



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

August 14, 2024

Jacklyn Stoltzfus  
Covenant Enabling Res of MI Inc.  
862 Forest Park Road  
Muskegon, MI 49441

RE: License #:	AS610089223
Investigation #:	2024A0356046
	Mary's House

Dear Ms. Stoltzfus:

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. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

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

Elizabeth Elliott, Licensing Consultant  
Bureau of Community and Health Systems  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 901-0585

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS610089223
<b>Investigation #:</b>	2024A0356046
<b>Complaint Receipt Date:</b>	07/05/2024
<b>Investigation Initiation Date:</b>	07/05/2024
<b>Report Due Date:</b>	09/03/2024
<b>Licensee Name:</b>	Covenant Enabling Res of MI Inc.
<b>Licensee Address:</b>	862 Forest Park Road Muskegon, MI 49441
<b>Licensee Telephone #:</b>	(616) 822-5046
<b>Administrator:</b>	Jacklyn Stoltzfus
<b>Licensee Designee:</b>	Jacklyn Stoltzfus
<b>Name of Facility:</b>	Mary's House
<b>Facility Address:</b>	862 Forest Park Road Muskegon, MI 49441-4631
<b>Facility Telephone #:</b>	(231) 780-9144
<b>Original Issuance Date:</b>	05/31/2001
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	11/29/2023
<b>Expiration Date:</b>	11/28/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Direct Care Worker Charde Lowe took residents to a party where alcohol and marijuana were being used.	Yes

**III. METHODOLOGY**

07/05/2024	Special Investigation Intake 2024A0356046
07/05/2024	Special Investigation Initiated - Telephone Jackie Stoltzfus Licensee Designee.
07/05/2024	APS Referral Denied for investigation.
07/30/2024	Inspection Completed On-site
07/30/2024	Contact - Face to Face Day Break Day program, interviewed Resident's A & B.
07/30/2024	Contact - Face to Face MOKA day program, interviewed Resident C.
08/12/2024	Contact - Telephone call made Relative #1, Resident C's legal guardian.
08/12/2024	Contact - Telephone call made Amber Turner Sneed, home manager.
08/12/2024	Contact - Telephone call made Requested and received IR (Incident Report)
08/13/2024	Contact-Telephone call received Relative #1.
08/14/2024	Exit conference-Jackie Stoltzfus, Licensee Designee.

**ALLEGATION: Direct Care Worker Charde Lowe took residents to a party where alcohol and marijuana were being used.**

**INVESTIGATION:** On 07/05/2024, I received a BCAL (Bureau of Children and Adult Licensing) online complaint. The complainant reported that Residents A, B and C went to a staff member's home for a birthday party and two staff members, Charde

Lowe and Bobby Lowe were smoking marijuana and drinking alcohol in the presence of the residents. Resident C reported that she felt uncomfortable while being at the party but the residents were not given any alcohol or marijuana. Ms. C. Lowe was the staff working at the facility and brought the residents to the party and back home from the party. Adult Protective Services (APS) denied the complaint for investigation.

On 07/05/2024, I interviewed Jackie Stoltzfus, Licensee Designee via telephone. Ms. Stoltzfus stated Resident C filed a recipient rights complaint stating that on 06/29/2024 Direct Care Worker (DCW) Charde Lowe took Resident's A, B and C to a party at DCW Bobby Lowe's house where alcohol and marijuana were present, and that she did not feel comfortable going to the party.

On 07/30/2024, I interviewed Residents A & B at their day program. Residents A & B stated Ms. C. Lowe was working at the facility on 06/29/2024 and the other residents were out of the facility for the weekend, so Ms. C. Lowe took Residents A, B & C to a party at her mother's house, Ms. B. Lowe. Residents A & B stated Ms. C. Lowe lost her license, so Ms. B. Lowe, who also worked at the facility, picked them up in the facility van and took them to the party. Residents A & B reported they smelled marijuana, cigarettes and saw alcohol being used at the party and they felt "weird" and did not enjoy being at the party. Residents A & B stated Ms. C. Lowe and Ms. B. Lowe told them not to say anything about going to the party. Residents A & B stated they did not see Ms. C. Lowe drink or smoke anything, but they saw Ms. B. Lowe smoke "a brown cigarette." Residents A & B stated Ms. C. Lowe is pregnant so they would not expect her to drink or smoke. Residents A & B stated the party took place at Ms. B. Lowe's house and that they had pop to drink. They did not drink or smoke nor were they offered any alcohol or marijuana. Residents A & B stated they did not eat any dinner while at the party and the party was during the dinner hours. Ms. C. Lowe made up plates for them and they ate when they got home. Residents A & B stated it was well after 9:00p.m. when they ate, got their evening medications and went to bed after 10:00p.m.

On 07/30/2024, I interviewed Resident C at her day program. Resident C stated she "has never done anything like this before, it was scary" and became teary eyed and stated she "doesn't like to talk about it." Resident C stated she and Residents A & B attended the party with Ms. C. Lowe who was the DCW at the facility that evening. Resident C stated alcohol and marijuana were present at the party but not offered to any of the residents. Resident C stated she does not know if Ms. C. Lowe or Ms. B. Lowe used alcohol or marijuana while at the party. Resident C stated water and pop were offered to Resident A, B & C, but alcohol and marijuana were not offered to them. Resident C stated they did not eat anything while at the party, but Ms. C. Lowe brought food home, so they were able to eat dinner later. Resident C stated she does not take evening medications, so she was not late in taking her medications once they got back home. Resident C stated Ms. B. Lowe, "drove us in the van and brought us back home in the van." Resident C stated they were at the party on Saturday (06/29/2024) from around 6:00p.m.-9:00p.m.

On 08/12/2024, I reviewed the IR (Incident Report) dated 07/05/2024 and written by Amber Sneed, home manager. The IR documented the following information occurred on 06/29/2024, 'I was told by (Resident C) that she put in a recipient rights complaint because herself and 2 other residents were at a BBQ for Bobby Lowe's birthday and (Resident C) stated that Bobby was drinking and smoking weed and so was Charde. This was all the information I was provided. Both staff were put on administrative leave and then they ended up quitting.'

On 08/13/2024, I interviewed Relative #1 via telephone. Relative #1 stated she is the legal guardian for Resident C. Relative #1 stated she was made aware of this incident by Resident C and the information she got from Resident C is consistent with the information reported to me in my interview of her (Resident C). Relative #1 stated she does not have any complaints about the care Resident C receives at this facility.

On 08/14/2024, I conducted an exit conference with Jackie Stoltzfus, Licensee Designee via telephone. Ms. Stoltzfus confirmed that both staff no longer work in the facility and that she understands the information, analysis and conclusion of this applicable rule. Ms. Stoltzfus stated she will submit an acceptable corrective action plan.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
<b>ANALYSIS:</b>	<p>The complainant reported that Residents A, B and C went to a staff member's home for a birthday party and two staff members, Charde Lowe and Bobby Lowe were smoking marijuana and drinking alcohol in the presence of the residents.</p> <p>Based on investigative findings, there is a preponderance of evidence to show that on 06/29/2024 staff Bobby Lowe and Charde Lowe took Residents A, B &amp; C to a party at Ms. B. Lowe's house where alcohol and marijuana were being used causing the residents to feel uncomfortable and scared. On 06/29/2024 Residents A, B &amp; C's protection and safety were not attended to in accordance with the provisions of the act and therefore, a violation of this applicable rule is established.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



08/14/2024

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Elizabeth Elliott  
Licensing Consultant

Date

Approved By:



08/14/2024

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Jerry Hendrick  
Area Manager

Date