



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

October 24, 2024

Krysta Starr  
Brightway House LLC  
5931 Dana Lynn  
Goodrich, MI 48438

RE: License #:	AM250401616
Investigation #:	2024A0123058
	Brightway House LLC

Dear Krysta Starr:

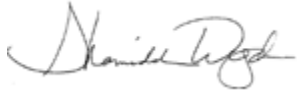
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script, appearing to read "Shamidah Wyden".

Shamidah Wyden, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48607  
989-395-6853

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM250401616
<b>Investigation #:</b>	2024A0123058
<b>Complaint Receipt Date:</b>	09/17/2024
<b>Investigation Initiation Date:</b>	09/19/2024
<b>Report Due Date:</b>	11/16/2024
<b>Licensee Name:</b>	Brightway House LLC
<b>Licensee Address:</b>	1202 Church Street Flint, MI 48502
<b>Licensee Telephone #:</b>	(810) 577-2893
<b>Administrator:</b>	Krysta Starr
<b>Licensee Designee:</b>	Krysta Starr
<b>Name of Facility:</b>	Brightway House LLC
<b>Facility Address:</b>	1202 Church Street Flint, MI 48503
<b>Facility Telephone #:</b>	(810) 820-8077
<b>Original Issuance Date:</b>	11/18/2020
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/18/2023
<b>Expiration Date:</b>	05/17/2025
<b>Capacity:</b>	11
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Staff Mitchell Lewis was swearing in the presence of Resident A, Staff Lewis took Resident A's cellphone away from Resident A while Resident A was recording what was going on in the facility. Police were called after Resident A eloped. Reportedly, the police arrested Staff Lewis, but later released Staff Lewis as Resident A did not want to press charges.	Yes

**III. METHODOLOGY**

09/17/2024	Special Investigation Intake 2024A0123058
09/19/2024	Special Investigation Initiated - On Site I conducted an unannounced on-site at the facility.
09/23/2024	APS Referral APS referral completed.
10/11/2024	Contact - Telephone call made I left a voicemail requesting a return call from staff Kanisha Westbrook.
10/11/2024	Contact - Telephone call made I interviewed staff Amaya Suggs.
10/11/2024	Contact - Document Sent Request for police report sent to Genesee County Sheriff's Office.
10/17/2024	Contact- Telephone call made I spoke with licensee designee Krysta Starr via phone.
10/17/2024	Contact- Telephone call made I interviewed staff Edries Motley via phone.
10/22/2024	Contact- Telephone call made I made a follow-up call to the Genesee County Sheriff's Office.
10/22/2024	Contact- Document Received I received a copy of the requested police report.
10/24/2024	Exit Conference I spoke with licensee designee Krysta Starr.

**ALLEGATION:** Staff Mitchell Lewis was swearing in the presence of Resident A, Staff Lewis took Resident A's cellphone away from Resident A while Resident A was recording what was going on in the facility. Police were called after Resident A eloped. Reportedly, the police arrested Staff Lewis, but later released Staff Lewis as Resident A did not want to press charges.

**INVESTIGATION:** On 09/19/2024, I conducted an unannounced on-site at the facility. I interviewed home manager Tiffany Reed. Staff Reed stated that she was not at the facility when the incident occurred. Staff Reed stated that she was informed of what happened by Staff Amaya Suggs. Staff Mitchell Lewis and staff Amaya Suggs were present on first shift working. Staff Kanisha Westbrook was present as well but was not scheduled to work. Staff Reed stated that she was informed that Staff Lewis' girlfriend was bringing Staff Lewis some food. Staff Lewis said that Staff Suggs had been texting his friend telling the girlfriend to come to the facility. Staff Lewis' girlfriend arrived at the facility. Staff Lewis and Staff Westbrook went outside. Words were exchanged with Staff Lewis' girlfriend. Resident A said that staff Edries Motley texted Resident A and told Resident A there was a fight downstairs and to go record it. Resident A was on the front porch recording. Staff Lewis grabbed/snatched Resident A's phone from Resident A after asking who Resident A was talking to. This caused Resident A to go into a behavior, and Resident A then eloped. Staff Reed stated that she does not know if Staff Lewis threw Resident A's phone. Staff Reed stated that during this time, Staff Suggs was on break eating lunch. Staff Reed stated that the Genesee County Sheriff's Office responded to the facility and took statements with Staff Suggs and Resident A. Staff Reed stated that they couldn't find Staff Lewis at this time, so she called Staff Lewis and asked him to come back to the house. Staff Lewis told Staff Reed that he was out looking for Resident A. Staff Reed stated that Staff Lewis was arrested. Staff Reed stated that Resident A punched the van's mirror before eloping. Resident A was walking in front of cars. Staff Reed stated that Staff Suggs called her (Staff Reed), and Staff Reed instructed Staff Suggs to call the police. Staff Reed stated that Resident A can be in the community on their own, and Resident A does not have a guardian. Staff Reed stated that Resident A did not press charges.

During this on-site, I interviewed Resident A alone in the facility's office. Resident A appeared clean and appropriately dressed. Other residents observed during this on-site appeared clean and appropriately dressed as well. Resident A stated that an off-duty staff person, Staff Motley told Resident A to go downstairs and record the fight. Resident A stated they went downstairs and started recording, the fight was pretty much over, but staff was still fussing about the fight. Resident A stated that they got caught recording, and Staff Lewis snatched their phone. Resident A stated that Staff Lewis threatened to beat Resident A up. Staff Lewis deleted the video, but the police pulled it from the "trash" folder on Resident A's iPhone 7. Resident A stated that the fight was between Staff Lewis and Staff Lewis' girlfriend. Resident A stated that they were offered a pop and a vape pen by Staff Motley to go and record the fight. Resident A stated that staff Edries Motley knew about the fight from staff Amaya Suggs, and that staff Kanisha Westbrook was there as well. Resident A stated that

they ran away from the facility and the police brought Resident A back. Staff Lewis was arrested for strong armed robbery for snatching the phone. Resident A stated that Staff Suggs gave Resident A back their iPhone and told Resident A to walk a short walk to calm down, but Resident A walked too far. Resident A stated that at first, Staff Lewis was not cussing at Resident A but did ask Resident A *“What the hell you doing?”* Resident A stated that Staff Westbrook said, *“You recording aren’t you?”*

During this on-site, I also interviewed staff Mitchell Lewis, outside in the driveway of the facility. Staff Lewis stated that he was about to clean a resident’s bedroom and received a call from his girlfriend. Staff Lewis thought his girlfriend was dropping off food to him. Staff Lewis stated that his girlfriend arrived and asked who was there. Staff Lewis stated that Staff Westbrook was there to say her goodbyes. Staff Lewis stated that his girlfriend informed him that staff Amaya Suggs had called the girlfriend to come to the facility. Staff Lewis stated that he had words with the girlfriend outside, then saw Resident A with their phone propped up. Resident A was outside with the phone but came back inside the facility. Staff Lewis stated he also came back inside at some point, after Resident A did. Staff Lewis stated that Resident A said they were going to send the video to Staff Motley. Staff Lewis denied taking Resident A’s phone. Staff Lewis stated that he does not remember grabbing Resident A’s phone, denied going through Resident A’s phone, and apologized to Resident A. Staff Lewis stated that Resident A got upset after he (Staff Lewis) asked Resident A to delete the video. Staff Lewis denied touching Resident A but was said he was charged with disorderly conduct and assault/battery. Staff Lewis stated that Resident A eloped, and Staff Lewis went looking for Resident A. Staff Lewis stated that home manager Tiffany Reed called him and told him to go back to the facility. Staff Lewis stated that the police were there, and Resident A as well. Staff Lewis stated that the police arrested him for taking Resident A’s phone.

On 09/19/2024, during the unannounced on-site, I obtained a copy of Resident A’s *Genesee Health System Individual Plan of Service* dated 03/06/2024. Under *“Proactive Interventions”* on page four of nine it states, *“Staff should be aware of [Resident A’s] location throughout the day/night. [Resident A] should notify staff if [Resident A] is leaving, where [Resident A] is going and when [Resident A] will be back. For longer community outings, [Resident A] should wait until staff is available to go with [Resident A] such as on [Resident A’s] “outing day.” During outings staff should maintain field of vision supervision and be able to make immediate visual contact with [Resident A] Field of vision supervision means that at any time staff should be able to make quick visual contact with [Resident A] This means that if in a store that staff and [Resident A] would need to be in the same aisle. This would also mean that staff could not be in one room of a building while [Resident A] is in another room of that building. Exceptions to this are when [Resident A] is in a restroom/bathroom or in a meeting in which [Resident A] and the person with whom [Resident A] is meeting both agree that staff presence is unnecessary. If [Resident A] leaves when [Resident A] is angry or upset, staff should follow [Resident A] to ensure [Resident A’s] safety and the safety of those around [Resident A]. Staff should call the home manager to notify her and if necessary follow emergency procedures.”*

A copy of Resident A's *Assessment Plan for AFC Residents* dated 02/01/2024 has not been checked for *Moves Independently in Community*. It notes "[Resident A] exhibits persistent problems of impulse control which interfere with [Resident A's] ability to interact with the community in a socially appropriate and safe manner. [Resident A] requires supervision and assistance of staff at all times in community. Know his whereabouts at all times in community and provide field-of-vision supervision unless agitation is apparent; then increase to line-of-sight supervision until calm for fifteen minutes." The assessment plan for *Alert to Surroundings* is checked yes, but states "[Resident A] is alert to surroundings but does not interpret risks and dangers in a reasonable manner. Needs supervision and support of staff consequently."

On 09/19/2024, during the unannounced on-site, a copy of the video Resident A recorded was obtained as well. The video starts off with Resident A on the porch. Resident A goes in the house. Staff Lewis is in the background audibly cursing out loud throughout the home talking to another staff person. Staff Lewis approaches Resident A (visibly on camera), asks Resident A "who you on the phone with?" Resident A replies, "No one." Staff Lewis says, "Yeah you is. Who you on the phone with?" Resident A says "No one! No one!" Staff Lewis says, "Let me see" and you can see Staff Lewis reach for the phone, and that is when the recording ends.

On 10/11/2024, I interviewed staff Amaya Suggs via phone. Staff Suggs stated that on the day of the alleged incident, she was outside on break. Resident A came outside having a behavior and told Staff Suggs that Staff Lewis took Resident A's phone. Staff Suggs stated that she called the home manager about Resident A's behavior. Staff Suggs stated that she was instructed to contact the police because Resident A's behavior was destructive, breaking things, and walking in the middle of road/traffic on Church street. Staff Suggs stated that she went to see if Staff Lewis had Resident A's phone, but the phone was on the porch. Staff Suggs denied hearing Staff Lewis swearing, and Resident A only said that their phone was taken. Staff Suggs stated that Staff Lewis was outside talking to his girlfriend, having a disagreement. Staff Suggs denied knowing what the disagreement was about. Staff Suggs stated that the police spoke with Staff Lewis and Resident A, and Staff Lewis was taken into custody. Staff Suggs stated that at the time, the facility had 11 residents total, but two were on home visits. Staff Suggs stated that she observed Resident A walking back towards the facility. Resident A was by the highway (Interstate I-69, about a block away from the facility) by the traffic light past the highway's overpass. Staff Suggs stated that this situation happened close to shift change, around 8:00 pm or 9:00 pm. Staff Suggs stated that staff Kaneshia Westbrook was there that day and was the one who told her (Staff Suggs) that Resident A was on the porch with their phone. Staff Suggs stated that there have been no issues since this incident.

On 10/17/2024, I spoke with licensee designee Krysta Starr via phone. LD Starr stated that Resident A informed LD Starr that Resident A brought staff Edries Motley into this situation because Resident A did not want to get in trouble. LD Starr stated

that Staff Motley was asked about the situation, and Staff Motley denied involvement. LD Starr stated that Resident A could not produce any text messages or call log information to verify that Staff Motley communicated with Resident A that day. LD Starr stated that she could not see Staff Motley doing something like this. LD Starr stated that she was told that staff Amaya Suggs told Resident A to take a short walk, and that Resident A knows that means to walk the property. LD Starr stated that Resident A does currently have community access rights per their *Individual Plan of Service* (which was updated 03/06/2024, about a month after the assessment plan was completed on 02/01/2024).

On 10/17/2024, I interviewed staff Edries Motley via phone. Staff Motley stated that he was not present at the facility on 09/11/2024 when the incident occurred. Staff Motley stated that he heard that a former staff person, Kanasha Westbrook came to visit at the facility. Staff Lewis and Staff Westbrook were talking and walking outside together when Staff Lewis' girlfriend showed up. Resident A went to record, and when confronted, Resident A brought Staff Motley's name into the situation. Staff Motley denied having any contact with Resident A that day. Staff Motley denied knowing what started the conflict. Staff Motley stated that Resident A does fabricate things, and throw staff names into situations, and this was not the first time Resident A has done so.

On 10/22/2024, I received a copy of the Genesee County Sheriff's Office Case Report. It notes the following:

*"Deputy Massoud was able to locate [Resident A] on northbound Grand Traverse St. near Church St. in Flint, MI. [Resident A] stated there was a verbal argument between a staff member named "Mitch" and an unknown female outside the residence. [Resident A] stated he was told to record the incident by staff. [Resident A] stated he got caught recording the argument. [Resident A] stated "Mitch" told him to delete the video. [Resident A] stated "No". [Resident A] stated "Mitch" told him he was going to beat his ass if he didn't delete the video. [Resident A] stated "Mitch" then grabbed the phone out of [Resident A]'s hands and tried to delete the video. [Resident A] was upset by this and left the scene. Deputy Massoud transported [Resident A] back to 1202 Church St. Deputy Massoud and Sgt. Clayton spoke to the staff member Mitchell Lewis. Lewis stated that he never took the phone out of [Resident A]'s hands. Lewis stated there was an argument between two females outside the residence, later adding he may have been part of the argument. Lewis stated he asked [Resident A] to delete the video and [Resident A] said "No". Lewis stated [Resident A] got upset, threw his phone and walked away. [Resident A] had his phone when Deputy Massoud located [Resident A]. The video was located on [Resident A]'s phone. Lewis can be seen on the video grabbing the phone out of [Resident A]'s hands. The video ends when the phone is grabbed from [Resident A]. [Resident A] stated he was unable to write. [Resident A] gave a verbal statement of what happened on Deputy Massoud's body camera. Lewis was transported and lodged at the Genesee County Sheriff's Office." The police report notes that Staff Lewis was initially arrested for strong armed robbery.*



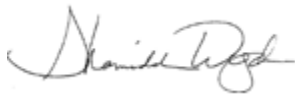
On 10/24/20224, I conducted an exit conference with licensee designee Krysta Starr. She stated that staff Mitchell Lewis received a first offense disciplinary action and has recently just completed recipient rights refresher course.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<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>
<b>ANALYSIS:</b>	<p>On 09/19/2024, I conducted an unannounced on-site at the facility. I interviewed home manager Tiffany Reed, Resident A, and staff Mitchell Lewis. Staff Reed stated that she was informed that Staff Lewis grabbed/snatched Resident A's phone from Resident A after asking who Resident A was talking to. This caused Resident A to go into a behavior (property damage and walking in traffic).</p> <p>Resident A stated Staff Lewis snatched their phone. Resident A stated that they ran away from the facility and the police brought Resident A back. Staff Lewis was arrested for strong armed robbery for snatching the phone. Resident A stated that Staff Suggs gave Resident A back their iPhone and told Resident A to walk a short walk to calm down. Resident A denied that Staff Lewis was cursing at Resident A.</p> <p>Staff Lewis stated that he does not remember grabbing Resident A's phone, denied going through Resident A's phone, and apologized to Resident A. Staff Lewis stated that Resident A got upset after he (Staff Lewis) asked Resident A to delete the video. Staff Lewis denied touching Resident A but was said he was charged with disorderly conduct and assault/battery. Staff Lewis stated that the police arrested him for taking Resident A's phone.</p> <p>Resident A's <i>Genesee Health System Individual Plan of Service</i> dated 03/06/2024 notes that Resident A can leave the facility as long as Resident A tells staff where they are going, when they will be back.</p> <p>During the course of this investigation, I reviewed the video recording from Resident A that confirms Staff Lewis was cursing in the facility out loud, and the video appears to show Staff Lewis grabbing Resident A's phone.</p>

	<p>On 10/11/2024, I interviewed staff Amaya Suggs via phone. She stated that Resident A told her that Staff Lewis took their phone. Staff Suggs stated that the phone was found on the porch. Staff Suggs denied hearing Staff Lewis swearing. Staff Suggs stated that she was instructed to contact the police because Resident A's behavior was destructive, breaking things, and walking in the middle of road/traffic</p> <p>During the course of this investigation, I obtained a copy of the Genesee County Sheriff's Office report that confirms Staff Lewis was arrested by the Sheriff's Office on 09/11/2024.</p> <p>There is a preponderance of evidence to substantiate a rule violation. Staff Lewis was observed on video cursing loudly through the facility, appearing to snatch Resident A's phone. Reportedly, this caused Resident A to go into a behavior consisting of property damage and walking in traffic.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon the receipt of an acceptable corrective action plan, I recommend continuation of the AFC medium group home license (capacity 1-11).

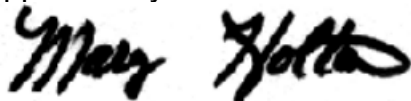


10/24/2024

Shamidah Wyden  
Licensing Consultant

Date

Approved By:



10/24/2024

Mary E. Holton  
Area Manager

Date