



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 5, 2025

Jennifer Lockhart
Alternative Community Living, Inc.
P. O. Box 190179
Burton, MI 48519

RE: License #: AS500381453
Investigation #: 2025A0604007
Otter Home

Dear Ms. Lockhart:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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) 972-9136.

Sincerely,

A handwritten signature in cursive script that reads "Kristine Cilluffo".

Kristine Cilluffo, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3026 West Grand Blvd Ste 9-100
Detroit, MI 48202
(248) 285-1703

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS500381453
Investigation #:	2025A0604007
Complaint Receipt Date:	04/16/2025
Investigation Initiation Date:	04/17/2025
Report Due Date:	06/15/2025
Licensee Name:	Alternative Community Living, Inc.
Licensee Address:	P. O. Box 190179 Burton, MI 48519
Licensee Telephone #:	(517) 256-2939
Administrator:	Jennifer Lockhart
Licensee Designee:	Jennifer Lockhart
Name of Facility:	Otter Home
Facility Address:	34410 Lillian Chesterfield, MI 48047
Facility Telephone #:	(586) 273-7847
Original Issuance Date:	04/15/2016
License Status:	REGULAR
Effective Date:	10/15/2024
Expiration Date:	10/14/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff, Tammy, threw out Resident A's bread. Resident A is scared Tammy will yell at her.	No
Home is not serving three meals a day. Only dinner is being provided at the home.	No

III. METHODOLOGY

04/16/2025	Special Investigation Intake 2025A0604007
04/16/2025	APS Referral Referral received from Adult Protective Services (APS). APS denied referral and sent to licensing.
04/17/2025	Special Investigation Initiated - On Site Completed unannounced onsite investigation. Interviewed Staff Tammy Czenkus, Resident B, Resident C, Resident D and Resident E. Received copy of menus and substitutions.
04/17/2025	Contact - Telephone call made Left message for Resident A. Requested return call
05/28/2025	Contact- Document Sent Email to Licensee Designee, Jennifer Lockhart. Received return email.
05/28/2025	Contact- Telephone call made Left message for Resident A.
05/29/2025	Exit Conference Completed exit conference with Licensee Designee, Jennifer Lockhart, by phone.

ALLEGATION: Staff, Tammy, threw out Resident A's bread. Resident A is scared Tammy will yell at her.

INVESTIGATION:

I received a licensing complaint regarding the Otter Home on 04/16/2025. Complainant alleged that Resident A resides at the Otter Home. Resident A can manage her

activities of daily living and ambulate on her own. Resident A is diagnosed with bipolar disorder and seizures. Relative 1 is Resident A's guardian. Tammy is a staff member at the group home. Resident A helps out at a food pantry once a month. At times, she takes stuff back to the group home which has never been a problem. Today, Tammy started going off and she threw Resident A's bread in the garbage. The bread was perfectly usable. It is unknown why Tammy threw the food out. Resident A is scared to ask why or get the bread out of the garbage. Resident A is scared Tammy will yell at her. Relative 1 is not treating Resident A nice. Relative 1 only gives Resident A \$11.00 a week instead of \$44.00. Resident A's partner is paying for singing lessons, has purchased clothes, feminine products and food. Dinner is provided at the home but not lunch or breakfast. Resident A does not have any unmet needs and does not go without food.

I completed an unannounced onsite investigation on 04/17/2025. I interviewed Staff Tammy Czenkus, Resident B, Resident C, Resident D and Resident E. Resident A was not present during the onsite investigation.

On 04/17/2025, I interviewed Staff, Tammy Czenkus. She stated that Resident A goes to the food pantry at a church. She will at times bring home food for house. Resident A leaves the home to be with her boyfriend daily. Resident A's cell phone number was provided to contact her. About two days ago, Resident A brought home stale bread from food pantry that had not been properly stored. The bread was hard and moldy and she pounded bread to show it was not good. Ms. Czenkus stated that Resident A was not upset when she threw out the bread and she did not yell at Resident A about it. Ms. Czenkus indicated that she may have raised voice before, however, denied yelling at Resident A. They did not have an argument regarding the bread.

On 04/17/2025, I interviewed Resident B. She indicated that she is doing good at the home. She does not know how long she has lived at the Otter Home. Resident B indicated that staff treat her good. No one ever yells at her. She has not seen other residents getting yelled at by staff.

On 04/17/2025, I interviewed Resident C. She stated that she has lived at home for two years and does not like it. She indicated that she gets in arguments with another resident. She stated that things are good for now and her guardian is aware of the issue. Resident C stated that staff treat her ok and that sometimes she has heard staff yell.

On 04/17/2025, I interviewed Resident D. She stated that she has lived at home since 2016 and likes it very much. Resident D stated that staff treat her pretty good. The staff do not yell at her and they do not yell at other residents. Resident D did not have any concerns regarding the home.

On 04/17/2025, I interviewed Resident E. She stated that she has lived at home for four years and it is going ok. Staff treat her ok. Resident E indicated that staff redirect and do not yell at residents.

On 04/17/2025 and 05/28/2025, I attempted to interview Resident A by phone. Resident A did not return calls.

On 05/28/2025, I received email from Licensee Designee, Jennifer Lockhart. Ms. Lockhart indicated that there is no history of complaints about Tammy Czenkus' treatment of persons served.

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: (a) Use any form of punishment (f) Subject a resident to any of the following: (i) Mental or emotional cruelty. (ii) Verbal abuse.
ANALYSIS:	There is not enough information to determine that Staff, Tammy Czenkus, threw out Resident A's bread as a form of punishment or to upset Resident A. She stated that she threw out bread because it was stale. Ms. Czenkus also denied yelling at Resident A or having an argument with Resident A regarding the bread. Resident B, Resident D and Resident E indicated that staff do not yell at residents. Resident C was only resident who indicated that sometimes staff yell, however, did not state specific information. Resident A did not return calls to be interviewed.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Home is not serving three meals a day. Only dinner is being provided at the home.

INVESTIGATION:

On 04/17/2025, I completed an unannounced onsite investigation and observed food available in the home. I observed food including fruit, nutrigain bars, cereal, bread, bagels, frozen foods and canned goods. There was an adequate amount of food in the home.

On 04/17/2025, I interviewed Staff, Tammy Czenkus. She indicated that residents are allowed to eat food whenever they want. Residents receive breakfast, lunch and dinner.

Ms. Czenkus stated that residents eat breakfast and lunch at different times. Residents eat breakfast between 6:00 am and 11:00 am and lunch between 10:00 am and 3:00 pm. Some residents eat lunch at their day programs. They have multiple breakfast options for residents that include oatmeal, toast, cereal and milk, microwave pancakes and pancakes on a stick. For lunches they have options that include pot pies, pizzas, mac and cheese, egg sandwiches or leftovers. Staff can help residents choose and prepare their breakfast and lunch if needed. The dinner is prepared nightly by staff. Ms. Czenkus stated that they do have a menu, and they note substitutions on menu when it is not followed.

On 04/17/2025, I interviewed Resident B. She stated that she gets enough food to eat. She usually has cereal for breakfast and soup for lunch that she can make herself. Staff cook dinner and makes things like spaghetti and goulash.

On 04/17/2025, I interviewed Resident C. She stated that she gets enough food to eat. She had corndogs for breakfast and will eat lunch meat or spaghetti for lunch. Resident C stated that she can make her own breakfast and lunch. The staff cooks dinner. They will cook whatever you want for dinner.

On 04/17/2025, I interviewed Resident D. She indicated that she gets enough food to eat. For breakfast she usually has frosted flakes or honey nut cheerios and coffee with hazelnut creamer. She indicated that she usually eats lunch at Friendship Clubhouse or at times will have leftovers for lunch at home. She can prepare her own breakfast and lunch, but staff sometimes help. Resident D indicated that staff make dinner and prepare things such as taco salad, pizza or spaghetti with milk or soda.

On 04/17/2025, I interviewed Resident E. She stated that she gets enough food to eat. She indicated that they always have enough food for seconds and for leftovers that they can eat for lunch if they want. Residents can eat anytime they want. Resident E stated that she makes her own breakfast and lunch. For breakfast she will eat yogurt, Nutri grain bars or eggs. For lunch she will have things like macaroni and cheese or leftover spaghetti. Staff will heat it up for her and help. Resident E stated that staff make dinner at the home when they decide on what they want. They had sweet and sour chicken last night. Other things they have for dinner include bratwurst, mac and cheese, spaghetti, chili and stuffed peppers.

On 04/17/2025, I received copy of April, May and June 2025 menu. The back of menus lists daily substitutions for breakfast, lunch, dinner and snacks.

I completed an exit conference by phone with Licensee Designee, Jennifer Lockhart, on 05/29/2025. I informed Ms. Lockhart that no violations were found at this time and that a copy of the special investigation report would be mailed once approved.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.
ANALYSIS:	There is not enough information to determine that residents are not receiving three meals a day. All residents interviewed stated that they get enough food to eat and are eating breakfast, lunch and dinner.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change in license status.

Kristine Cilluffo

05/29/2025

Kristine Cilluffo
Licensing Consultant

Date

Approved By:

Jay Calwerts

For

06/05/2025

Denise Y. Nunn
Area Manager

Date