



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

May 21, 2025

Elisa Gill  
Louisiana Home Inc  
9601 St. Marys  
Detroit, MI 48227

RE: License #: AM820009910  
Investigation #: 2025A0901023  
Louisiana Homes #1

Dear Elisa Gill:

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 (313) 456-0439.

Sincerely,

A handwritten signature in black ink that reads "Regina Buchanan". The signature is written in a cursive, flowing style.

Regina Buchanan, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 949-3029

Enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM820009910
<b>Investigation #:</b>	2025A0901023
<b>Complaint Receipt Date:</b>	03/24/2025
<b>Investigation Initiation Date:</b>	03/24/2025
<b>Report Due Date:</b>	05/23/2025
<b>Licensee Name:</b>	Louisiana Home Inc
<b>Licensee Address:</b>	9601 St. Marys Detroit, MI 48227
<b>Licensee Telephone #:</b>	(313) 838-0046
<b>Administrator:</b>	Elisa Gill
<b>Licensee Designee:</b>	Elisa Gill
<b>Name of Facility:</b>	Louisiana Homes #1
<b>Facility Address:</b>	9601 St Marys Detroit, MI 48227
<b>Facility Telephone #:</b>	(313) 838-0046
<b>Original Issuance Date:</b>	04/08/1983
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/18/2023
<b>Expiration Date:</b>	06/17/2025
<b>Capacity:</b>	12

<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL
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## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff, William Armstrong, used Resident A's debit card for personal gain.	Yes

## III. METHODOLOGY

03/24/2025	Special Investigation Intake 2025A0901023
03/24/2025	Referral - Recipient Rights (ORR)
03/24/2025	Special Investigation Initiated - Telephone ORR
03/24/2025	Adult Protective Services Referral
03/24/2025	Contact - Document Received Email
03/31/2025	Inspection Completed On-site
03/31/2025	Contact - Telephone call received Paul Carr, Home manager
03/31/2025	Contact - Document Received Email
04/01/2025	Inspection Completed On-site
04/08/2025	Contact - Telephone call made Resident A's Case Manager
04/08/2025	Contact - Telephone call made William Armstrong, Staff
04/08/2025	Contact - Document Received Email

04/10/2025	Contact - Telephone call made Resident A's Case Manager
04/15/2025	Contact - Telephone call made Resident A's Case Manager
05/20/2025	Exit Conference Licensee Designee, Elisa Gill
05/20/2025	Contact - Telephone call made William Armstrong, Staff
05/20/2025	Inspection Completed-BCAL Sub. Compliance

**ALLEGATION:**

**Staff, William Armstrong, used Resident A's debit card for personal gain.**

## **INVESTIGATION:**

On 03/24/2025, I made a telephone call to Avery Barnett, from the Office of Recipient Rights. He stated the staff, William Armstrong, was no longer employed at the facility. He was previously fired due to an unrelated incident. Avery stated Resident A did not know what was going on with his account but knew something was wrong. He brought the situation to the home manager's attention, Paul Carr. Paul obtained Resident A's bank statements from the bank for the months July 2024 until February 2025 and discovered an abundance of charges that Resident A did not make. The majority of them were for Doordash. Paul contacted Doordash and they verified the account belonged to William. Avery also said Paul assisted Resident A with filing a police report.

On 03/24/2025, I received an email from Avery. It consisted of Resident A's bank statements from Comerica bank from July 2024 until February 2025 and a copy of the police report. The police report (#250320-0228) was from the Detroit police department and was dated for 03/20/2025. It listed Resident A as the victim, William as the offender, and Paul as the reporting person. The report indicated that Paul stated Resident A does not regularly check his account. He receives payments every other Tuesday. Resident A discovered fraudulent charges that were linked to a Doordash account in William's name. It also indicated Resident A's card was canceled on 03/18/2025.

On 03/31/2025, I attempted an onsite inspection at the facility. I was told Resident A was not present due to having to go to the police station to meet with a detective.

On 03/31/2025, I received a telephone call from Paul. He stated earlier this month Resident A came to him frustrated and said something was happening with his money. Resident A gave him his bank statement to look at. Paul said it looked suspicious because there were a lot of Doordash charges and other charges that he knew Resident A did not make. He said he immediately took Resident A to the bank and had the card canceled. He also made a police report and notified ORR. Since there were so many Doordash charges, Paul said he called the company, and they verified that the account belonged to William. He indicated William was no longer employed at the facility. His employment was terminated in August 2024, due to an unrelated matter. Paul further reported Resident A is deaf but was pretty good at reading lips and may be able to understand me. He also offered to be present to sign for me if needed.

On 03/31/2025, I received a copy of Resident A's bank statement and the police report from Paul. It was consistent with the information received from Avery.

On 04/01/2025, I conducted an onsite inspection at the facility and met with Resident A. When asked about his money, he said, "money gone" and showed me his new bank card. When asked who took his money, he said "Armstrong." He also

attempted to say the word police and when asked if he talked to the police he shook his head to gesture yes.

On 04/08/2025, I made a telephone call to William twice. Each time I received a recording stating “the person you have dialed is unable to receive calls at this time”.

On 04/08/2025, 04/10/2025, and 04/15/2025, I attempted to contact Sharial Spencer, Resident A’s case manager from Team Wellness. I left voice messages, but none of the calls were returned.

On 04/08/2025, I received an email from Paul. It consisted of a letter from Comerica bank addressed to Resident A. It was dated 03/28/2025 and informed him that his money, \$358.36, was credited back to his account while their investigation was ongoing.

On 05/20/2025, I made a telephone call to William. I left a voice message, but the call was not returned.

On 05/20/2025, I conducted an exit conference with the licensee designee, Elisa Gill. I informed her of my investigative findings. She said she understood the finding but did not fully agree with it because she had no control over William’s actions, and that he is a former employee. I explained that the fraudulent activity initiated prior to his departure and based on licensing rules, employees are not allowed to take money from residents. She agreed to send a corrective action plan as soon as possible.

<b>APPLICABLE RULE</b>	
<b>R 400.14315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(10) A licensee, administrator, direct care staff, other employees, volunteers under the direction of the licensee, and members of their families shall not accept, take, or borrow money or valuables from a resident, even with the consent of the resident.</b>
<b>ANALYSIS:</b>	Based on the information obtained during this investigation, there is a preponderance of the evidence to confirm the allegations. Direct care staff, William Armstrong, fraudulently took money from Resident A’s account by making unauthorized charges.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### **IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend the license remains unchanged.



05/21/2025

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Regina Buchanan  
Licensing Consultant

Date

Approved By:



05/21/2025

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Ardra Hunter  
Area Manager

Date