



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 5, 2025

Kory Fleetham
Ridgeline Goodrich, LLC
8111 S. State Rd.
Goodrich, MI 48438

RE: License #: AL250417973
Investigation #: 2025A0779034
The Ridge At Goodrich Memory Care

Dear Kory Fleetham:

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 dark ink, reading "Christopher A. Holvey". The signature is written in a cursive style with a large, stylized 'C' and 'H'.

Christopher Holvey, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 899-5659

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL250417973
Investigation #:	2025A0779034
Complaint Receipt Date:	04/14/2025
Investigation Initiation Date:	04/14/2025
Report Due Date:	06/13/2025
Licensee Name:	Ridgeline Goodrich, LLC
Licensee Address:	8111 S. State Rd. Goodrich, MI 48438
Licensee Telephone #:	(810) 636-7070
Administrator:	Ruby Kirby
Acting Licensee Designee:	Kory Fleetham
Name of Facility:	The Ridge At Goodrich Memory Care
Facility Address:	8119 S. State Rd. Goodrich, MI 48438
Facility Telephone #:	(810) 244-0694
Original Issuance Date:	08/29/2024
License Status:	REGULAR
Effective Date:	02/28/2025
Expiration Date:	02/27/2027
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED ALZHEIMERS

II. ALLEGATION(S)

		Violation Established?
There are concerns about the financial and administrative capabilities of the licensee of this facility.		Yes

III. METHODOLOGY

04/14/2025	Special Investigation Intake 2025A0779034
04/14/2025	Special Investigation Initiated - Telephone Spoke to Atlas Township offices.
04/18/2025	Contact - Document Received Received email from licensee designee, Marie Weiland.
04/22/2025	Inspection Completed On-site
04/22/2025	Contact - Telephone call made Spoke to the Village of Goodrich Treasurer office.
04/25/2025	Contact - Telephone call made Spoke to representative for Cintas.
04/25/2025	Contact - Telephone call made Spoke to representative for property owner.
04/25/2025	Contact - Telephone call made Spoke to owner of lawn/snow care company.
04/30/2025	Contact - Telephone call made Spoke to Receiver, Michael Flanagan.
04/30/2025	Contact - Document Received Received email/document from receiver, Michael Flanagan.
05/20/2025	Contact - Telephone call made Spoke to receiver, Michael Flanagan.
06/03/2025	Exit Conference Held with new LD from Comfort Care, Kory Fleetham.
06/04/2025	APS referral Complaint was referred to APS centralized intake.

ALLEGATION:

There are concerns about the financial and administrative capabilities of the licensee of this facility.

INVESTIGATION:

On 4/14/2025, a phone call was made to Atlas Township offices. A representative at that office confirmed that the property taxes for this address were paid in 2024.

On 4/18/2025, an email was received from licensee designee, Marie Weiland. LD Weiland stated that she has ended her employment with Ridgeline and would like to remove her name as licensee designee of all Ridgeline affiliated licenses, including this license.

On 4/22/2025, an on-site inspection was conducted. The facility was viewed to be in good condition with adequate housekeeping standards being met. Several residents were viewed to be clean, well-groomed and appeared to be doing well.

During the on-site inspection on 4/22/2025, administrator, Ruby Kirby, was interviewed. Admin Kirby stated that the licensee, Ridgeline, has been paying employee payroll, but owes so much money to multiple vendors that they have stopped providing services to this facility. Admin Kirby stated that Ridgeline owes Bell Mechanical so much money that they will no longer come out and provide this facility any HVAC services and it is the same for vendors they get paper, cleaning and medical supplies from. Admin Kirby reported that Cisco, the company they get the majority of their food from, recently put them on a 5-day hold, due to non-payment from Ridgeline. Admin Kirby stated that Ridgeline leases the building from Care Trust Reit (CTR) and that CTR is currently suing Ridgeline for lack of lease payments and owing them well into the hundreds of thousands of dollars. Admin Kirby stated that she just received a potential shut off notice from Consumer Energy, saying the gas and electric will be shut off on 4/22/2025, unless Ridgeline pays \$2,087.49. Admin Kirby reported that they no longer have a company for lawn and snow removal, due to non-payment from Ridgeline. Staff had to shovel the large parking lot and Ridgeline told them to buy salt. Admin Kirby stated that the cable, internet and phones got shut off on 4/12/2025 and that she had to call Ridgeline to pay the bill, in order for them to get those services turned back on. Admin Kirby stated that she was told by Ridgeline back in January 2025, that the licensee designee quit and that she was not allowed to contact her anymore. Admin Kirby reported that she frequently receives calls from vendors asking her to get Ridgeline to pay past due bills.

On 4/22/2025, a phone call was made to Rachel Cushman, who is the Treasurer for the Village of Goodrich. Treasurer Cushman stated that several payments have been missed regarding sewer services to this facility, with the last payment being made back on 7/23/2024 and a current bill of \$2,150.41. Treasurer Cushman stated that unpaid

sewer bills get put on the property taxes and unpaid taxes get turned over to Genesee County.

On 4/25/2025, a phone conversation took place with Wanda Dodd from Cintas, which provides sprinkler and fire alarm inspections to all Ridgeline facilities. Representative Dodd stated that all Cintas services have been placed on hold, due to non-payment, for up to twenty different locations managed by Ridgeline, which includes the four facilities in Genesee County and the two facilities in Lapeer County. Representative Dodd stated that Cintas has started the legal process in attempts to receive money owed to them by Ridgeline.

On 4/25/2025, a phone call was made to Matt Spencer of Liem Enterprises, who confirmed that he provided lawn and snow removal services to the four Ridgeline facilities located in Genesee County, which includes this facility, and the two Ridgeline facilities located in Lapeer County. Matt Spencer stated that he has filed a lawsuit against Ridgeline, due to non-payment of services provided in the amount of over \$54,000. Matt Spencer stated that his attorney has not received any return phone calls or emails from Ridgeline in attempts to resolve this matter.

On 4/25/2025, a phone conversation took place with Vice Manager of Portfolio Management for Care Trust Reit, Rory Williams. VM Williams stated that CTR owes the two properties located in Goodrich. VM Williams confirmed that CTR has begun legal steps to remove Ridgeline from these properties, due to non-payment of their lease contract. VM Williams reported that the lease contract they have with Ridgeline states that Ridgeline will make rent payments and pay the property taxes, which they have not been doing. VM Williams reported that they are transitioning these properties into a receivership by 5/1/2025 and that a receiver has been appointed by the court, who will take over the functioning of these facilities and appoint a new management company to run them.

On 4/30/2025, a phone conversation took place with Michael Flanagan of Flanagan & Associates, LLC. Michael Flanagan confirmed that CTR has sought legalities against Ridgeline, that a receivership has been put into place, and that he has been appointed as receiver over both The Ridgeline at Goodrich Assisted Living and The Ridgeline at Goodrich Memory Care facilities. Receiver Flanagan stated that he has taken the place of the licensee, Ridgeline, and will oversee the functioning of this facilities for the next 3-4 months and/or until a new company can purchase the properties and become the new licensee. Receiver Flanagan stated that he has appointed Comfort Care as the new management team for these facilities.

On 4/30/2025, an email was received from Receiver Flanagan. The email contained a copy of the court documents appointing Michael Flanagan as the receiver, which gives him possession of the facility and full power and authority to operate, manage, and conserve the facility.

On 5/20/2025, a second call was made to Receiver Flanagan to obtain clarification regarding the receivership. Receiver Flanagan stated that he is now essentially the licensee of this facility and that Ridgeline is no longer involved with this facility/license. Receiver Flanagan confirmed that he has appointed Comfort Care as the new management of this facility and that Comfort Care will be taking the appropriate steps to purchase this facility and become the new licensee.

On 6/3/2025, an exit conference was held with new appointed licensee designee from Comfort Care, Kory Fleetham. LD Fleetham confirmed that Comfort Care is now managing this license and that they have been working on getting all outstanding bills from Ridgeline paid and back into good standing with vendors this facility uses.

APPLICABLE RULE	
R 400.15201	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.
	(2) A licensee shall have the financial and administrative capability to operate a home to provide the level of care and program stipulated in the application.
ANALYSIS:	Administrator, Ruby Kirby, stated that multiple vendors that she uses for services for this facility have either stopped or put their services on hold, due to non-payment from the licensee, Ridgeline Goodrich, LLC. Rory Williams from Care Trust Reit, the property owners, has confirmed that CTR has sought legalities against Ridgeline, due to breach of their lease contract and lack of lease and property tax payments. Michael Flanagan has confirmed that as a result of CTR's legalities, this facility is part a receivership, and that he has been appointed by the court as the receiver. Receiver Flanagan has essentially become the new licensee of this license and has appointed a new management team to run the facility. There was sufficient evidence found to prove that the receivership currently in place for this facility was a direct result of a lack of financial and administrative capability of Ridgeline Goodrich, LLC.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an approved written corrective action plan, it is recommended that the status of this facility's license remain unchanged.

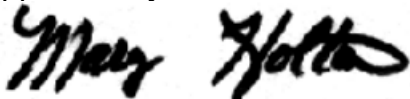


6/4/2025

Christopher Holvey
Licensing Consultant

Date

Approved By:



6/5/2025

Mary E. Holton
Area Manager

Date