



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

January 22, 2025

Paula Barnes
Central State Community Services, Inc.
Suite 201
2603 W Wackerly Rd
Midland, MI 48640

RE: License #: AS250385494
Investigation #: 2025A0779013
Wilson Road Home

Dear Paula Barnes:

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.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

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 cursive script that reads "Christopher A. Holvey".

Christopher Holvey, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 899-5659

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250385494
Investigation #:	2025A0779013
Complaint Receipt Date:	12/11/2024
Investigation Initiation Date:	12/12/2024
Report Due Date:	02/09/2025
Licensee Name:	Central State Community Services, Inc.
Licensee Address:	Suite 201 2603 W Wackerly Rd Midland, MI 48640
Licensee Telephone #:	(989) 631-6691
Administrator:	Vuai Finney
Licensee Designee:	Paula Barnes
Name of Facility:	Wilson Road Home
Facility Address:	6359 W Wilson, Clio, MI 48420-8420
Facility Telephone #:	(810) 687-0202
Original Issuance Date:	05/02/2017
License Status:	REGULAR
Effective Date:	11/02/2023
Expiration Date:	11/01/2025
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff tease and say inappropriate comments to residents. Staff Fatima Evans tells the residents they stink. Staff Courtney Diawara teases Resident A and Resident B about being boyfriends.	Yes

III. METHODOLOGY

12/11/2024	Special Investigation Intake 2025A0779013
12/12/2024	Special Investigation Initiated - Telephone Spoke to ORR.
12/12/2024	APS Referral Complaint was referred to APS centralized intake.
12/18/2024	Inspection Completed On-site
12/23/2024	Inspection Completed On-site
12/23/2024	Contact - Telephone call made Spoke to staff person, Fatima Evans.
12/23/2024	Contact - Telephone call made Spoke to staff person, Courtney Diawara.
01/03/2025	Contact - Telephone call made Spoke to Resident A.
01/16/2025	Exit Conference Held with licensee designee, Paula Barnes.

ALLEGATION:

Staff tease and say inappropriate comments to residents. Staff Fatima Evans tells the residents they stink. Staff Courtney Diawara teases Resident A and Resident B about being boyfriends.

INVESTIGATION:

On 12/2/2024, a phone conversation took place with recipient rights investigator, Pat Shepard, who confirmed that she was investigating the same allegations. ORR Shepard stated that she had spoken to Resident A, who confirmed the allegations. ORR Shepard stated that Resident A did not provide any further details.

On 12/18/2024, an on-site inspection was conducted and Resident C was interviewed. Resident C stated that he has never heard staff Courtney Diawara tease Resident A or Resident B about being boyfriends. Resident A stated that he has not heard Staff Diawara tease anyone and that he has no problem with her. Resident C reported that staff Fatima Evans does tell residents that they stink, are funky, and need to take a shower. Resident C stated that he has witnessed Staff Evans walk past residents while putting her shirt up over her nose, as a way of saying that residents stink. Resident C stated that all the other staff at this home are nice and are good to them.

On 12/18/2024, staff person, Makeese Singleton, stated that no residents have complained to him about Staff Diawara or Staff Evans disrespecting them and that he has never witnessed either staff doing so. Staff Singleton stated that a few months ago, it did come out that Resident A and Resident B may have had a sexual relationship, so it was not a secret, but that Resident A was not happy about that.

On 12/23/2024, a second on-site inspection was conducted and multiple residents were interviewed. Resident B stated that Staff Evans is rude, tells them that they stink and need to take a shower. Resident B reported that about one month ago, Staff Evans got up in his face and was cussing at him. When asked about Staff Diawara, Resident B stated that Staff Diawara has teased him about being boyfriends with Resident A, but that it happened a while ago and that he cannot remember what she exactly said.

On 12/23/2024, Resident D confirmed that Staff Evans is rude and tells other residents that they stink. Resident D stated that he witnessed the incident where Staff Evans walked up on Resident B and was cussing at him. Resident D reported that Staff Evans can be very confrontational and say things like "I don't like you guys", when talking to residents. Resident D stated that Resident A and Resident B's relationship is not a secret, but that he has not heard Staff Diawara tease them about it.

On 12/23/2024, Resident E and Resident F both stated that Staff Evans is rude, can be mean, and does tell them that they stink. They both stated that they have not heard Staff Diawara tease Resident A or Resident B and that they like Staff Diawara.

On 12/23/2024, staff person, Phillip Parrish, stated that he has not witnessed Staff Diawara tease Resident A or Resident B about being boyfriends. Staff Parrish stated that he has heard Staff Evans tell multiple residents that they stink and need to take a shower. Staff Parrish stated that he was present to witness Staff Evans and Resident B get into a verbal argument and that Staff Evans did get into Resident B's personal space and cuss at Resident B.

On 12/23/2024, staff person, Fatima Evans, denied that she has ever cussed at or disrespected any resident. Staff Evans admitted that she has told the residents that they have an odor and need to shower but denied that she has ever used the word "stink" when trying to get them to take showers. Staff Evans claimed that she told Resident B and other residents that they need to stop disrespecting her but denied that she cusses at them or invades their personal space. Staff Evans stated that she has never heard Staff Diawara tease Resident A or Resident B about being boyfriends. Staff Evans reported that she has witnessed Resident B trying to talk to Staff Diawara about sexual stuff between him and Resident A.

On 12/23/2024, staff person, Courtney Diawara, denied that she has ever teased Resident A or Resident B about their relationship. Staff Diawara stated that Resident A and Resident B frequently come to her and want to talk about their issues between each other and she has had to tell them she is not comfortable talking to them about detailed sexual issues. Staff Diawara stated that she has heard Staff Evans tell residents they need to take a shower, but that she has not heard Staff Evans use the word "stink" when talking to residents.

On 1/3/2025, a phone interview was conducted with Resident A, who claimed that Staff Diawara has teased him about his relationship with Resident B. Resident A stated that Staff Diawara says things like "You 'all together" and keeps saying that they are together when they are not. Resident A stated that he is fine with Staff Diawara otherwise. When asked about Staff Evans, Resident A confirmed that Staff Evans tells all the residents that they stink, almost every time she works.

On 1/16/2025, an exit conference was held with licensee designee, Paula Barnes. LD Barnes stated that she was not aware of this being an issue and that she will provide training to this home's staff regarding dignity and respect issues. LD Barnes stated that Staff Evans will receive written disciplinary action for her disrespect of the residents.

Special Investigations #2023A0871006 dated 12/16/2022, #2023A0779035 dated 5/22/2023, and #2023A0779038 dated 6/1/2023 cited a violation of R 400.1308 (2)(f)(ii). During all three investigations and separate occurrences, a staff was found to have verbally abused a resident by cussing at them. Regarding all three situations, a corrective action plan was provided, which stated that the employment of the staff in question was terminated and the remaining staff at this home were provided with training.

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, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</p> <p style="padding-left: 40px;">(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p>
ANALYSIS:	It was confirmed that staff person, Fatima Evans, has been disrespecting the residents of this home. All six residents of this home have stated that Staff Evans is rude and tells them that they stink and need to take a shower. There was sufficient evidence found to warrant violation of this rule.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14308	Resident behavior Interventions prohibitions.
	<p>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</p> <p style="padding-left: 40px;">(f) Subject a resident to any of the following:</p> <p style="padding-left: 80px;">(ii) Verbal abuse</p>
ANALYSIS:	It was confirmed that on at least one occurrence, staff person, Fatima Evans, got into Resident B's personal space and was cussing at him. Resident B stated that Staff Evans did cuss at him. Resident D and staff person, Phillip Parrish, stated that they witnessed the verbal altercation between Resident B and

	Staff Evans and confirmed that Staff Evans was cussing at Resident B. There was sufficient evidence found to warrant violation of this rule.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED SIR #2023A0871006 dated 12/16/2022. SIR #2023A0779035 dated 5/22/2023. SIR #2023A0779038 dated 6/1/2023.

IV. RECOMMENDATION

Upon receipt of an approved written corrective action plan, it is recommended that the status of this home's license remain unchanged.

Christopher A. Holvey

1/22/2025

Christopher Holvey
Licensing Consultant

Date

Approved By:

Mary Holton

1/22/2025

Mary E. Holton
Area Manager

Date