



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

September 11, 2023

Donald Guernsey  
Hope Network Behavioral Health Services  
PO Box 890  
3075 Orchard Vista Drive  
Grand Rapids, MI 49518-0890

RE: License #: AL410095346  
Investigation #: 2023A0340033  
Alpine Grove

Dear Mr. Guernsey:

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 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 (616) 356-0183.

Sincerely,



Rebecca Piccard, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 446-5764

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL410095346
<b>Investigation #:</b>	2023A0340033
<b>Complaint Receipt Date:</b>	07/25/2023
<b>Investigation Initiation Date:</b>	07/26/2023
<b>Report Due Date:</b>	09/23/2023
<b>Licensee Name:</b>	Hope Network Behavioral Health Services
<b>Licensee Address:</b>	PO Box 890, 3075 Orchard Vista Drive Grand Rapids, MI 49518-0890
<b>Licensee Telephone #:</b>	(616) 430-7952
<b>Administrator:</b>	Christine Graff
<b>Licensee Designee:</b>	Donald Guernsey
<b>Name of Facility:</b>	Alpine Grove
<b>Facility Address:</b>	719 N. Center Drive, NW Walker, MI 49544
<b>Facility Telephone #:</b>	(616) 647-2595
<b>Original Issuance Date:</b>	05/09/2001
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	12/16/2021
<b>Expiration Date:</b>	12/15/2023
<b>Capacity:</b>	15
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff Tanya Ma created a GoFundMe page for Resident A which included identifying information.	Yes

## III. METHODOLOGY

07/25/2023	Special Investigation Intake 2023A0340033
07/26/2023	APS Referral
07/26/2023	Special Investigation Initiated - Telephone Don Guernsey
08/25/2023	Contact - Telephone call received staff Tanya
08/28/2023	Inspection Completed On-site
08/28/2023	Exit Conference Don Guernsey

**ALLEGATION: Staff Tanya Ma created a GoFundMe page for Resident A which included identifying information.**

**INVESTIGATION:** On July 25, 2023, I received a complaint from the BCAL Online Complaints from Adult Protective Services. It stated that staff Tanya Ma posted a GoFundMe online with some of Resident A's identifying information. The post had Resident A's first name, the home where he resides, that he has a mental illness and discussed the funding he receives and how it is not enough to live on. According to the complaint, Resident A did not consent to this post. Ms. Ma reportedly stated she wanted to raise funds for piano lessons for Resident A and when asked to take the post down Ms. Ma stated she did not have time. By this time \$100 had been raised. Ms. Ma did eventually take it down and the money was returned to the donors.

On July 26, 2023, the allegations were forwarded to Adult Protective Services.

On July 26, 2023, I contacted Licensee Designee Don Guernsey. He was aware of the incident. Mr. Guernsey stated that Ms. Ma shut down the GoFundMe and the money was returned. Prior to that, Ms. Ma did arrange for someone to come to the home to provide piano lessons to Resident A without permission or clearance. Mr.

Guernsey stated that Ms. Ma is not working at this home pending the investigation. Mr. Guernsey added that since she did not appear to understand the problem with her actions, her employment with Hope Network may be terminated because of her actions. Mr. Guernsey provided me with Ms. Ma's contact information.

On August 25, 2023, I received a call back from Ms. Ma after leaving several unreturned messages for her. She informed me that she had been terminated from Hope Network and then went on vacation and had only just returned. I explained my reason for contacting her. Ms. Ma was confirmed she created the GoFundMe but when asked, she took it down and the money was automatically returned to the donors. Ms. Ma stated she did not understand why it was inappropriate. I inquired about the piano teacher and Ms. Ma also confirmed that the reason for the GoFundMe was to raise funds for piano lessons for Resident A and she was able to find someone who would give lessons for free. Ms. Ma stated she did not know the woman was going to show up when she did as Ms. Ma was not working that day and it became an issue. Ms. Ma also stated she did not understand why this was not okay. I explained the rules to Ms. Ma and thanked her for being candid about the situation.

On August 28, 2023, I conducted an unannounced onsite inspection. I interviewed Resident A outside the home. Resident A does have a piano in his room which I saw on this date and have seen on previous occasions. He stated that he had mentioned to Ms. Ma that he wanted to learn to play it and she offered to help him. Resident A stated he knew Ms. Ma was going to start the GoFundMe as Resident A did not know how to do that. He also stated that he did not know about the piano teacher coming to the home or how Ms. Ma went about getting the teacher.

<b>APPLICABLE RULE</b>	
<b>R 400.15305</b>	<b>Resident Protection</b>
	<b>(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.</b>
<b>ANALYSIS:</b>	<p>An allegation was made that staff Tanya Ma started a GoFundMe for Resident A which included identifying information.</p> <p>Mr. Guernsey stated he saw the GoFundMe before it was taken down. The money was returned to the donors. Ms. Ma was suspended from working at the home pending the investigation.</p> <p>Ms. Ma admitted to creating the GoFundMe and also gave a piano teacher Resident A's information and address.</p> <p>There is a preponderance of evidence to support a rule violation.</p>

<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>
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On August 28, 2023, I conducted an exit conference with Designee Don Guernsey. I informed him of the rule violation and request for a Corrective Action Plan. He stated he understood and agreed to send one.

#### **IV. RECOMMENDATION**

Upon receipt of an acceptable Corrective Action Plan, I recommend no change in the license status.

 September 11, 2023

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Rebecca Piccard Date  
Licensing Consultant

Approved By:

 September 11, 2023

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Jerry Hendrick Date  
Area Manager