



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

February 13, 2025

Donna McBride  
Spectrum Community Services  
Suite 700  
185 E. Main St  
Benton Harbor, MI 49022

RE: License #: AS630397254  
Investigation #: 2025A0626003  
Leidich Home  
**AMENDED REPORT**  
**Original Report dated 1/2/2025**

Dear Donna McBride:

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 (313) 456-0380.

Sincerely,

A handwritten signature in dark ink, reading "Sara E. Shaughnessy". The signature is fluid and cursive, with the first name "Sara" being the most prominent.

Sara Shaughnessy, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(248) 320-3721

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS630397254
<b>Investigation #:</b>	2025A0626003
<b>Complaint Receipt Date:</b>	11/13/2024
<b>Investigation Initiation Date:</b>	11/14/2024
<b>Report Due Date:</b>	01/12/2025
<b>Licensee Name:</b>	Spectrum Community Services
<b>Licensee Address:</b>	Suite 700 - 185 E. Main St Benton Harbor, MI 49022
<b>Licensee Telephone #:</b>	(734) 458-8729
<b>Administrator:</b>	Donna McBride
<b>Licensee Designee:</b>	Donna McBride
<b>Name of Facility:</b>	Leidich Home
<b>Facility Address:</b>	1087 Leidich Lake Orion, MI 48362
<b>Facility Telephone #:</b>	(248) 693-4957
<b>Original Issuance Date:</b>	06/18/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/14/2024
<b>Expiration Date:</b>	06/13/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

## II. ALLEGATION(S)

	Violation Established?
Resident was observed with a black eye.	Yes
Additional Findings	No

## III. METHODOLOGY

11/13/2024	Special Investigation Intake 2025A0626003
11/13/2024	APS Referral Adult Protective Services (APS) referral received.
11/14/2024	Special Investigation Initiated - Letter Referral sent to Office of Recipient Rights
11/14/2024	Contact - Face to Face Completed onsite investigation, including interviews with Resident A, Resident B, Resident C, Resident D and direct care staff member, Leah Plummer.
11/15/2024	Contact - Telephone call made Conducted phone interviews with direct care staff members, Danielle Campbell, Yvonne Cox, and Crystal Lewis.
11/18/2024	Contact - Telephone call made Conducted phone interviews with Daquanna Hicks, Sheryl Shaw, from Lahser Vocational and direct care staff members, Dawn Snelling, Ant Juan Willis, Dylan Aquirre, and Rishon Kimble from the Office of Recipient Rights.
11/18/2024	Contact - Telephone call made Attempted phone contact with Relative A1. A message was left requesting a return call.
12/02/2024	Contact - Telephone call made Attempted phone contact with Relative A1. A message was left requesting a return call.
12/03/2024	Contact - Telephone call made Conducted a phone interview with Relative B1.

	Contacted home manager, Crystal Lewis, provided names and contact information for detectives involved in case.
12/03/2024	Contact - Telephone call made Attempted phone contact with Relative A1 and Detective Jennifer Eriksen and Detective Scott Howden. Messages were left requesting a return call.
12/04/2024	Contact - Telephone call made Conducted phone interviews with Adult Protective Services specialist, Lisa Black, Relative A1, and Detective Jennifer Eriksen from Oakland County Sheriff's Department.
12/06/2024	Contact - Telephone call received Received a phone call from Detective Jennifer Eriksen regarding the disposition of her investigation.
12/09/2024	Contact - Telephone call received Received a phone call from APS specialist, Lisa Black, with an update regarding the disposition of her investigation.
12/10/2024	Contact-Telephone call received Received a phone call from Rishon Kimble, from Office of Recipient Rights regarding the status of her investigation.
12/10/2024	Contact – Telephone call made Made follow-up phone call with home manager, Crystal Lewis, regarding concerns expressed about Resident D's dental appointments.
12/30/2024	Exit Conference Conducted exit conference with Donna McBride via telephone.

## **ALLEGATION:**

**Resident was observed with a black eye.**

## **INVESTIGATION:**

On 11/13/2024, I received the complaint, via email, alleging Resident A had a black eye and it was not known if it was caused by a resident or staff member. The allegations stated Resident A has cerebral palsy, is developmentally disabled and is in a wheelchair.

On 11/14/2024, I went to the Leidich Home to conduct an unannounced onsite investigation. Direct care staff member, Leah Plummer, had just gotten back to the home with three of the residents after transporting them back from workshop. I

interviewed Ms. Plummer and she stated she has worked in the home since January of 2024. She stated there are 6-7 employees in the home and the home manager is Crystal Lewis. I asked about Resident A's eye and Ms. Plummer stated Resident A had gotten a black eye over the weekend and she does not work weekends, so she did not know which day it happened. She was told there was an incident report and she has not seen it. She stated Resident A had been taken to urgent care the following day and provided me with discharge paperwork to verify this. Ms. Plummer stated that Ms. Lewis would know more about what happened. She denied knowing of any direct care staff members being rough or inappropriate with any of the residents.

On 11/14/2024, I asked Resident A if we could go into her bedroom and talk privately, and Resident A said that was ok. Resident A pointed out her bed and some drawings on the walls. Resident A's right eye was visibly bruised and had a small scratch underneath it. After asking for permission from Resident A, I took a photograph of the injury. I asked Resident A what happened and Resident A responded with, "Don't know." I asked Resident A if she fell, if she bumped it, if anyone hit her, or if she hit herself; she answered "no" to each question. Resident A then stated, "I pooped". I asked her if she wanted me to get Ms. Plummer and she replied, "Yes". When Ms. Plummer came to the room she stated that Resident A usually defecates in her briefs when she is nervous or scared.

On 11/14/2024, I interviewed Resident B privately, in his bedroom. Resident B denied knowing what happened to Resident A's eye. He stated he likes to stay in his room and keep to himself. Resident B stated it is nice here, he feels safe, and no one has hurt him.

On 11/14/2024, I attempted to interview Resident C privately, but she did not want to leave the table where she was working on her puzzle with Ms. Plummer nearby. She stated she feels safe here and she likes it here. I asked her if she knew what happened to Resident A's eye and she replied, "Resident D did it, he hit her, I saw it". She then went back to concentrating on her puzzle. I followed up with Ms. Plummer and she stated Resident D is very quiet. She stated he isn't violent, and he is best friends with Resident A. She stated she can't see that happening at all.

On 11/14/2024, I interviewed Resident D, privately, in his bedroom. Resident D stated he likes it here and he feels safe. He stated everyone is nice and Resident B is his best friend. I asked him about Resident A's eye, and he stated Resident A doesn't know what happened to her. I asked him if he knew what happened and he denied knowing. He denied hitting Resident A and stated he thinks she fell. Resident D stated Resident A and him are never mean to each other and never hit each other.

On 11/14/2024, I received, via email, two incident reports, both completed on 11/11/2024, for incidents occurring on 11/10/2024. Both reports were completed by Danielle Campbell. The first report indicates:

“Resident D was redirected out of his housemate’s room two times by staff while she was cooking and sent back to the couch. The housemate whose room he was going into said she was fine both times. The third time, Resident D hurried out and housemate was found with a black eye on her right side.” The report indicated that ice was applied, and Ms. Campbell called the manager, and it went to voicemail.

The second incident report read similarly, but included that Resident A was being taken to urgent care.

On 11/15/2024, I conducted a phone interview with Danielle Campbell. Ms. Campbell has worked at Leidich Home since April and was working last weekend. She stated she could not remember if Resident A's black eye happened on Saturday or Sunday. She stated she was cooking dinner, cleaning the kitchen, and doing laundry. She stated she was listening to some jazz music, and she thinks Resident D did not like it, because he kept on getting up from the couch in the living room and going into Resident A's bedroom. She stated she went and escorted him out of the bedroom twice. She stated the third time he went in there; she went to retrieve him, and Resident D rushed out past her and said he had to go to the bathroom. She stated she looked at Resident A and noticed the black eye. She stated Resident D had gone straight to the couch and when she asked him what happened, he told her he didn't know. She stated she asked Resident A what happened, and she cried and told her she wanted Miss Yvonne. She stated she asked her if Resident D did it and she said, "Dee Dee" and denied knowing who she was talking about. Danielle stated Resident A will often say people's names when she is in crisis. She stated she was working alone and thinks maybe her music agitated Resident D. She stated she does not know if he hit Resident A. She stated Resident A was lying in her bed and can only lift her neck, so she did not fall out of bed. She stated she didn't fall or hit her head on anything. She stated Resident D is sneaky and will sneak out to take snacks to his bedroom and the males are not supposed to be in the females' bedrooms.

On 11/15/2024, I conducted a phone interview with direct care staff member, Yvonne Cox. Ms. Cox has worked for Spectrum for approximately five years. She was not on shift when the black eye occurred, and she saw it Wednesday. She stated she asked Resident A what happened, and she told her someone threw something at her. She asked who and Resident A told her, "Danny". Ms. Cox clarified that Resident A refers to Danielle Campbell as Danny. She stated Resident A had not been to urgent care until the next day. She stated she does not think Resident D could have done it and said he has been there the whole time she has been there, and she has not heard of him hurting anyone before. She stated she does not know if it was accidental. She stated she doesn't think Resident A would lie and she doesn't think she would say Resident D did it unless told to.

On 11/15/2024, I conducted a phone interview with home manager, Crystal Lewis. Ms. Lewis has been working at Leidich for approximately one year. She stated she has worked as a direct care worker in other homes before this. Ms. Lewis informed me she

was told that Resident D went to the room of Resident A numerous times and on the last time, Resident A had a black eye. She stated Resident A said Resident D did it. Ms. Lewis stated she can't see Resident D hurting Resident A, it is not in his character. Resident A also told her Danny did it. She stated Resident B told her Resident D did it. She stated she was concerned that Ms. Campbell appeared to be nonchalant about the whole thing. She stated Ms. Campbell told her she tried to call her once and it went to voicemail. Ms. Lewis stated the direct care staff members are supposed to call her when someone is injured and to keep calling until they get her on the phone. I asked her if she had a missed call from Ms. Campbell and she stated she did not.

On 11/18/2024, I conducted a phone interview with Daquanna Hicks, the vocational coordinator at Lahser Vocational Services. She stated when she saw Resident A's eye on Monday, she called her to the back. She stated Resident A told her she fell out of her bed. She stated she has been working with Resident A for approximately 1.5 years. She stated she does not know how possible it would be for Resident A to have fallen out of bed. She stated Resident A's roommate said Resident D did it. She stated when she spoke with transportation staff from the home, she was told Resident A was scratched by a nail or a straw.

On 11/18/2024, I conducted a phone interview with Sheryl Shaw, community skills specialist at Lahser Vocational Services. She stated she was there when Resident A came in on Monday. She stated she asked what happened and the worker who brought her there told her it was caused by a straw. She stated she sent Resident A to management so they could handle it. She stated Resident A later told her she fell out of her chair.

On 11/18/2024, I conducted a phone interview with direct care staff member, Dawn Snelling. Ms. Snelling has worked at Leidich Home since September. She stated she came in the day Resident A was injured, to relieve Danielle Campbell from her shift. She stated when she first got there, she couldn't find Ms. Campbell. She stated Resident D was on the couch and Ms. Campbell then came out of Resident A's bedroom and told her Resident A had a black eye. She stated Ms. Campbell told her that Resident D was in and out of the room all day. She stated Ms. Campbell told her when she asked Resident D if he hurt Resident A, he admitted he did. She stated when Ms. Campbell left, she asked Resident A what happened and she said, "Danny". She stated she can't see either of them doing it. She denies ever hearing Ms. Campbell even raise her voice.

On 11/18/2024, I conducted a phone interview with Ant Juan Willis, direct care staff member at Leidich Home. He has been employed there for approximately three months. He was not at work when Resident A was injured. He stated when he came into work, he was told Resident D had caused Resident A's black eye, but he thinks Resident A said that because she might be afraid of Ms. Campbell. He stated he heard that Resident A had said, "Danny did it". He stated he does not know for sure, he just heard about it. He stated he can't see Resident D hurting Resident A and that he is a sweetheart. Mr. Willis stated that if Resident D had done it, he would tell. Mr. Willis



stated Ms. Campbell should not be in this field, he does not really know her, but she "ain't got it all". When asked what that meant, he stated she acts more like a consumer than a worker. He stated he has never seen her mistreat a resident before.

On 11/18/2024, I conducted a phone interview with direct care staff member, Dylan Aguirre. He has been working at Leidich Home for approximately 3-4 months. He stated the official story regarding Resident A's injury is that Resident D was going into her room and then she was found with a black eye. He stated he does not think Resident D is capable of hurting Resident A. He stated no one even found out about the injury until the changing of shifts, which is not how things are usually done. He stated he has never seen Resident D have outbursts or hurt anyone. He stated Resident D will often do special things for Resident A, like get her a blanket or her pillows, even if he must go to the other side of the house to do it. He stated he has heard some people say it might have been Danielle Campbell who caused it. He stated he did see Ms. Campbell be "maybe" a bit too rough with Resident A before while brushing her hair, but that's it.

On 11/18/2024, I conferenced with Rishon Kimble from the Office of Recipient Rights. Ms. Kimble stated when she originally received the incident report, she was not going to investigate, then she received notice from APS and will now be investigating. She stated she has been there twice before for investigations, one when someone cut Resident A's hair and another when there were allegations that there was not any food in the home. Ms. Kimble stated she has not yet been to the home for this investigation.

On 12/04/2024, I conducted a phone interview with Relative A1. He stated he was at the home visiting Resident A the day after she received the black eye. He explained his personal take on it is that Resident A may have gotten hit with something, and he does not believe anyone did it intentionally. He stated he does not know exactly what it was or who did it, he only knows for sure that Ms. Campbell was on duty and Resident D was in the home at the time. He stated he has known Resident D for a long time and has never known him to be aggressive, but Ms. Campbell says he did it. He stated he isn't sure what happened, just that Resident A was in her bed and got a black eye. Relative A1 stated he asked Resident A what happened, and she just told him Danielle did it. He stated Resident A would not tell a lie, but it could have happened accidentally, and Resident A would not be able to differentiate between it being an accident or intentional. He stated Danielle does not seem aggressive. He has been pleased with the care Resident A receives at Leidich and she is happy there, he denied any concerns at all.

On 12/04/2024, I spoke with Detective Jennifer Eriksen, from the Oakland County Sheriff's Department. Detective Eriksen stated she went to the home and spoke with Resident A. She stated she asked Resident A how she got the black eye and Resident A told her, "Dan did it". She stated she spoke with the home manager, Crystal Lewis, and Ms. Lewis provided her with a copy of the incident report and what Danielle had told her about what happened. She stated Ms. Lewis told her she did not believe Resident D would have done that to Resident A, as they are the best of friends. Detective Eriksen scheduled an interview with Danielle for 12/03/2024, and Danielle called her and told

her she needed to reschedule because she was too fatigued to go. She stated they rescheduled for 12/05/2024 and if Danielle does not show up, Detective Eriksen is going to go to the home during her shift and talk to her. Detective Eriksen agreed to follow-up.

On 12/03/2024, I conducted a phone interview with Relative B1. Relative B1 stated he has concerns with Resident D's teeth. He stated they are not getting him to the dentist as they should and have canceled his dental cleaning twice. He stated he spoke with the dentist's office, and they are supposed to reschedule this week, I assured him I would follow up on his concerns with the home manager. He stated he lives in Nevada and is not around enough to know of anything else going on in the home. He stated there aren't any other relatives in Michigan to check in on Resident D either. I followed up with home manager, Crystal Lewis, on 12/10/2024, regarding the dental concerns, Ms. Lewis informed me that Resident D was last at the dentist on 10/03/2024, and they had to reschedule his subsequent appointment for treatment because Relative B1 needed to sign for his treatment and had not yet done so. She stated they had just gotten his signature and were proceeding with the treatment.

On 12/04/2024, I spoke with Adult Protective Services, Lisa Black. Ms. Black stated she went to the home and saw Resident A. She stated she attempted to interview Resident A and Danielle came in and started answering some of her questions. She stated she did not know who she was and thought it was odd. She stated Resident A did not tell her what happened, and that Resident D told her that he hurt Resident A.

On 12/05/2024, I received a follow-up phone call from Detective Eriksen. She informed me that Danielle Campbell came to the station to be interviewed and told her that Resident D had hurt Resident A. Detective Eriksen stated Ms. Campbell told her that Resident D kept on going into the bedroom of Resident A and the third time she went in there to tell him to get out, she saw Resident A had the black eye. She stated something seems off with Ms. Campbell. She stated there is nothing more she can do with her investigation and will be closing it.

On 12/09/2024, I conferenced with APS specialist, Lisa Black, regarding her investigation. Ms. Black stated she will be substantiating on her investigation for neglect, due to no one really knowing what happened to Resident A and if it were Resident D who hurt Resident A, there was not enough supervision to keep him out of her bedroom.

On 12/10/2024, I conferenced with Rishon Kimble from the Office of Recipient Rights. Ms. Kimble stated her investigation is ongoing.

On 12/30/2024, I conducted an exit conference with Donna McBride. Ms. McBride indicated that she agreed with the findings and stated that they have already begun working on the issues. Ms. McBride stated that Crystal Lewis has begun retraining employees to ensure residents are being properly supervised.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</b>
<b>ANALYSIS:</b>	Based on the information gathered through my investigation, there is sufficient evidence to conclude that Resident A's protection was not attended to at all times. There have been multiple explanations regarding what happened to cause Resident A to have a black eye, such as, falling from her wheelchair or her bed, a straw, Resident D hitting her, and Danielle Campbell throwing something at her. There is not sufficient information to conclude that Ms. Campbell caused the injury to Resident A's eye, but Ms. Campbell stated that she had to remove Resident D from the bedroom of Resident A two times before she found Resident A with the injury. Ms. Campbell knew Resident D was not following the house rule of males not entering the bedrooms belonging to the females and did not provide closer supervision of him to ensure the protection of Resident A.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Contingent upon receiving an acceptable corrective action plan, I recommend no change to the status of the license.

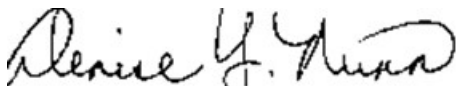


01/02/2025

Sara Shaughnessy  
Licensing Consultant

Date

Approved By:



Denise Y. Nunn  
Area Manager

Date

**AMENDED REPORT**  
**Special Investigation Report #2025A0626003**

**PURPOSE:**

The purpose of this amended report is to add the manager's missing signature date in the special investigation report completed on 01/02/2025.

**DESCRIPTION OF FINDINGS & CONCLUSIONS:**

In the special investigation report, heading IV. Recommendation, under the signature of area manager, Denise Nunn, there was no date recorded. This report is amended to include a dated signature of approval.

**RECOMMENDATION:**

Contingent upon receiving an acceptable corrective action plan, I recommend no change to the status of the license.



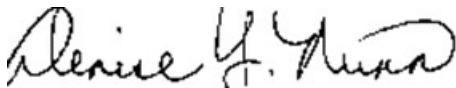
02/13/2025

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Sara Shaughnessy  
Licensing Consultant

Date

Approved By:



02/13/2025

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Denise Y. Nunn  
Area Manager

Date