



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 26, 2025

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

RE: License #: AS410339288
Investigation #: 2025A0340025
Hope 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 was required. On February 20, 2025, you submitted an acceptable written corrective action plan. It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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,

A handwritten signature in blue ink that reads "Rebecca Piccard".

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

License #:	AS410339288
Investigation #:	2025A0340025
Complaint Receipt Date:	02/20/2025
Investigation Initiation Date:	02/20/2025
Report Due Date:	04/21/2025
Licensee Name:	Covenant Enabling Res of MI Inc.
Licensee Address:	862 Forest Park Road, Muskegon, MI 49441
Licensee Telephone #:	(616) 822-5046
Administrator:	Jacklyn Stoltzfus
Licensee Designee:	Jacklyn Stoltzfus
Name of Facility:	Hope House
Facility Address:	336 Thornridge Dr. NW, Grand Rapids, MI 49504
Facility Telephone #:	(161) 655-0164
Original Issuance Date:	08/09/2013
License Status:	REGULAR
Effective Date:	02/25/2024
Expiration Date:	02/24/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
The adult foster care home has no Designee or Administrator.	Yes

III. METHODOLOGY

02/20/2025	Special Investigation Intake 2025A0340025
02/20/2025	Special Investigation Initiated - Telephone Jackie Stoltzfus
02/20/2025	Contact - Document Sent Ashley Harris
02/20/2025	Exit Conference Jackie Stoltzfus

ALLEGATION: The adult foster care home has no Designee or Administrator.

INVESTIGATION: On February 20, 2025, it was discovered that Covenant Enabling of Michigan did not have an active Licensee Designee or Administrator for the Hope House AFC home. The former Designee/Administrator had left employment with Covenant Enabling and they failed to inform LARA or this Consultant. This had also occurred in a previous incident when the Designee/Administrator had left employment and LARA was not notified.

On February 20, 2025, I contacted Jackie Stoltzfus who is the Designee/Administrator over two other homes operated by this licensee in Muskegon County. I questioned her as to what happened, and she confirmed that the previous Designee/Administrator is no longer employed. She stated she assumed that Covenant Enabling had informed LARA. I informed her that no one had told me and expressed my concern that this same issue had occurred the last time a Designee/Administrator left employment with Covenant Enabling. Ms. Stoltzfus stated she would address the issue with corporate immediately. I provided Ms. Stoltzfus with the required paperwork to appoint a designee and administrator.

On February 20, 2025, I was in contact with Ashley Harris at the LARA Lansing office. She confirmed that she had received the necessary paperwork to appoint Jackie Stoltzfus as the new Licensee Designee and Administrator to Hope Home AFC.

On February 20, 2025, I called Ms. Stoltzfus back and informed her that the paperwork was received and will be processed immediately. I informed her that I will

be requesting a Corrective Action Plan (CAP) in the report, but that her documentation as Designee/Administrator will be considered an acceptable CAP.

APPLICABLE RULE	
R 400.14201	Qualifications of administrator, direct care staff, licensee, and members of household; provision of names of employee, volunteer, or member of household on parole or probation or convicted of felony; food service staff.
	(1) An administrator and direct care staff shall be persons who are not residents.
ANALYSIS:	<p>The Hope House AFC home did not have a Licensee Designee or Administrator after the previous person in that role left employment with Covenant Enabling of Michigan.</p> <p>Ms. Stoltzfus, who is the Designee/Administrator over two Covenant Enabling homes in Muskegon Co., confirmed the previous Designee/Administrator is no longer employed, but she was unaware that no one had been appointed to fill the role. We discussed that this same issue happened previously when a former Designee/Administrator left employment and no one informed LARA or filed the required documentation until it was discovered by this consultant.</p> <p>Ms. Stoltzfus submitted the required documentation for herself as the Licensee Designee and Administrator for Hope House.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Since an acceptable Corrective Action Plan was received for Ms. Stoltzfus to be named as Licensee Designee/Administrator, I recommend no change to the current license status.



March 25, 2025

Rebecca Piccard
Licensing Consultant

Date

Approved By:

A handwritten signature in blue ink, appearing to read "Jerry Hendrick".

March 26, 2025

Jerry Hendrick
Area Manager

Date