supports Coordinator, Rebecca Muller reported that she had been in the home two times and had observed Resident B with many scabs on him.</p> <p>During this investigation I found no solid evidence that Resident B had been seen by any medical person. He remains with numerous bites on his body that he has scratched which are now scabbed over. Therefore, there is a violation established.</p> <p>As a result of Sir # 2024A0357022, dated 05/02/2024, the home was placed on a Provisional License for a Quality-of-Care violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED.</b>

**IV. RECOMMENDATION**

Ms. Deming has reportedly sold her home and has submitted a written request that her license be closed in lieu of revocation. Ms. Deming's request to close her license will be accepted as her Corrective Action Plan for resolution of the above-cited violations and license # AF410285580 will be closed effective 12/02/2024.

*Arlene B. Smith*

11/27/2024

Arlene B. Smith  
Licensing Consultant

Date

Approved By:



*Jerry Hendrick*

11/27/2024

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Jerry Hendrick  
Area Manager

Date