



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

January 8, 2025

Patricia Thomas
Quest, Inc
36141 Schoolcraft Road
Livonia, MI 48150-1216

RE: License #: AS820410264
Investigation #: 2025A0119005
Donna

Dear Mrs. Thomas:

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 November 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 (313) 456-0380.

Sincerely,

A handwritten signature in cursive script that reads "Shatonla Daniel".

Shatonla Daniel, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 919-3003

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820410264
Investigation #:	2025A0119005
Complaint Receipt Date:	11/19/2024
Investigation Initiation Date:	11/20/2024
Report Due Date:	01/18/2025
Licensee Name:	Quest, Inc
Licensee Address:	36141 Schoolcraft Road Livonia, MI 48150-1216
Licensee Telephone #:	(734) 838-3400
Administrator:	Patricia Thomas
Licensee Designee:	Patricia Thomas
Name of Facility:	Donna
Facility Address:	19414 Donna Livonia, MI 48157
Facility Telephone #:	(734) 469-4182
Original Issuance Date:	06/29/2022
License Status:	REGULAR
Effective Date:	12/29/2022
Expiration Date:	12/28/2024
Capacity:	4
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
On 11/08/2024, Staff- Carlisha Harris left the facility before the end of her shift. Residents were left without a fully trained Staff- Ashley Green.	Yes

III. METHODOLOGY

11/19/2024	Special Investigation Intake 2025A0119005
11/19/2024	Referral - Recipient Rights Received
11/19/2024	APS Referral Made
11/20/2024	Special Investigation Initiated - On Site Staff- Honesty Robinson
11/20/2024	Contact - Telephone call made Staff- Carlisha Harris, Staff- Ashley Green
11/20/2024	Inspection Completed-BCAL Sub. Compliance
11/20/2024	Exit Conference Licensee Designee - Patricia Thomas
11/21/2024	Corrective Action Plan Requested and Due on 11/21/2024
11/21/2024	Corrective Action Plan Received
11/21/2024	Corrective Action Plan Approved

ALLEGATIONS:

On 11/08/2024, Staff- Carlisha Harris left the facility before the end of her shift. Residents were left without a fully trained Staff- Ashley Green.

INVESTIGATION:

On 11/20/2024, I completed an unannounced onsite inspection and interviewed Staff- Honesty Robinson regarding the above allegations. It should be noted two residents were observed but they could not be interviewed due to their disability.

Ms. Robinson stated all three residents are non-verbal and cannot be left alone. Ms. Robinson stated she arrived from her shift at 4:00 p.m. and found a new staff – Ashley Green in the home alone. Ms. Robinson stated that part of new staff training is to shadow another staff until their training is completed. Ms. Robinson stated she is not sure how long Ms. Green was working alone without a fully trained staff.

On 11/20/2024, I telephoned and interviewed Staff- Carlisha Harris and Staff- Ashley Green regarding the above allegations. Ms. Harris stated she left her shift prior to it ending and leaving Ms. Green alone with the residents. Ms. Harris ended the telephone conversation and would not respond to any other telephone calls.

Ms. Green stated she started working almost a month ago and was not fully trained. Ms. Green stated she was left approximately twenty to thirty minutes by herself without another staff. She stated at that time, she still needed to receive CPR and First Aid training along with recipient rights. Ms. Green stated she has received both trainings as of 11/14/2024.

On 11/20/2024, I completed an exit conference with Licensee Designee- Patricia Thomas regarding the above allegations. Mrs. Thomas agreed that Ms. Green was not trained in recipient rights and CPR and First Aid. Mrs. Thomas stated Ms. Harris quit and never returned to work. Mrs. Thomas stated she provided all staff with in-service for all staff that discussed resident supervision.

APPLICABLE RULE	
R 400.14206	Staffing requirements.
	(3) Any individual, including a volunteer, shall not be considered in determining the ratio of direct care staff to residents unless the individual meets the qualifications of a direct care staff member.

ANALYSIS:	<p>Staff- Honesty Robinson, Staff- Carlisha Harris and Staff- Ashley Green stated Ms. Green was left in the facility alone.</p> <p>Ms. Robinson and Ms. Green stated Ms. Green was not fully trained staff.</p> <p>Ms. Robinson stated all three residents are non-verbal and cannot be left alone without a fully trained staff.</p> <p>Licensee Designee- Patricia Thomas and Ms. Green stated she still needed to receive CPR and First Aid training along with recipient rights at the time of incident.</p> <p>Therefore, Ms. Green was not considered in determining the ratio of direct care staff to residents because she did not meet the qualifications of a direct care staff member by not having CPR and First Aid and recipient rights training.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

An acceptable corrective action plan has been received; therefore, I recommend that the status of the license remains the same.



01/07/2024

Shatonla Daniel
Licensing Consultant

Date

Approved By:



Ardra Hunter
Area Manager

Date