



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

February 20, 2025

Sherri Semans  
DS Heavenly Haven LLC  
2140 Heavenly Haven Dr.  
Owosso, MI 48867

RE: License #: AS780418108  
Investigation #: 2025A0584009  
DS Heavenly Haven IV

Dear Ms. Semans:

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.

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) 284-9727.

Sincerely,

A handwritten signature in cursive script, reading "Candace Coburn", followed by a horizontal flourish line.

Candace Coburn, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS780418108
<b>Investigation #:</b>	2025A0584009
<b>Complaint Receipt Date:</b>	01/16/2025
<b>Investigation Initiation Date:</b>	01/16/2025
<b>Report Due Date:</b>	03/17/2025
<b>Licensee Name:</b>	DS Heavenly Haven LLC
<b>Licensee Address:</b>	2140 Heavenly Haven Dr. Owosso, MI 48867
<b>Licensee Telephone #:</b>	(989) 627-7718
<b>Administrator:</b>	Sherri Semans
<b>Licensee Designee:</b>	Sherri Semans
<b>Name of Facility:</b>	DS Heavenly Haven IV
<b>Facility Address:</b>	2145 Heavenly Haven Dr. Owosso, MI 48867
<b>Facility Telephone #:</b>	(989) 627-7718
<b>Original Issuance Date:</b>	02/08/2024
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/08/2024
<b>Expiration Date:</b>	08/07/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	Violation Established?
At 3:00 AM on 1/14/2025, Direct Care Staff Member Courtney Banagis left the facility in the middle of her shift, leaving six residents unsupervised for approximately 4 hours.	Yes

## III. METHODOLOGY

01/16/2025	Special Investigation Intake - 2025A0584009
01/16/2025	Special Investigation Initiated - On Site.  Face to face interviews with Resident A, B, C  Face to face interview and exit conference with licensee designee Sherri Semans.
01/28/2025	Contact – Attempted phone contact with direct care staff Courtney Banagis.  Contact - Telephone contact with Andrea Andrykovich, Shiawassee Health and Wellness Recipient Rights officer.

### ALLEGATION:

**At 3:00 AM on 1/14/2025, Direct Care Staff Member Courtney Banagis left the facility in the middle of her shift, leaving six residents unsupervised for approximately 4 hours.**

### INVESTIGATION:

On 1/14/2025, I received an email from licensee designee Sherri Semans informing me that direct care staff member Courtney Banagis reported to the facility to work her overnight shift at 10:00 pm on 1/13/2025. Ms. Semans stated when the morning shift arrived at 7am, they did not find Ms. Banagis, or any other staff member at the facility, and the six residents were left unattended. Ms. Semans stated she called Ms. Banagis, who confirmed she had left the facility at approximately 3:00 am, without notifying anyone.

On 1/15/2025, I conducted an unannounced investigation onsite. I attempted face to face interviews of three residents who were onsite. However, they were not willing or able to answer questions. I observed the residents to be healthy and well groomed. The facility appeared to be neat, clean, and in good repair

On 1/28/2025, I attempted a telephone interview with Ms. Banagis. However, the number I was provided was disconnected.

I conducted a telephone interview with Andrea Andrykovich of Shiawassee Health and Wellness Recipient Right Office, who stated Ms. Semans had also contacted her regarding the allegations. Ms. Andrykovich informed me she had also attempted a telephone interview with Ms. Banagis, but found her telephone number was disconnected.

<b>APPLICABLE RULE</b>	
<b>R 400.14206</b>	<b>Staffing requirements.</b>
	<b>(1) The ratio of direct care staff to residents shall be adequate as determined by the department, to carry out the responsibilities defined in the act and in these rules and shall not be less than 1 direct care staff to 12 residents and children who are under the age of 12 years.</b>
<b>ANALYSIS:</b>	Based on a report received from the licensee designee, it has been established that at 3:00 AM on 1/14/2025, direct care staff member Courtney Banagis left the facility in the middle of her shift, leaving six residents unsupervised for approximately 4 hours.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 1/16/2025, I conducted a face to face exit conference with Ms. Semans and informed her of the findings of this investigation. Ms. Semans stated the employment of Ms. Banagis was terminated.

#### IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no changes in the status of the license.



2/13/2025

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Candace Coburn  
Licensing Consultant

Date

Approved By:



2/20/2025

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Michele Streeter  
Area Manager

Date