



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 17, 2026

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

RE: License #: AS630397254
Investigation #: 2026A0612027
Leidich Home

Dear Ms. McBride:

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 "Johnna Cade".

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 #:	AS630397254
Investigation #:	2026A0612027
Complaint Receipt Date:	06/03/2026
Investigation Initiation Date:	06/03/2026
Report Due Date:	08/02/2026
Licensee Name:	Spectrum Community Services
Licensee Address:	Suite 700 185 E. Main St Benton Harbor, MI 49022
Licensee Telephone #:	(734) 458-8729
Administrator:	Donna McBride
Licensee Designee:	Donna McBride
Name of Facility:	Leidich Home
Facility Address:	1087 Leidich Lake Orion, MI 48362
Facility Telephone #:	(248) 693-4957
Original Issuance Date:	06/18/2019
License Status:	REGULAR
Effective Date:	06/14/2026
Expiration Date:	06/13/2028
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED

	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED
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II. ALLEGATION(S)

	Violation Established?
Direct Care Staff Allen Keen was asleep during shifts in March and April 2026.	No

III. METHODOLOGY

06/03/2026	Special Investigation Intake 2026A0612027
06/03/2026	Special Investigation Initiated - Letter Email sent to Oakland Community Health Network - Office of Recipient Rights to coordinate.
06/11/2026	Contact - Telephone call made Telephone interview completed with Easter Seals MORC Case Manager Amanda Santos.
06/15/2026	Inspection Completed On-site I completed an unscheduled onsite investigation. While onsite I interviewed home manager Leah Plummer.
06/15/2026	Contact - Telephone call made Telephone interview completed with licensee designee Donna McBride, direct care staff Yvonne Cox, Dawn Snelling, Shaionna Wiggins, Nakia Coffee, and Allen Keen.
06/15/2026	Contact - Telephone call made Telephone call to direct care staff Lashunda Reece there was no answer. I left a voicemail and requested a return call. Telephone call to direct care staff Heaven Cooper. There was no answer and I was unable to leave a voicemail. I sent a text message requesting a return call.
06/16/2026	Contact - Telephone call made Telephone interview completed with Resident A.
06/16/2026	APS Referral

	Referral made to Adult Protective Services (APS) via the Michigan Online Reporting System. APS denied the referral for investigation.
06/16/2026	Exit Conference Telephone call to licensee designee Donna McBride to conduct an exit conference.

ALLEGATION:

Direct Care Staff Allen Keen was asleep during shifts in March and April 2026.

INVESTIGATION:

On 06/03/26, I received an intake from Oakland Community Health Network (OCHN) – Office of Recipient Rights (ORR). In summary, the intake indicates that OCHN - ORR received a verbal complaint, the complainant indicated while visiting the Leidich home on unknown dates in March and April of 2026, there was a staff (name unknown) sleeping on shift. This happened at least three times. The home manager, Leah Plummer, was also present and she was able to assist the residents with their needs while the other staff was asleep. This staff member is the son of the Quality Manager (later determined to be direct care staff Allen Keen). The staff was asleep for the duration of the visit, which was about two hours. On 06/03/26, I sent an email to Recipient Rights Specialist Rishon Kimble to coordinate. I was advised that OCHN – ORR is not initiating an investigation as they have determined that this is an administrative issue unless the person served or their services were impacted by the staff sleeping. OCHN – ORR contacted licensee designee Donna McBride and made her aware of the allegation. Ms. McBride planned to address these concerns with the staff. On 06/16/26, I made a referral to Adult Protective Services (APS) via the Michigan Online Reporting System. APS denied the referral for investigation.

On 06/11/26, I completed a telephone interview with Easter Seals MORC case manager Amanda Santos. Ms. Santos stated in March and April 2026, she completed two case management visits each month. On unknown dates during her visits to the home, she observed a male direct care staff (name unknown) sleeping on the couch or in the chair in the living room. Ms. Santos stated the home manager, Leah Plummer, was also present during these visits and Ms. Plummer tended to the residents’ needs. The unknown male staff did not wake up throughout the duration of her visits which are usually two hours. Ms. Santos stated she did not take a photo or have any further evidence to provide.

On 06/15/26, I completed an unscheduled onsite investigation. While onsite I interviewed home manager Leah Plummer. There were no residents at home at the time of the onsite investigation. On 06/15/26, following the onsite inspection, I attempted to interview Resident A at New Horizons workshop. However, he was in the community working at the time of my visit and therefore unable to be interviewed.

On 06/15/26, I interviewed home manager Leah Plummer. Ms. Plummer stated at the case management appointment on 06/02/26, at 9:00 am – 11:00 am, Resident A and Resident B were the only two resident's home. Prior to the visit she informed Easter Seals MORC Case Manager Amanda Santos that Resident A and Resident B were the only residents' home and both were asleep. Ms. Santos advised that they did not need to be woken up for the visit. Ms. Plummer stated she spoke to Ms. Santos about the residents for the duration of the case management visit. Direct care staff Allen Keen was also on shift. Mr. Keen was sitting on the couch in the living room watching something on his phone. The phone was in his lap, and his head was down looking at the phone. Ms. Plummer stated that Ms. Santos asked her if Mr. Keen was asleep and she told her that he was not sleeping, he was on his phone. Ms. Plummer explained that because the residents were asleep and all the other duties were completed it was acceptable for Mr. Keen to be on his phone. Ms. Plummer stated she works with Mr. Keen regularly and she has never observed him sleeping on shift, including, but not limited to, during any case management visits in March and April 2026. Ms. Plummer stated Mr. Keen is always attentive to the residents' needs.

On 06/15/26, I completed a telephone interview with licensee designee Donna McBride. Ms. McBride stated she was informed of the allegations by OCHN – ORR. The unknown male staff member referred to as the son of the Quality Manager is direct care staff Allen Keen. Mr. Keen has worked for the company for approximately one year. Ms. McBride completed his onboarding training and can confirm that Mr. Keen was advised that staff are not authorized to sleep on shift. Ms. McBride stated due to the allegations during the staff meeting on 06/04/25, she retrained all the home managers on the no sleeping on shift policy.

On 06/15/26, I completed a telephone interview with direct care staff Yvonne Cox. Ms. Cox stated she has worked at this home since 2019. She works on the afternoon and midnight shifts. Ms. Cox stated she works with Mr. Keen on Tuesday afternoons and she has never witnessed him sleeping on shift. Ms. Cox remarked there may be times when he is on his phone, during down time, when the residents are in bed, but he is not asleep. Ms. Cox stated she regularly observes Mr. Keen interacting with the residents during his shifts and has no concerns with the level of care that he is providing.

On 06/15/26, I completed a telephone interview with direct care staff Dawn Snelling. Ms. Snelling stated she has worked at this home for two years. She works on the midnight

shift on Tuesday, Wednesday, and Thursday and the day shift on Saturday and Sunday. Ms. Snelling stated she works with Mr. Keen on Sundays and she has never seen him asleep on shift. Ms. Snelling stated Mr. Keen is attentive to the residents and their needs. There may be occasions when he is playing on his phone, but he is alert and engaged he is never asleep.

On 06/15/26, I completed a telephone interview with direct care staff Shaionna Wiggins. Ms. Wiggins stated she started her employment on March 18, 2026; she works on the midnight shift. Ms. Wiggins stated she does not work with Mr. Keen, however, she sometimes relieves him from his shift, and she has never witnessed him sleeping.

On 06/15/26, I completed a telephone interview with direct care staff Nakia Coffee. Ms. Coffee stated she has been working at this home since January 2026, she works on the afternoon and midnight shift. Ms. Coffee stated staff are not allowed to sleep on shift. Ms. Coffee stated there is a lot of deep cleaning to do on the weekends which keeps staff busy and unable to sleep. Ms. Coffee stated she has never observed Mr. Keen asleep on shift. She remarked, "he may be chilling in a chair, but not asleep."

On 06/15/26, I completed a telephone interview with direct care staff Allen Keen. Mr. Keen stated he has worked at this home for one year. He works on the morning and afternoon shift. Mr. Keen stated staff are not allowed to sleep on shift. Mr. Keen stated he has never observed any staff sleeping on shifts and he denied that he has ever been asleep on shifts. Mr. Keen stated the morning and afternoon shifts are usually very busy assisting the residents with personal care, meals, and medications. As such, there is no time for sleeping. Mr. Keen stated if there is down time he will sit on the couch in the living room and go on his phone, but he denies ever being asleep. Mr. Keen acknowledged that due to the way the couch is positioned in the living room, if someone is sitting down looking down at their phone you are unable to see their face. Therefore, it could appear that the person is asleep.

On 06/16/26, I completed a telephone interview with Resident A. Resident A stated he has never seen any staff, including Mr. Keen, sleeping on shifts. Resident A remarked, "Allen is up all the time, that's the kind of guy he is."

On 06/16/26, I placed a telephone call to licensee designee Donna McBride to conduct an exit conference and review my findings. Ms. McBride was advised that there were no substantial violations found, she acknowledged.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.

ANALYSIS:	<p>Based upon the information gathered during this investigation there is insufficient information to conclude that direct care staff Allen Keen was asleep on shift and therefore failing to keep the residents protected and safe.</p> <p>Although Easter Seals MORC case manager Amanda Santos stated on unknown dates in March and April 2026, she observed an unknown male direct care staff (later determined to be Mr. Keen) sleeping on the couch or in the chair in the living room there were no other reports of Mr. Keen sleeping on shift and no additional evidence was identified during the investigation to support the allegation. Ms. Santos further stated home manager, Leah Plummer, was present during these visits and Ms. Plummer tended to the residents' needs therefore, assuring that they were protected and safe.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend that this special investigation be closed with no change to the status of the license.



06/17/2026

Johnna Cade
Licensing Consultant

Date

Approved By:



For

06/17/2026

Denise Y. Nunn
Area Manager

Date