



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 21, 2025

Marlene Burgess
Homes of Opportunity Inc
P.O. Box 190179
Burton, MI 48519

RE: License #: AS630294018
Investigation #: 2025A0612013
Christian Hills

Dear Ms. Burgess:

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Johnna Cade". The signature is written in black ink and is positioned below the word "Sincerely,".

Johnna Cade, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(248) 302-2409

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630294018
Investigation #:	2025A0612013
Complaint Receipt Date:	03/10/2025
Investigation Initiation Date:	03/10/2025
Report Due Date:	05/09/2025
Licensee Name:	Homes of Opportunity Inc
Licensee Address:	Suite C 1110 Eldon Baker Drive Flint, MI 48507
Licensee Telephone #:	(248) 505-1987
Administrator:	Marlene Burgess
Licensee Designee:	Marlene Burgess
Name of Facility:	Christian Hills
Facility Address:	1788 Crooks Rochester Hills, MI 48309
Facility Telephone #:	(248) 505-1987
Original Issuance Date:	05/19/2009
License Status:	REGULAR
Effective Date:	05/15/2024
Expiration Date:	05/14/2026
Capacity:	5
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
On 03/02/25, direct care staff Tita Cowart slapped Resident A. Resident A had a small red mark on her cheek.	Yes
On 03/02/25, direct care staff Tita Cowart was intoxicated.	Yes

II. METHODOLOGY

03/10/2025	Special Investigation Intake 2025A0612013
03/10/2025	Special Investigation Initiated - Letter Email sent to Recipient Rights Specialist, Alanna Honkanan to coordinate.
03/10/2025	APS Referral Email sent to assigned Adult Protective Services (APS) worker Carmen Smith to coordinate.
03/11/2025	Inspection Completed On-site I completed an unscheduled onsite inspection. I interviewed home manager Queen Lotsu.
03/12/2025	Contact - Telephone call made Telephone interview with Resident A and Resident B.
03/13/2025	Contact - Telephone call made Telephone interview completed with direct care staff Johnny Anderson and Tita Cowart.
03/13/2025	Exit Conference Telephone call to licensee designee Marlene Burgess to conduct an exit conference.

ALLEGATION:

- On 03/02/25, direct care staff Tita Cowart slapped Resident A. Resident A had a small red mark on her cheek.
- On 03/02/25, direct care staff Tita Cowart was intoxicated.

INVESTIGATION:

On 03/10/25, I received a referral from Oakland Community Health Network – Office of Recipient Rights that alleged on 03/02/25, direct care staff Tita Cowart slapped Resident A. Resident A had a small red mark on her cheek. The red mark is no longer there. Ms. Cowart has since been transferred to another AFC home. On 03/10/25, I initiated my investigation with an email sent to Recipient Rights Specialist, Alanna Honkanen. Ms. Honkanen informed me that the assigned Recipient Rights Specialist is Rishon Kimble. I emailed Ms. Kimble to coordinate. Ms. Kimble stated she interviewed the home manager Queen Lotsu, Resident A, and Resident B. The residents consistently stated that Ms. Cowart slapped Resident A, and that Ms. Cowart appeared to have been drinking as evidence by her walking unsteady and falling over. Home manager Ms. Lotsu reported seeing a red mark on Resident A's face on 03/03/25. The referral indicated that the assigned Adult Protective Services (APS) worker is Carmen Smith. On 03/10/25, I emailed Ms. Smith to coordinate. Ms. Smith stated that she completed an onsite interview with Resident A on 03/07/25. Resident A said that Ms. Cowart slapped her seven times and drank a bottle of Jim Beam while working.

On 03/11/25, I completed an unscheduled onsite inspection. I interviewed home manager Queen Lotsu.

On 03/11/25, I interviewed home manager Queen Lotsu. Ms. Lotsu has worked with this company for six years. Ms. Lotsu stated on 03/02/25, direct care staff Tita Cowart was scheduled to work with direct care staff Johnny Anderson from 4:00 pm – 12:00 am. Ms. Lotsu received a telephone call from Mr. Anderson who said Ms. Cowart arrived for her scheduled shift intoxicated. Ms. Cowart was falling over and acting belligerent. Ms. Lotsu called Ms. Cowart and told her to end her shift. Ms. Lotsu said Ms. Cowart sounded intoxicated as evidence by her speaking rapidly and talking over her which is unusual. Ms. Cowart has worked in the home for a year, she has never done anything like this before. Ms. Lotsu stated the next day when she arrived at work, she observed a small red mark on Resident A's right cheek. Resident A was crying, and she said Ms. Cowart walked up to her and slapped her. Ms. Lotsu stated she spoke to Resident B who confirmed that she saw Ms. Cowart slap Resident A. Ms. Lotsu did not take a picture of the injury, and it is no longer present.

On 03/12/25, I completed an interview with Resident A. Resident A stated on 03/02/25, around 7:30 pm direct care staff Tita Cowart slapped her in the face seven times. She had a red mark on her right cheek. Resident A stated this occurred in the living room while she was sitting on the couch. Resident B witnessed it happen. Resident A stated direct care staff, Johnny Anderson was also on shift however he was outside when it occurred. Resident A stated Ms. Cowart was drunk, she was drinking Jim Beam out of the bottle.

On 03/12/25, I completed an interview with Resident B. Resident B stated direct care staff, Tita Cowart slapped Resident A in the face. This occurred in the living room.

Resident B was sitting on the couch with Resident A. Resident A had a red mark on her cheek. Resident B stated Ms. Cowart was drunk and “acting weird.” Resident B stated she did not see any alcohol in the home.

On 03/13/25, in collaboration with Recipient Rights Specialist Rishon Kimble I interviewed direct care staff Johnny Anderson. Mr. Anderson stated he worked on 03/02/25, from 5:00 pm – 12:00 am. When he arrived at the home direct care staff, Tita Cowart was sitting on the couch in the living room with Resident A and Resident B. Ms. Cowart was gossiping about other staff. Mr. Anderson stated he redirected the conversation as it was inappropriate to have in front of the residents. Mr. Anderson stated Ms. Cowart stood up to try and provoke him. She started yelling, stumbling, and falling. Mr. Anderson stated he could smell alcohol on her breath, but he did not see Ms. Cowart drinking and he did not see any alcohol bottles in the home. Mr. Anderson stated he attempted to calm Ms. Cowart down but she became belligerent as evidence by her screaming, falling, and dropping dishes. Mr. Anderson stepped outside and called home manager, Ms. Lotsu to inform her that Ms. Cowart was intoxicated and belligerent. Ms. Lotsu advised that he go back into the home and put the call on speakerphone so she could speak to Ms. Cowart. Mr. Anderson went back inside, and Ms. Lotsu advised Ms. Cowart to leave the premises. Mr. Anderson stated Resident A and Resident B were sitting on the couch in the living room. Resident A looked sad. Mr. Anderson asked her what was wrong, but she did not say. Mr. Anderson stated the next day, when he was on shift with Ms. Lotsu Resident A reported that Ms. Cowart hit her. Resident A said that she did not say anything at the time of the incident because she was afraid that Ms. Cowart would hurt her. Mr. Anderson stated he spoke to Resident B who confirmed that she witnessed Ms. Cowart hit Resident A. Mr. Anderson stated he did not witness this occur and he did not observe any injury to Resident A, however he stated that it could have happened while he was outside speaking to Ms. Lotsu on the phone.

On 03/13/25, in collaboration with Recipient Rights Specialist Rishon Kimble I interviewed direct care staff Tita Cowart. Ms. Cowart stated on 03/02/25, she worked from 4:00 pm – 12:00 am. Ms. Cowart stated Mr. Anderson arrived on shift at 10:00 pm. When he arrived, Ms. Cowart confronted him about repeating things that they discussed to other staff members. Ms. Cowart stated Mr. Anderson was offended and very upset. Mr. Anderson went outside and called home manager Ms. Lotsu. Ms. Cowart overheard him on the phone saying that she was drunk, falling, and dropping things. Ms. Cowart stated she received a phone call from Ms. Lotsu who told her to leave her shift. Ms. Lotsu did not explain to her why she needed to leave, and Ms. Cowart did not inquire. Ms. Cowart left the house. Ms. Cowart denies that she was intoxicated, she denies drinking at the home, coming to work intoxicated, and/or smelling of alcohol. Ms. Cowart stated she was not on any medication that would have impacted her behavior. Ms. Cowart stated she was not belligerent or upset with Mr. Anderson. Ms. Cowart received a phone call on Monday from direct care staff Marvin Hunter who told her that Resident A alleged that she slapped her. Ms. Cowart denied slapping Resident A. Ms. Cowart stated she did not have any physical contact with Resident A. Ms. Cowart stated the residents were in bed asleep when Mr. Anderson arrived on shift. She told Resident A

goodnight and there were no issues. Ms. Cowart stated she believes that Resident A was used as retaliation against her. Ms. Cowart stated she worked on 03/04/25, and while she was assisting Resident B in the shower Resident B asked her if she was mad that she lied and said that Ms. Cowart slapped Resident A. Ms. Cowart remarked that Resident B is afraid of Resident A.

On 03/13/2025, I placed a telephone call to licensee designee Marlene Burgess to conduct an exit conference and review my findings. There was no answer. I left a detailed message regarding my findings and informed Ms. Burgess that a corrective action plan is required.

APPLICABLE RULE	
R 400.14204	Direct care staff; qualifications and training.
	(2) Direct care staff shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.
ANALYSIS:	Based on the information gathered during this investigation there is sufficient information to conclude that on 03/02/25, direct care staff Tita Cowart was not suitable to meet the physical, emotional, social, and intellectual needs of each resident as she was intoxicated on shift, although Ms. Cowart denied the allegation. Home manager Queen Lotsu said Ms. Cowart sounded intoxicated as evidence by her speaking rapidly and talking over her. Direct care staff Johnny Anderson stated Ms. Cowart was intoxicated, he smelled alcohol on her breath, and she was belligerent, yelling, stumbling, falling over, and dropping dishes. Resident A and Resident B consistently stated that Ms. Cowart was drunk. Resident A said that Ms. Cowart was drinking Jim Beam out of the bottle.
CONCLUSION:	VIOLATION ESTABLISHED

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:	Based on the information gathered during this investigation there is sufficient information to conclude that on 03/02/25, direct care staff Tita Cowart slapped Resident A, although Ms. Cowart denied the allegation. Resident A stated that Ms. Cowart slapped her in the face seven times resulting in a red mark on her right cheek. Resident B stated that she witnessed this happen. The incident occurred in the living room, on the couch. Mr. Anderson was on shift when this occurred however, he stepped outside to call Ms. Lotsu and therefore he did not witness this incident. However, when he came back into the home Mr. Anderson remarked that Resident A looked sad. The following day home manager Queen Lotsu observed a small red mark on Resident A's right cheek.
CONCLUSION:	VIOLATION ESTABLISHED

III. RECOMMENDATION

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

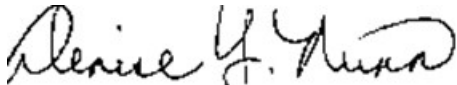


03/14/2025

Johnna Cade
Licensing Consultant

Date

Approved By:



03/21/2025

Denise Y. Nunn
Area Manager

Date