



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

October 25, 2024

Kayonna Ferguson  
Hope Network, S.E.  
PO Box 190179  
Burton, MI 48519

RE: License #: AS250395711  
Investigation #: 2024A0580051  
Kersey Home

Dear Kayonna Ferguson:

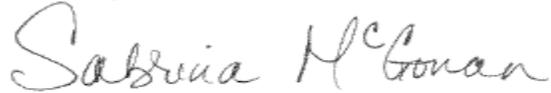
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 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 that reads "Sabrina McGowan". The signature is written in black ink and is positioned above the typed name and address.

Sabrina McGowan, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(810) 835-1019

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT  
THIS REPORT CONTAINS QUOTED PROFANITY**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250395711
<b>Investigation #:</b>	2024A0580051
<b>Complaint Receipt Date:</b>	09/18/2024
<b>Investigation Initiation Date:</b>	09/23/2024
<b>Report Due Date:</b>	11/17/2024
<b>Licensee Name:</b>	Hope Network, S.E.
<b>Licensee Address:</b>	PO Box 190179 Burton, MI 48519
<b>Licensee Telephone #:</b>	(586) 206-8869
<b>Administrator:</b>	Kayonna Ferguson
<b>Licensee Designee:</b>	Kayonna Ferguson
<b>Name of Facility:</b>	Kersey Home
<b>Facility Address:</b>	7134 Blankenship Circle Davison, MI 48423
<b>Facility Telephone #:</b>	(810) 701-0404
<b>Original Issuance Date:</b>	03/04/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/04/2023
<b>Expiration Date:</b>	09/03/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Staff, Keyona Stansberry, stated loudly, in the presence of the resident, "Never the fuck again am I taking Resident A out!"	Yes

**III. METHODOLOGY**

09/18/2024	Special Investigation Intake 2024A0580051
09/23/2024	Special Investigation Initiated - Telephone Call to Kim Nguyen-Forbes, assigned RR Investigator, Genesee Co.
09/23/2024	APS Referral Referred to APS.
09/25/2024	Inspection Completed On-site Unannounced onsite.
09/25/2024	Contact - Face to Face Interview with staff, Mackenzie Schueller.
09/25/2024	Contact - Face to Face Interview with staff, Keyona Stansberry.
09/25/2024	Contact - Face to Face Interview with staff, Lillian Wilson.
09/25/2024	Contact - Face to Face Interview with Resident A.
10/01/2024	Contact - Telephone call received Call from staff, Janeka Jones.
10/11/2024	Contact - Telephone call made Call to Jessica Rickman, GHS Case manager for Resident A.
10/11/2024	Contact - Document Received AFC Assessment and IPOS received.

10/24/2024	Contact - Telephone call made Call to Kim Nguyen-Forbes, assigned RR Investigator, Genesee Co.
10/24/2024	Exit Conference Exit with licensee designee & administrator, Kayonna Ferguson.

**ALLEGATION:**

Staff, Keyona Stansberry, stated loudly in the presence of the resident, "Never the fuck again am I taking Resident A out!"

**INVESTIGATION:**

On 09/19/2024, I received a complaint via BCAL Online Complaints.

On 09/23/2024, I spoke with Genesee County Recipient Rights Investigator, Kim-Nyguen Forbes. I was informed of the name of the resident and staff involved.

On 09/23/2024, I made a referral to Adult Protective Services (APS). APS was informed of the allegations.

09/25/2025, I conducted an unannounced onsite inspection at Kersey Home. Contact was made with the home manager, Akita Townsend, who stated that she received an email from the complainant making her aware of the allegations. Manager Townsend stated that she has not directly addressed staff Keyona Stansberry regarding the allegations. Manager Townsend denied ever observing staff Stansberry be mean to the residents.

While onsite I observed 3 residents sitting on the sofa in the home. The 3 residents were adequately dressed and groomed. No concerns were noted. They appeared to be receiving proper care and supervision.

On 09/25/2025, staff member Keyona Stansberry stated that she has worked for the home for 2 years. Staff Stansberry denied the allegations, stating that she would never curse at or mistreat the residents. Staff Stansberry stated that she takes Resident A out often and just recently to one of Resident A's appointments. While Staff Stansberry does have some difficulty with Resident A at times while on outings, she denied the allegations.

On 09/25/2025, staff member Mackenzie Schueller stated that she began working at Kersey Home effective 07/01/2024. Staff Schueller stated that Resident A and staff Stansberry had just returned from an outing. The manager stepped outdoors and staff Stansberry blurted out, "Never the fuck again am I taking Resident A out!" Resident A

was within earshot and heard what Staff Stansberry said. Staff member Janeka Jones was also present at this time.

On 09/25/2025, staff member, Lillian Wilson stated that she began working at the home end of April of 2024. Staff Wilson stated that the staff have been friendly, welcoming and appear to do a good job with the residents. Staff Wilson indicated that she had no knowledge of the allegations made against Staff Stansberry as she was not working on the day of the alleged incident. Staff Wilson has observed Staff Stansberry give Resident A several prompts and directives, however, she has never witnessed Staff Stansberry be mean to Resident A.

On 09/25/2024, I interviewed Resident A, who was lying in bed, in her room. I inquired if she had any clothes on, to which she replied, 'yes'. I asked if she would mind pulling the covers down in order to verify, she is being properly groomed. Resident A complied and was observed wearing a pink pajama set. Her clothes appeared clean. Resident A estimated that she has been in the home 6 years. Resident A confirmed that staff Keyonna Stansberry made the statement, "never the fuck again am I taking Resident A out!" Resident A also stated, they always do that."

On 10/01/2024, I received a call from direct staff Janeka Jones. Staff Jones recalled working on the day in question, however, she denied overhearing staff Keyona Stansberry state aloud, "Never the fuck again am I taking Resident A out!"

On 10/11/2024, I spoke with Jessica Rickman, assigned Genesee Health Systems (GHS) Case Manager assigned to Resident A. Case Manager (CM) Rickman stated that she is the assigned case manager for all the residents in the home and has nothing but praise for the staff in the home. CM Rickman has never witnessed any mistreatment by staff and the staff have always done a good job taking care of the residents. CM Rickman added that Resident A often lives in the past.

On 10/15/2024, I received a copy of the AFC Assessment Plan for Resident A. The plan states that Resident A can communicate her needs, understands verbal communication, and is alert to her surroundings.

On 10/24/2024, I spoke with RR Investigator, Kim-Nyguen Forbes, who stated that she has more interviews to conduct prior to concluding her investigation.

On 10/24/2024, I conducted an exit conference with license designee and administrator, Kayonna Ferguson, who indicated that she understands the rationale for the violation. Staff Stansberry no longer works for the corporation.

<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</b>

	<b>attended to at all times in accordance with the provisions of the act.</b>
<b>ANALYSIS:</b>	<p>It was alleged that Staff, Keyona Stansberry, stated loudly in the presence of the resident, "Never the fuck again am I taking Resident A out!"</p> <p>Home manager, Akita Townsend, denied ever observing staff Stansberry be mean to the residents.</p> <p>Staff member Keyona Stansberry, denied the allegations, stating that she would never curse at or mistreat the residents.</p> <p>Staff member Mackenzie Schueller stated that Resident A and Staff Stansberry had just returned from an outing. The manager stepped outdoors and Staff Stansberry blurted out, "Never the fuck again am I taking Resident A out!"</p> <p>Staff member Lillian Wilson has observed staff Stansberry give Resident A several prompts and directives, however, she has never witnessed Staff Stansberry be mean to Resident A.</p> <p>Resident A confirmed that staff Keyonna Stansberry made the statement, "never the fuck again am I taking Resident A out!" Resident A stated, they always do that."</p> <p>Staff Janeka Jones, denied overhearing staff Keyona Stansberry state aloud, "Never the fuck again am I taking Resident A out!"</p> <p>Case Manager Rickman stated that she has never witnessed any mistreatment by staff and the staff have always done a good job taking care of the residents. CM Rickman stated Resident A often lives in the past.</p> <p>The AFC Assessment Plan states that states that Resident A can communicate her needs, understands verbal communication, and is alert to her surroundings.</p> <p>Based on the interviews conducted and a review of the AFC Assessment Plan for Resident A, there is enough evidence to support the rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon the receipt of an approved corrective action plan, no change to the status of the license is recommended.

*Sabrina McGowan*

October 24, 2024

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Sabrina McGowan  
Licensing Consultant

Date

Approved By:

*Mary Holton*

October 25, 2024

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Mary E. Holton  
Area Manager

Date