



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 19, 2025

Hope Lovell
LoveJoy Special Needs Center Corporation
17101 Dolores St
Livonia, MI 48152

RE: License #: AS330297845
Investigation #: 2025A1029018
Michigan Ave. Residential Care

Dear Ms Lovell:

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 (231) 922-5309.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Browning". The script is cursive and fluid, with the first name and last name clearly distinguishable.

Jennifer Browning, Licensing Consultant
Bureau of Community and Health Systems
browningj1@michigan.gov - 989-444-9614

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS330297845
Investigation #:	2025A1029018
Complaint Receipt Date:	02/18/2025
Investigation Initiation Date:	02/19/2025
Report Due Date:	04/19/2025
Licensee Name:	LoveJoy Special Needs Center Corporation
Licensee Address:	17101 Dolores St, Livonia, MI 48152
Licensee Telephone #:	(517) 574-4693
Administrator:	Hope Lovell
Licensee Designee:	Hope Lovell
Name of Facility:	Michigan Ave. Residential Care
Facility Address:	1204 W. Michigan Ave., Lansing, MI 48915
Facility Telephone #:	(517) 367-8172
Original Issuance Date:	12/11/2009
License Status:	REGULAR
Effective Date:	02/23/2024
Expiration Date:	02/22/2026
Capacity:	5
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care staff member Amyiah Hardie pushed Resident A away from the refrigerator because she did not want him to get water out of the refrigerator.	Yes

III. METHODOLOGY

02/18/2025	Special Investigation Intake 2025A1029018
02/19/2025	Special Investigation Initiated – Letter to complainant
02/19/2025	Contact - Document Received - email from Shiawassee Health and Wellness Director of Recipient Rights Andrea Andrykovich
02/19/2025	Contact - Telephone call made to direct care staff member whose current role is home manager Kathleen Delmerico. Left message.
02/21/2025	Inspection completed On-site - Face to Face - unannounced on-site investigation at Michigan Avenue Residential Care and interviewed direct care staff member whose current role is home manager, Kathleen Delmerico and Camille Owens
02/25/2025	APS Referral made to Centralized Intake
02/27/2025	Contact - Document Sent emailed Kathleen Delmerico and licensee designee Hope Lovell
02/27/2025	Contact - Telephone call made direct care staff member Amayiah Hardie
02/27/2025	Contact - Telephone call made Resident A (Left message), CMH case manager Matt Dohring, Shiawassee County ORR Andrea Andrykovich, Alexis Christian, Resident B
02/28/2025	Contact - Telephone call made to Ms. Andrykovich
03/18/2025	Contact – Telephone call to licensee designee Hope Lovell. Left message, Resident A (unavailable), and email exchange with ORR Andrea Andrykovich,
03/18/2025	Exit conference with licensee designee Hope Lovell.

ALLEGATION: Direct care staff member Amyiah Hardie pushed Resident A away from the refrigerator because she did not want him to get water out of the refrigerator.

INVESTIGATION:

On February 18, 2025, a complaint was received via Bureau of Community and Health Systems online complaint system with concerns direct care staff member Amyiah Hardie would not allow Resident A to get water without permission and then pushed him out of the refrigerator area when he tried to get water. According to the complaint allegations, after this incident Resident A moved from the home and will not be returning to Michigan Avenue Residential Care. These concerns are also being investigated by Shiawassee County Health and Wellness Director of Recipient Rights (ORR) Andrea Andrykovich.

On February 21, 2025, I completed an unannounced on-site investigation at Michigan Avenue Residential Care and interviewed direct care staff member whose current role is home manager, Kathleen Delmerico. Ms. Delmerico was not present for the incident however she did conduct an internal investigation and found that direct care staff member Ms. Hardie informed Resident A he could not get water without permission and she pushed him away from the refrigerator which further escalated the incident. Ms. Delmerico stated as a result of this incident Ms. Hardie will be terminated from her position at Michigan Avenue Residential Care.

On February 21, 2025, I also interviewed direct care staff member Camille Owens who stated she worked with Ms. Hardie on several occasions and did not have concerns regarding her interactions with residents. Ms. Owens stated she was not there the night of the incident but she knew she would not harm a resident because Ms. Hardie is her daughter so she knows she's going to school to work in this field and she would not jeopardize her position.

During the on-site investigation, I reviewed two *AFC Incident / Accident Reports* that were written for this incident. The first *AFC Incident / Accident Report* written by Ms. Hardie included the following documentation:

- What happened: On January 20, 2025 residents were in the kitchen and I stepped in to see what the guys were doing in the midst of one of the residents started acting belligerent and saying he and a different resident hit him. I told the other resident if he isn't going to do anything no need to go back and forth the resident. [Resident A] then started saying all kinds of racial slurs. Manager was called. [Resident A] then came downstairs grabbed and broke my computer I was using for school and then started to attack me. [Resident B] stopped it all.
- Action taken by staff: Called management and got me and [Resident B] out of the house
- Corrective measures taken to remedy and or prevent reoccurrence: Called my manager who then called the police, emergency discharge from AFC.

The second *AFC Incident / Accident Report* was written by direct care staff member Alexis Christian.

- What happened: I received a call around 8:00 PM from AFC home phone missed the call and got a text from Amyiah Hardie asking me to call once I called back [Resident A] answered already yelling that a staff Amayah Hardie had hit him I tried calming him down enough to talk and asked him to finally give staff the phone. Once on the phone with staff she started explaining that she had went into the kitchen and asked the two residents what they were doing she stated that [Resident A] had started yelling at her and the other resident. She had tried to redirect and [Resident A] became agitated to the point she had called management. At this point in the call, I heard a scuffle staff tell [Resident A] to put it down and then staff screaming for me to get to the house as he was attacking her repeatedly. At this point I hung up and dialed 911 and started driving towards the AFC. I got to the corner of Michigan Ave. and [Resident A] had called. Once I picked up he started saying he was going to go downstairs and grab a knife and kill himself. I pulled up to staff Amyiah Hardie and Resident B on the porch and [Resident A] opening the front door to come outside I gave staff my car keys and had her and Resident B sit in my car while I talked to [Resident A] inside. We stayed inside talking until police arrived. Once they got statements from everyone they placed [Resident A] under arrest and took him to Ingham County Jail.
- Action taken by staff: Incident report was written guardian and case worker notified police made an arrest on resident a waiting for further information from Ingham County Police Department.
- Corrective measures taken to remedy or prevent reoccurrence: [Resident A] will be transferred to another facility for one week awaiting placement to a new AFC.

I reviewed the following documentation from Resident A's resident record:

1. Resident A's *Assessment Plan for AFC Residents* dated December 18, 2024 stating Resident A can be "verbally aggressive."
2. Resident A's Community Mental Health *Person Centered Plan* which states Resident A is diagnosed with autism spectrum disorder, major depressive disorder, generalized anxiety disorder, and unspecified intellectual disability.

I reviewed the following documentation regarding Ms. Hardie's employment:

1. Eligibility letter from Michigan Workforce Background Check showing Ms. Hardie is eligible to work in an AFC setting.
2. Employee Counseling Notice for Ms. Hardie written on February 26, 2025 by Ms. Delmerico which states:
"Our internal investigating has confirmed that you intentionally pushed a resident causing a severe behavioral outburst. This action represents a serious violation of Lovejoy's policies regarding resident care and safety."

On February 27, 2025, I interviewed direct care staff member Amayah Hardie. Ms. Hardie stated on January 20, 2025 the residents were getting ready for bed and Resident A and Resident B came downstairs around 8 PM and asked for a snack. Ms.

Hardie stated she heard the refrigerator alarm go off and told Resident A and Resident B to close the refrigerator. Ms. Hardie stated Resident B said he was getting cheese but both residents were just standing there. Ms. Hardie stated she asked Resident B what was going on and she asked Resident A what he was getting and he didn't say anything to her. Ms. Hardie stated she asked if he wanted a snack but he didn't respond to her. Ms. Hardie stated Resident A told her "don't touch me, don't talk to me" even though she had not touched him. Ms. Hardie stated she told him that she did not touch him and then he walked upstairs and she thought he was going to calm down but he came down less than a minute later. Ms. Hardie stated Resident A said, "you didn't even know what I wanted" and she said that she would help him get something if he wanted. Resident A said, "I don't have to deal with this" and she didn't say anything so he went back upstairs.

Ms. Hardie stated she was trying to deescalate the situation but Resident A continued to rant and rile Resident B up by saying that Resident B hit him the day before but he didn't. Ms. Hardie stated she was calling Alexis Christian who was the manager so she could know about the situation and Resident A said "F-this I am going to call her (Ms. Christian) myself". Ms. Hardie stated Resident A walked upstairs when suddenly she heard a bunch of jumping and yelling from upstairs because he was yelling into the phone. Ms. Hardie stated at this point Ms. Christian was on her way to the AFC. Ms. Hardie stated Resident A was yelling at her and told her to hand staff the phone, he puts it in her hand and said, "you just hit me". Resident B was right there and saw that she didn't hit him, but he was just handing her the phone. Ms. Hardie stated she was sitting with her feet up and the computer was on her lap when Resident A grabbed the computer out of her lap while she was trying to get up and he slammed the computer down. Ms. Hardie stated Resident A punched her in the face while she was trying to get out of the recliner so she asked Resident B to get Resident A off her and he did. Ms. Hardie stated Ms. Christian was still on the phone during this. Ms. Hardie stated she was sitting on the porch crying and upset after the incident so Ms. Christian had her sit in her car while the police were there talking about the incident. Ms. Hardie stated Resident A was taken to jail because her face was swollen but he was only there for one day. Ms. Hardie denied physically hitting Resident A, she stated she was yelling at Resident B to get him off of her but she did not call Resident A any names however it happened very fast.

On February 27, 2025 I interviewed Shiawassee County Health and Wellness case manager, Matt Dohring. Mr. Dohring stated he was informed Resident A assaulted a direct care staff member while residing at Michigan Avenue Residential Care. Mr. Dohring stated he was informed Ms. Hardie prevented him from going into the refrigerator to get something to eat and that's what caused him to have an outburst. Mr. Dohring stated he was informed direct care staff member Ms. Hardie put herself between him and the refrigerator and told him he couldn't have anything to eat. Mr. Dohring stated he did not know if there was a physical altercation between Resident A and Ms. Hardie because Resident A informed him that he did not punch Ms. Hardie. Mr. Dohring stated there was a verbal altercation between the two of them but he did not know what was specifically said during this. Mr. Dohring stated Resident A has a

pattern of verbal aggression, swearing, and raising his voice if he's not getting something he's demanding and he gets impatient easily.

On February 27, 2025, I contacted direct care staff member whose current role is home manager Alexis Christian. Ms. Christian stated she was coming home back to Lansing and as soon as she pulled in she got a call from MARC from Resident A and a text from Ms. Hardie. Ms. Christian stated Resident A was worked up and saying how he hates it there and direct care staff members cannot tell him what to do. Ms. Christian stated over the phone she did hear a fight break out, Ms. Hardie screaming out for help, and then asking Ms. Christian to get there quickly because she was being attacked by Resident A. Ms. Christian stated she hung up the phone and called law enforcement at this time who responded to the incident. Ms. Christian stated she completed an *AFC Incident / Accident Report* regarding the incident. Ms. Christian stated she did not have concerns that Ms. Hardie told Resident A he could not eat or drink anything and she did not believe Ms. Hardie pushed a resident out of the way. Ms. Christian stated she observed that Ms. Hardie had marks on her face.

On February 27, 2025, I contacted Resident B at Michigan Avenue Residential Care via phone. Resident B stated he was there for the incident with Ms. Hardie. He stated Resident A was getting water and was in the refrigerator but once he got done getting water he went up to his room. Resident B stated Resident A was yelling at Ms. Hardie and Resident A picked up Ms. Hardie's computer up and threw it on the ground. Resident B stated she never told either one of them they couldn't get anything out of the refrigerator. Resident B stated there is a rule they have to ask in order to go into the refrigerator but she never denied water or anything to them. Resident B stated "not really" when I asked if she pushed Resident A out of the way but she did ask him to move away from her. Resident B stated she never raised her voice or yelled until he broke the computer and then both Resident A and Ms. Hardie began yelling at each other. Resident B stated he did not feel that she was inappropriate with how she acted with Resident A at any time. Resident B stated he felt safe living there when she was working and never had any issues with her. Resident B stated after Resident A started to attack Ms. Hardie after breaking her computer, he was able to intervene and pull Resident A off of Ms. Hardie and took her outside.

On February 28, 2025, I interviewed with Ms. Andrykovich who stated she interviewed Resident B who informed her that Ms. Hardie pushed Resident A out of the way and then stated she moved him away from the refrigerator. Ms. Andrykovich stated Resident B informed her Resident A had a scratch on his chest and that Ms. Christian saw this.

On March 18, 2025 I received an email with the following information regarding Ms. Andrykovich's interview with Resident A. I made two different attempts to interview Resident A via phone however the first time Resident A's was unavailable and the second time a direct care staff member stated it was the wrong home. Ms. Andrykovich stated Resident A still resides there.

Ms. Andrykovich was able to complete an interview and obtained the following information from Resident A:

“Amaya put her hands on me and it triggered a memory – I ended up throwing her laptop I was so upset. She was trying to stop him from getting food from the refrigerator- when he tried telling her that he was just getting some food, she told him that he couldn’t have it, even though Alexis had said that he could get food at any time.

She tried to push him away from the refrigerator, kind of like on the one side of his chest when she pushed. He also said that after he threw her laptop- she attacked him and tried to push him down. Both hands in his chest push. He said that she left a mark on his chest but that no one saw it- he didn’t even realize that he had a mark until later- maybe when he was sitting in jail.”

On March 18, 2025, I interviewed licensee designee Hope Lovell regarding this incident. Ms. Lovell stated Ms. Hardie did not use the appropriate redirection methodologies for Resident A. Ms. Lovell stated Ms. Hardie had been directed regarding de-escalation procedures and because this was not done, she stated it led to a more explosive siltation. Ms. Lovell stated Ms. Hardie was terminated due to this incident and other areas she was lacking within her job description. Ms. Lovell stated she was not there for the incident but she has observed Ms. Hardie screaming and being disrespectful when she was in the termination meeting. Ms. Lovell stated she does not know if she put hands on him specifically but knew that she was rude and disrespectful to Resident A which is not an acceptable behavior for her to use.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(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: (b) Use any form of physical force other than physical restraint as defined in these rules

ANALYSIS:	On January 20, 2025 there was an altercation between Resident A and Ms. Hardie during her shift. Resident A claims she blocked him from getting a snack from the refrigerator and pushed him out of the way. Although Ms. Hardie denied these allegations, she admitted there was an altercation where she yelled at Resident A which led to a physical altercation leading to Ms. Hardie asking Resident B to intervene and pull Resident A off of Ms. Hardie. As a result of this incident, Ms. Hardie was terminated from her position and Resident A moved to another AFC.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an approved corrective action plan, I recommend no change in the license status.

Jennifer Browning

Jennifer Browning
Licensing Consultant

03/18/2025
Date

Approved By:

Dawn Timm

03/19/2025

Dawn N. Timm
Area Manager

Date