



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 7, 2025

Theresa Huston
2479 Hadden
Muskegon, MI 49441

RE: License #:	AF610395832
Investigation #:	2025A0356017
	Glenside Manor AFC

Dear Ms. Huston:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations, disciplinary action against your license continues to be recommended. You will be notified in writing of the department's action and your options for resolution of this matter.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

Elizabeth Elliott, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 901-0585

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AF610395832
Investigation #:	2025A0356017
Complaint Receipt Date:	01/09/2025
Investigation Initiation Date:	01/10/2025
Report Due Date:	03/10/2025
Licensee Name:	Theresa Huston and Randell Huston
Licensee Address:	2479 Hadden Muskegon, MI 49441
Licensee Telephone #:	(231) 759-0453
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	Glenside Manor AFC
Facility Address:	2479 Hadden Muskegon, MI 49441
Facility Telephone #:	(231) 759-0453
Original Issuance Date:	02/11/2019
License Status:	1ST PROVISIONAL
Effective Date:	06/22/2024
Expiration Date:	12/21/2024
Capacity:	6
Program Type:	MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
The Licensee is not providing lunch to Resident A when he attends day program.	Yes
The home is infested with bed bugs.	No

III. METHODOLOGY

01/09/2025	Special Investigation Intake 2025A0356017
01/10/2025	Special Investigation Initiated - Telephone Licensee, Theresa Huston.
01/10/2025	APS Referral Brett Kortman, Muskegon Co. DHHS, APS.
01/13/2025	Contact - Telephone call received Theresa Huston, Licensee.
01/13/2025	Contact - Document Sent Amber Picard, Club Interactions staff.
01/16/2025	Contact - Telephone call received Amber Pickard, Club Interactions.
01/30/2025	Contact - Telephone call received Resident A
02/21/2025	Inspection Completed On-site
02/21/2025	Contact - Face to Face Theresa Huston, Licensee. Residents B, C, D, E.
02/21/2025	Contact - Document Received Document review at facility.
03/07/2025	Exit conference, licensee Theresa Huston.

ALLEGATION: The Licensee is not providing lunch to Resident A when he attends day program.

INVESTIGATION: On 01/09/2025, I received a LARA-BCHS (Licensing and

Regulatory Affairs, Bureau of Community Health Systems) complaint through DHHS (Department of Health and Human Services) APS, (Adult Protective Services). The complainant reported that Resident A attends a day program called Clubhouse at Health West, Monday through Friday from 8:00a.m. until 4:00p.m. On 01/08/2025, Resident A arrived at Clubhouse with no money and no lunch. Resident A was given food and reminded that the AFC home is required to provide him lunch if he does not have any money. The complainant reported that on 01/09/2025, Resident A reportedly asked the Licensee's, Randy and Theresa Huston for lunch and they gave him a pack of mini muffins and a cheese stick. Mr. and Mrs. Huston told Resident A they had no other food to give him for lunch. Resident A ate the mini muffins and cheese stick but was still hungry, so he was given a lunch at the Clubhouse again. The complainant reported that Resident A does not look malnourished but not having a lunch at the Clubhouse has been an ongoing issue. Breakfast and dinner are being supplied to him at the home consistently.

On 01/10/2025, I interviewed Licensee Theresa Huston via telephone. Ms. Huston stated Resident A wanted to pack leftovers for lunch at the Clubhouse from dinner the previous night and she told him he could. Ms. Huston stated she also had \$20.00 of his spending money out on the table for extra snacks that he may want while at the Clubhouse. Ms. Huston stated Resident A forgot to take the money, the lunch and he forgot to put in his teeth. Ms. Huston stated the transportation bus from Clubhouse brought him back to the home, he got his teeth and still did not grab the leftovers packed for his lunch or the money on the table. Ms. Huston stated she spoke to staff at the Clubhouse, Monique Lee about money for lunch and Resident A told Ms. Lee that he could not have food or money from Ms. Huston until he did his chores around the home, Ms. Huston stated that is "absolutely not true." Ms. Huston stated Resident A asked if he could take cheese sticks and mini muffins to Clubhouse for a snack, not for lunch and she would never make that for him as a lunch. There was money sitting on the table for Resident A to take with him to Clubhouse for lunches and he forgot to take it with him. Ms. Huston stated she would never deny Resident A lunch and if he doesn't have money for a lunch at Clubhouse, she would give him money. Ms. Huston stated Resident A spends the money on snacks and other things than for his daily lunches at Clubhouse. Ms. Huston stated she does not pack sack lunches for Resident A for Clubhouse because he likes to buy his lunches for \$2.00 a day with his spending money which is \$44.00 a month. Ms. Huston stated if she had known this was a problem, she would have fixed it, but she was never made aware that this was an issue at all.

On 01/16/2025, I interviewed Amber Pickard, Clubhouse staff via telephone. Ms. Pickard stated on 01/08/2025, Resident A came to the day program with mini muffins and a cheese stick for lunch, then, on 01/09/2025 he did not have any money for lunch which is \$2.00 a day and no packed lunch. Ms. Pickard stated Resident A reported that he had no money for lunch, so the program made sure he had a lunch. Ms. Pickard stated it is possible that Resident A forgot his money or the left-over packed lunch, but this is an ongoing issue, it is not a one-time thing, and she is not aware if any staff have discussed this with Ms. Huston. Ms. Pickard added

that Resident A's has approximately \$40.00 a month in spending money and the home should be providing him with lunches. He should not be paying for them with his own spending money.

On 01/30/2025, I interviewed Resident A at his day program. Staff Nicole Watkins and Jerry Parker were also included in the interview. Resident A stated he usually gets lunch at his day program and that he pays for the lunches from his spending money. Resident A then said, "sometimes I think I have to pay for my lunches out of my own money, I think the money comes from my money or from them, I think." Resident A stated he goes through his spending money and then he does not have any money for lunch. Resident A stated he has brought food with him as a packed lunch and said, "like spaghetti, Ms. Huston cooks dinner and puts the leftovers in a bowl in the refrigerator for him to take for lunch, but I have to remember to get it and take it to lunch". Resident A stated Mr. and Ms. Huston are up when he is getting ready to go to Clubhouse and "sometimes they remind me or maybe all the time they remind me to grab my lunch." Resident A stated there have been times at Clubhouse that he has not eaten lunch because he did not have a lunch of any money for lunch. Ms. Watkins and Mr. Parker stated they have never seen Resident A with a packed lunch.

On 02/21/2025, I conducted an unannounced inspection at the facility and interviewed Ms. Huston. Ms. Huston stated Resident A has his own money and he buys his lunches with the \$44.00 spending money he gets each month. Ms. Huston stated she is willing to pack Resident A's lunches for him, but he chooses to buy snacks, that can be up to \$7.00 daily and lunch (\$2.00 daily) at Clubhouse and spends all his money on that. Ms. Huston stated Resident A has never asked her for money or she would have given him money for lunches because she would never want him to go without food for lunch.

On 03/07/2025, I conducted an exit conference with Licensee, Theresa Huston via telephone. Ms. Huston stated money, and a bag lunch was provided to Resident A on 01/09/2025 and he packed the cheese stick and mini muffins on 01/08/2025 for a snack, not as lunch. Ms. Huston stated Resident A has trouble managing his money and she does not have input into how he spends his own money, but she will make sure he has a lunch available to take with him to his day program.

APPLICABLE RULE	
R 400.1419	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular nutritious meals daily. Not more than 14 hours shall elapse between the evening and morning meal.
ANALYSIS:	Ms. Huston and Resident A stated that Resident A uses his monthly spending money for lunches at the Clubhouse program. Resident A runs out of money leaving him with nothing to buy a

	meal while at day programming 5 days a week. Ms. Huston does not consistently send a packed lunch with Resident A ensuring he will have a meal at lunch time and therefore, a violation of this applicable rule is established.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: The home is infested with bedbugs.

INVESTIGATION: Note: On 06/28/2024, I concluded special investigation, SI2024A0356033 and substantiated R400.1424(4) and requested a corrective action plan that included the professional inspection and treatment of bed bugs. Ms. Huston submitted a corrective action plan dated 08/15/2024 documenting that two professional pest control agencies would be consulted, and treatment of the bed bugs would be performed. A six-month provisional license had already been issued on 06/22/2024 based on previous special investigation SI2024A0356017. The recommendation from special investigation SI2024A0356033 was the continuation of the provisional license.

On 01/09/2025, I received a LARA-BCHS (Licensing and Regulatory Affairs, Bureau of Community Health Systems) complaint through DHHS (Department of Health and Human Services) APS, (Adult Protective Services). The complainant reported the home is severely infested with bed bugs. The complainant reported Resident A does not have any bites.

On 01/10/2025, I interviewed Licensee Theresa Huston via telephone. Ms. Huston acknowledged that there have been issues with bed bugs last summer 2024 but she has not seen any bed bugs in the home for months.

On 01/16/2025, I interviewed Amber Pickard, Clubhouse staff via telephone. Ms. Pickard stated she has seen bed bugs in June 2024 on Resident A and on a previous resident of the home but not since that time.

On 01/16/2025, I interviewed Resident A via telephone, and he stated he has not seen any bed bugs in the home, and he has no bites from bed bugs on him.

On 02/21/2025, I conducted an unannounced inspection at the facility and inspected living room couches, resident bedding and mattresses and did not find any live bed bugs or evidence of recent bed bug activity in the home. I interviewed Ms. Huston, and she stated she continued to look for but has not seen any bed bug activity

On 02/21/2025, I interviewed Resident B, and he stated he had bed bugs in his room at one time and occasionally sees one but has not seen any in "awhile." I did not see any evidence of bed bug activity in Resident B's room at this time.

On 02/21/2025, I interviewed Residents C and D at the home. Both residents stated they have not seen any recent bed bug activity in the home. Resident E did not respond to any interaction or questions.

On 03/06/2025, I interviewed Ms. Huston via telephone, and she stated the home has not been professionally evaluated or treated. Ms. Huston stated no one from Clubhouse has said anything about Resident A having any signs of bed bugs. Ms. Huston stated the Clubhouse has a strict policy about bed bugs and would send Resident A home if there were any bed bugs on him and they have not. Ms. Huston stated they go to great lengths to prevent any bed bug issues at the Clubhouse and require Resident A to change into clothes they have on the bus for him when they pick him up in the morning. Ms. Huston stated Resident A brings the clothes from the bus into the facility, changes into them, puts the clothes he has on in a bag and takes the bag with him to the Clubhouse where they wash them for him, and they are ready to wear the following day when he is picked up for day program.

On 03/07/2025, I conducted an exit conference with Licensee, Theresa Huston via telephone. Ms. Huston stated she understands the information, analysis, and conclusion of this applicable rule.

APPLICABLE RULE	
R 400.1424	Environmental health.
	(4) Effective measures shall be taken to protect against the entrance of vermin into the home and against the breeding or presence of vermin on the premises.
ANALYSIS:	<p>Based on interviews of residents, the licensee and day program staff, there has not been recent sightings of bed bugs on the residents or in the home.</p> <p>Based upon an inspection of the home there was no live bed bug activity observed at this time.</p> <p>SI2024A0356033 dated 06/28/2024 substantiated a violation of R400.1424(4) and the accepted a corrective action plan written and signed by Ms. Huston dated 08/15/2024 that documented two professional pest control agencies would be consulted, and treatment of the bed bugs would be performed. While Ms. Huston failed to follow up on this corrective action plan, no evidence of continued bed bug activity was found at the time of this investigation and therefore, a violation of this applicable rule is not established.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

The revocation of this license was recommended based on continued quality-of-care violations cited in Special Investigation Report #2024A0356055 (dated 10/30/2024). I continue to recommend the revocation of this AFC Family Home License.



03/07/2025

Elizabeth Elliott
Licensing Consultant

Date

Approved By:



03/07/2025

Jerry Hendrick
Area Manager

Date