



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 2, 2025

Sherri Turner
Adult Learning Systems-Lower Michigan
Suite F
8170 Jackson Road
Ann Arbor, MI 48103

RE: License #: AS500412498
Investigation #: 2025A0990010
Evanston

Dear Ms. Turner:

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.

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.

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "L. Reed".

LaShonda Reed, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
Detroit, MI 48202
(586) 676-2877

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT
THIS REPORT CONTAINS SEXUALLY EXPLICIT LANGUAGE**

I. IDENTIFYING INFORMATION

License #:	AS500412498
Investigation #:	2025A0990010
Complaint Receipt Date:	02/20/2025
Investigation Initiation Date:	02/20/2025
Report Due Date:	04/21/2025
Licensee Name:	Adult Learning Systems-Lower Michigan
Licensee Address:	Suite F - 8170 Jackson Road Ann Arbor, MI 48103
Licensee Telephone #:	(734) 408-0112
Administrator:	Sherri Turner
Licensee Designee:	Sherri Turner
Name of Facility:	Evanston
Facility Address:	35161 Evanston Sterling Heights, MI 48312
Facility Telephone #:	(586) 698-2688
Original Issuance Date:	08/26/2022
License Status:	REGULAR
Effective Date:	02/26/2025
Expiration Date:	02/25/2027
Capacity:	6
Program Type:	MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Donna Nickens, the home manager, is having a sexual relationship with Resident A and threatens him.	Yes

III. METHODOLOGY

02/20/2025	Special Investigation Intake 2025A0990010
02/20/2025	Special Investigation Initiated - Letter I contacted Adult Protective Services (APS) to inquire if there is a current or recent investigation.
02/25/2025	Contact - Telephone call made I conducted a phone interview with the Relative A.
02/25/2025	Contact - Face to Face I conducted an unannounced onsite investigation. I interviewed Donna Nickens, Home Manager, Traci Shier, Administrator, Resident B and Resident C. Resident A was not present.
04/02/2025	Contact - Telephone call made I conducted an interview with Resident A.
04/02/2025	Contact - Document Received I reviewed Resident A's resident record.
04/02/2025	Contact - Document Sent I emailed Adult Protective Service to inquire if there was an active investigation or prior one.
04/02/2025	Contact - Document Sent I emailed Susan Feld, Office of Recipient Rights (ORR) investigator.
04/02/2025	Contact - Telephone call made I conducted an interview with Deana Childs, Case Manager (CM).
04/02/2025	Contact - Document Sent I emailed Guardian A.

04/03/2025	Contact – Telephone call received I conducted a phone interview with Erica Naco ORR investigator.
04/03/2025	Contact - Telephone call made I conducted a phone interview with Myeshia Benton, former direct care staff.
04/03/2025	Contact - Telephone call made I conducted a phone interview with Erykah Kouayara, former direct care staff.
04/03/2025	Contact - Telephone call made I left detailed message with Guardian A.
04/04/2025	Contact – Telephone call received I conducted a phone interview with Guardian A.
04/04/2025	Contact – Document sent I emailed Ms. Shier with questions on 04/03/2025 and she responded.
04/08/2025	Contact – Document Sent I requested more information from Traci Shier, administrator and Sherri Turner, licensee designee (LD).
04/08/2025	Contact – Telephone call received I conducted a phone interview with Resident D from Jewel Pointe.
04/08/2025	Contact - Telephone call made I conducted an interview with Jim Bellamy, APS Worker.
04/09/2025	Contact – Face to Face I conducted an interview with Ms. Shier.
04/10/2025	Contact - Telephone call received I conducted a phone interview with Ms. Turner, LD. I received a follow-up email.
04/10/2025	Contact - Telephone call made I conducted a phone interview with Guardian A.
04/11/2025	Contact - Telephone call made I conducted a phone interview with Sauntore Thomas, direct care worker (DCW).

04/10/2025	Contact- Document received I received emails to and from Ms. Turner, LD and Ms. Shier. I requested Ms. Nickens phone records for the last six months for incoming and outgoing texts and calls.
04/11/2025	Contact – Document received I received emails from Ms. Turner, LD and Ms. Shier.
04/11/2025	Contact - Telephone call made I received an email Rachel Ann, Information Technology Manager (IT).
04/11/2025	Contact - Telephone call made I texted Ms. Tuner LD, informing her that the investigation will be substantiated.
04/14/2025	Contact – Document received I received an email from Lateisha Johnson, DCW.
04/14/2025	Contact – Document received I received voicemail message from Chandra Harris-Williams stating that Resident A is deceased.
04/14/2025	Contact - Telephone call made I conducted a phone interview with Ms. Turner, LD.
04/14/2025	Contact - Telephone call made I called and left a text message with Ms. Naco, ORR.
04/14/2025	Contact – Document sent I emailed Mr. Bellamy and supervisor Shauna Aldred APS, re-requesting the APS report. Ms. Aldred said that they have requested the report.
04/14/2025	Contact – Telephone call received I conducted a phone interview with Ms. Naco, ORR.
04/14/2025	Contact – Telephone call received I conducted a phone interview with Ms. Childs, CM.
04/14/2025	Contact – Telephone call received I conducted a phone interview with Ms. Johnson, DCW.
04/16/2025	Contact - Telephone call made I conducted an interview with Guardian A.

04/16/2025	Contact - Telephone call made I received the redacted APS investigation from Ms. Alders.
04/16/2025	Exit conference I conducted an exit conference with Ms. Turner and Ms. Shier.

ALLEGATION:

Donna Nickens, the home manager is having a sexual relationship with Resident A and threatens him.

INVESTIGATION:

On 02/20/2025, I received a complaint via email. In addition to the above, the following was also alleged: "Donna Nickens, the home manager, had a sexual relationship with Resident A beginning in the summer of 2024. Ms. Nickens sends Resident A naked pictures of herself, has tried to grab his "dick" in the group home, is trying to kiss him and entice him daily. Ms. Nickens purchased 80% of Resident A's clothing out of her pocket and paid for the brakes to his car. Ms. Nickens has a deep infatuation with Resident A and tells him things such as 'she's on the inside of him.' Ms. Nickens was suspected by the group home a couple of months ago. An Office of Recipient Rights (ORR) complaint was made. Still, Resident A refused to cooperate because he fears returning to the hospital if he upsets or tells on Ms. Nickens. Ms. Nickens will not stop harassing him. Ms. Nickens tries to get Resident A to meet her outside the group home daily and meet at motels. Ms. Nickens and Resident A used to leave at night together to pick up another employee named "Tori" who works at midnight. Ms. Nickens gives Tori rides to work every day, that's how their sexual relationship began. Ms. Nickens continues to entice Resident A, and he has a disability."

On 02/25/2025, I conducted a phone interview with Relative A. Relative A said that the allegations reported were accurate. Relative A said that she and Resident A got married on 01/31/2025. Resident A told her that the sexual relationship began in the summer of 2024 and ended around October 2024; however, Ms. Nickens is still harassing Resident A. Relative A said that recently, Ms. Nickens tried to kiss him in the kitchen of the group home. Resident A said that he and Ms. Nickens would go to motel rooms. Ms. Nickens sent Resident A several nude pictures of herself. Relative forwarded the pictures to Resident A's mother and deleted all the pictures from his phone. Relative A said Ms. Nickens threatened Resident A by telling him she would have him sent back to the hospital if he was not with her. As a result, Resident A refuses to admit or report Ms. Nickens. Relative A said that Ms. Nickens used to make Resident A ride with her to pick up one of her staff persons named "Tori," who works the midnight shift.

On 02/25/2025, I conducted an unannounced onsite investigation. I interviewed Donna Nickens. Ms. Nickens said that she is aware of the allegations. She said the allegations

were from a disgruntled staff person who was terminated. Ms. Nickens said that ORR investigated the allegations 4-5 months ago. Ms. Nickens said she is now the regional director of several adult foster homes. Ms. Nickens said she has never transported Resident A alone. Resident A has full community access and he is not there much. Resident A is out today.

On 02/25/2025, Traci Shier, administrator. Ms. Shier is aware of the allegations and said they stemmed from a former employee that Ms. Nickens terminated. She believes the ORR investigation is still pending, and the investigator is Susan Feld.

On 02/25/2025, I interviewed Resident B, who is a roommate with Resident A. Resident B said that he and Resident A get along well. Resident B denied observing or being aware of a romantic relationship between Resident A and Ms. Nickens. Resident B said that Resident A has never expressed fear or concerns about Ms. Nickens. Resident B said he has no concerns about Ms. Nickens and likes living in the home.

On 02/25/2025, I interviewed Resident C. Resident C said that Resident A often leaves the home. Resident C said that he has never observed Resident A talking to staff. Resident C denied observing or hearing about a romantic relationship between Resident A and Ms. Nickens. Resident C said he likes living in the home and does not have concerns.

On 04/02/2025, I interviewed Resident A. Resident A said he was aware of the allegations. Resident A said that the allegations are not factual. Resident A said that a fired staff member started the rumors. Resident A said that the former staff member was causing many problems. Resident A denied that Ms. Nickens had bought him things. Resident A said he does not feel harassed or unsafe around Ms. Nickens. Resident A said that he is married and has a public guardian.

On 04/02/2025, I reviewed Resident A's resident record including Resident A's *Assessment Plan* and Individual Plan of Service (IPOS). Resident A can move independently in the community and verbally communicate his needs. Resident A can read and write, and his guardian manages his money. Resident A can control his sexual behavior. Resident A makes friends easily and can communicate and advocate for himself. Resident A is working on developing skills to live independently. Resident A is to take his prescribed medication and maintain sobriety. Resident A is to attend online Alcoholics Anonymous, Narcotics Anonymous and psychiatrist. The resident is to submit to random urine drug screens. Resident A is NGRI status (Not Guilty by Reason of Insanity). Resident A was discharged from Caro Center (psychiatric hospital). Resident A moved into the home on 05/01/2024.

On 04/02/2025, I conducted an interview with Deana Childs, Macomb Community Mental Health-Case Manager (CM). Ms. Childs is aware of the allegations. Ms. Childs said she became aware of the allegations while visiting Resident A at the home. Ms. Childs said that Resident A denies having a relationship with Ms. Nickens. Ms. Childs said that Resident A's IPOS is vague and Resident A's diagnosis is substance-induced

psychosis. Resident A has a violent history. Resident A hit someone with a hammer and sliced his biological mother several times with a box cutter. Resident A also had a police brutality case in Florida. Resident A is currently "quite stable." The psychiatrist struggles with prescribing Resident A medication because he does not have any symptoms. Resident A is not taking any medication. Resident A's mother was his guardian and oversaw a large settlement from the police brutality case, and this is what resulted in his assault against her. Resident A was in therapy and working on rekindling his relationship with his family.

On 04/03/2025, I conducted a phone interview with Erica Naco, ORR investigator. Ms. Naco said that she was made aware of the allegations, but they were very vague and noted that the licensing allegations provide more information. Ms. Naco said that she received an email from a fake account that said, "Ms. Nickens has an inappropriate relationship with Resident A." Ms. Naco was never able to speak with the reporter because the email address was deleted. Ms. Naco said that she had information about two former staff persons named Myeshia and Erykah, who may have more information because they were both fired. Ms. Naco said that Myeshia never returned her phone calls. Ms. Naco spoke with Erykah, who made several allegations and statements but provided no specific details. Ms. Naco does not have a formal complaint but will add the licensing allegations to her information and follow up. Ms. Naco said that she must interview Resident A and also obtain releases of information from Resident A's guardian to speak with Relative A.

On 04/03/2025, I conducted a phone interview with Myeshia Benton, former direct care staff. Ms. Benton said that when she became aware of the allegations, she informed Ms. Turner and Ms. Shier. Ms. Benton observed Resident A sitting in the closed office with Ms. Nickens for several hours. Ms. Nickens was the supervisor at that time. She observed Ms. Nickens come to the home on her off days to pick up Resident A, and they would leave together alone in her vehicle. She observed Ms. Nickens tell the other residents that Resident A was away with his family if anyone asked. She observed the playful banter between Resident A and Ms. Nickens, who appeared to be "romantic".

Ms. Benton said she once overheard Resident A bragging to another resident (name she could not recall) that Ms. Nickens was getting divorced. Ms. Benton asked Resident A how he knew this information, and he said Ms. Nickens had told him. Ms. Benton said that upper management did nothing about her complaint but moved Ms. Nickens to the Jewel Point home. Ms. Benton said that this was in October 2024. After Ms. Nickens was transferred, she observed that she would come to the Evanston home to pick up Resident A and take him to the Jewel Pointe home. Ms. Benton said she sometimes worked at the Jewel Point home and observed Resident A with Ms. Nickens in the office. When she asked why Resident A was there, Ms. Nickens told her she brought him there to visit with his friend Resident D. Ms. Benton said that she asked Resident D about this. He told her that he and Resident A are friends, but when Resident A is at Jewel Pointe, he sits in the office with Ms. Nickens the entire time with the door shut. Ms. Benton said that she also contacted ORR about the inappropriate relationship. Ms. Benton also said when Resident A first moved into the home, she heard Ms. Nickens

say, "Resident A is hot". Ms. Benton said that after she made the complaint, she was retaliated. Ms. Benton said that the other staff members know about the relationship between Resident A and Ms. Nickens. Still, they are afraid to disclose it because Ms. Nickens bribes everyone who keeps quiet. Ms. Benton knows a current staff member named Lateshia Johnson who knows about it but would never tell. Ms. Benton said she worked for the company for two years, she quit because her complaint was ignored and she was being mistreated.

On 04/03/2025, I conducted a phone interview with Erykah Kouayara, former direct care staff. Ms. Kouayara worked at the home for five months. She was terminated because she kept calling ORR with complaints. Ms. Kouayara said the allegations are factual as she observed Ms. Nickens hug Resident A and kissing his neck. She observed Ms. Nickens going through Resident A's cell phone. She observed that when Relative A visited the home once, Ms. Nickens asked, "Isn't she ugly?" Ms. Kouayara said that Ms. Nickens talked about Relative A only being with Resident A "because she thinks she's going to get money from him." Ms. Kouayara observed Ms. Nickens taking Resident A to work with her at Jewel Point. Ms. Kouayara said Resident A "looks very coherent" and presents well. Ms. Kouayara said she was fired last month for speaking about several occurring things.

On 04/03/2025, I conducted a phone interview with Guardian A. Guardian A said that Resident A admitted to her that he was having an inappropriate relationship with Ms. Nickens. Guardian A said they transferred Ms. Nickens to a different home because of the relationship. Guardian A said there was an APS investigation and she spoke with Jim Bellamy in February 2025 about the allegations. Guardian A said she had not observed photographs or texts but was told that Relative A had them. Guardian A said that Resident A is afraid to admit to others because he doesn't want to get admitted back into the hospital.

On 04/04/2025, I emailed Ms. Shier. Ms. Shier said she was never aware that Ms. Nickens was taking Resident A to Jewel Pointe with her. Ms. Shier said Resident A reported to staff that he works with his brother cleaning offices at night. Ms. Shier is not aware of his work hours. Resident A has his private car and drives himself to work.

On 04/08/2025, I requested more information from Traci Shier, administrator, and Sherri Turner, licensee designee (LD). Ms. Truner said that Ms. Kouayara last workday was on 03/01/2025, and Ms. Benton's last work date was 10/06/2024. Ms. Turner said they both were terminated for walking off work.

On 04/08/2025, I conducted a phone interview with Resident D from Jewel Pointe. Resident D said that he and Resident A are friends. The two met at the Caro Center. When they were both released, they found each other. Resident D said that he last saw Resident A about one and a half months ago. He was brought home by Ms. Nickens. Resident D denied having observed an inappropriate relationship or contact between Resident A and Ms. Nickens. Resident D denied seeing Resident A sitting in the closed office with Ms. Nickens. Resident D said that Resident A or any other resident has never

disclosed to him an inappropriate relationship with Ms. Nickens. Resident D said that Ms. Nickens would bring Resident A to the home two times a month.

On 04/08/2025, I interviewed Jim Bellamy, an APS Worker. Mr. Bellamy did not have his report or notes during the interview. He recalled that his investigation was unsubstantiated. Mr. Bellamy said a detective also interviewed Ms. Nickens and to his knowledge, no evidence was found. Mr. Bellamy said the allegations were staff spreading rumors, Resident A is a very well-spoken and comes across as a person who can care for himself.

On 04/09/2025, I conducted an interview with Ms. Shier, LD. Ms. Shier said that she is considering discharging Resident A. Ms. Shier said that she does not want it to appear as if she's being retaliatory. Still, she does not believe that Resident A fits adult foster care. Resident A is usually at home no more than three hours a day. He works at night and most of the day he is signed out to the community. Resident A does not take medication. Ms. Shier said that Guardian A believes Resident A needs adult foster care and medication. Ms. Shier said that her program isn't offering him any services. Ms. Shier said that Resident A's NGRI status requires 24-hour supervision; however, his guardian allows him unlimited community access. There is an upcoming meeting with Guardian A and the NGRI Committee next week to review Resident A, which she will be attending. Ms. Shier said Resident A is staying at the motel during the day with Relative A, who is pregnant. She said that she spoke with Ms. Child's, Resident A's case manager, who told him that he was supposed to have 24-hour supervision; however, Guardian A did not place any restrictions. There is no way to monitor Resident A. He also petitioned the court to remove guardianship. Ms. Shier also said that Guardian A said Resident A got married without permission. Ms. Shier said Guardian A does not want Resident A to work because he is being paid under the table. Ms. Shier said that she was informed that Relative A also has mental health issues.

On 04/10/2025, I conducted a phone interview with Guardian A. Guardian A confirmed that Resident A disclosed having a romantic relationship with Ms. Nickens. Guardian A said that he did not share specifics. Guardian A said Resident A told her he deleted all the text messages and pictures he shared with Ms. Nickens. Resident A blocked her phone number. Guardian A said that Ms. Nickens constantly threatened to have Resident A sent back to the psychiatric hospital if he did not go with her. Guardian A believes that Resident A needs psychiatric medications. However, his case manager says the psychiatrist will not prescribe him anything because he has no symptoms. Guardian A is concerned about Resident A not being on medications because he tried to kill twice, once his mother and he stabbed a neighbor in Florida. Guardian A said she is supposed to be told when Resident A is on leave of absence from the home. Guardian A said that Resident A's mother would not want to be contacted for an interview. Resident A's mother uses a P.O. Box. Guardian A said that even if she asked his mother to contact licensing, she would not. Guardian A said that Resident A's mother would be distraught having to partake in an interview.

On 04/10/2025, I received an email from Ms. Shier. Ms. Shier attached Ms. Nickens's phone records from February and March 2025. I requested that they ask Ms. Nickens to provide her cellular phone text logs. Ms. Nickens told her that her phone bills that contain the text logs will be mailed from Verizon® to show Ms. Nickens incoming and outgoing texts. Ms. Shier said that Ms. Nickens had her on speaker phone when she talked to the Verizon® representative, who stated that the phone records could not be faxed or emailed and would take 3 to 5 days to be mailed.

On 04/10/2025, I received an email from Ms. Turner. Ms. Turner attached Ms. Nickens corporate phone records for July and August 2024 for the Trombley and Evanston homes, as she was on call for both. Ms. Turner also attached her work phone when she was promoted to Regional Director in November 2024. There were very few, if any, calls made to Resident A's phone. Ms. Turner also said that she spoke to Verizon® about text messaging, and they said that they would need a subpoena. It's protected information because it's a two-way conversation and the other person must agree.

On 04/10/2025, I emailed Ms. Turner and Ms. Shier that according to Verizon® website, Verizon® stores up to 12 months of records on each cellphone. It will display communications with non-Verizon phones. The website says that if you select "Bill Summary" once logged into your account to view your Verizon® text messages history log. Then select "Charges by Line," and you'll see all the data for each number that's part of your account. You'll only be able to go back 12 months to view incoming and outgoing texts and phone calls.

On 04/10/2025, I received an email from Ms. Shier stating that Ms. Nickens said she could not pull her phone records.

04/11/2025, I interviewed Sauntore Thomas, a direct care worker (DCW). Mr. Thomas works midnight. Mr. Thomas admitted that Ms. Nickens would drive to pick him up from home for work. Mr. Thomas said his car broke down, and he lives 30 minutes away. Mr. Thomas denied that Resident A would be in the vehicle with Ms. Nickens when she picked him up. Ms. Nickens never brought a resident to pick him up and always used her personal car. Mr. Thomas said he heard rumors about a relationship between Ms. Nickens and Resident A and was utterly shocked by the allegations. He has never observed Ms. Nickens being inappropriate with Resident A or any resident.

On 04/11/2025, I received an email from Ms. Shier. Ms. Shier said she reviewed the personal phone bill statement with Ms. Nickens. Pages are missing because she shares her plan with her sister. Ms. Turner also sent Ms. Nickens' phone records for July 2024, although her corporate phone records were not requested. The phone records were missing many pages, were not in chronological order and were not within the requested time frame.

On 04/11/2025, I received an email from Rachel Anna, IT Manager. Ms. Anna said Ms. Nickens received her corporate iPhone around November 11, 2024. Ms. Anna attached the text message logs from November 2024 to April 2025.

On 04/11/2025, I received an email from Ms. Turner. Ms. Turner said that Ms. Nickens is attempting to get text message logs from her mobile phone. She is not the primary account holder, so when she attempted to look for text messages, she could not see them. She will work with her family member, the primary account holder, to get text message logs from last year.

On 04/14/2025, I received an email from Lateshia Johnson direct care staff. Ms. Johnson said Resident A's mother, Relative A, Resident A's grandmother, and the police came to obtain Resident A's items at 12:15 PM on 04/12/2025. Ms. Johnson said that the family had already spoken to Resident A's guardian, who gave the OK for them to get his items. Ms. Johnson said that Relative A asked if she could talk to her outside. While speaking with Relative A, she informed her that Ms. Nickens was blackmailing Resident A. She informed her that Ms. Nickens would text Resident A, telling him to meet her across the street from Evanston or that she would send him back to the hospital.

Ms. Johnson said that Relative A told her that Ms. Nickens was giving Resident A oral sex in the office at Evanston at one point. At the same time, she was still the regional director at Evanston. Ms. Johnson said that Ms. Nickens was sending Resident A naked pictures, which the mom has. Resident A disclosed to all of them that he and Ms. Nickens had been sleeping together since October 2024. Ms. Johnson said that Relative A told her that Ms. Nickens would call him from different numbers, threatening to send him to the hospital if he didn't meet up with her. She also stated Ms. Nickens threatened to beat Relative A and would often text him and tell him to leave his wife and why he is choosing his wife over her. Ms. Johnson said that Relative A was also texting Resident A from another resident's cell phone (initials provided), often telling him he was cute. The resident would let Resident A know it was Ms. Nickens. Ms. Johnson said that Relative A told her that Ms. Nickens would sit outside the group home and constantly text Resident A from many different numbers. Ms. Johnson said that Relative A contacted his case manager (Deanna Childs) yesterday morning and left her a voicemail stating that he hadn't been truthful about what was happening between him and Ms. Nickens and that he needed to talk to her.

On 04/14/2025, I received a voicemail that was sent on 04/12/2024 at 8:56 PM from Chandra Harris-Williams, Regional Director, that Resident A was killed in a car crash. Ms. Harris-Williams said she had no additional information and would also inform the case manager.

On 04/14/2025, I conducted a phone interview with Ms. Turner, LD. Ms. Turner confirmed that Resident A passed away on Saturday, 04/12/2025. Ms. Turner said Resident A signed out of the facility at 5:15 PM Saturday. The accident occurred at 15 Mile Rd. and Schoenherr near the home in Sterling Heights, Michigan. A 79-year-old was also killed in the accident. Both vehicles caught fire. Ms. Turner knows that Relative A spoke to Ms. Johnson and that Resident A's mother has photos of Ms. Nickens. Ms. Turner suspended Ms. Nickens this morning and retrieved all work property. Ms. Turner

said Resident A was driving quickly when the crash occurred. The story was on the local news. Ms. Turner said that the police came to the home around 8:30 PM. It is believed the accident occurred right after he left the home. Ms. Turner does not know the resident's initials that Ms. Johnson sent in the email. Ms. Turner said that before Resident A left the house that day, Guardian A called and asked the staff member if he was OK and not to tell him that she called to check on him. Ms. Turner said that the meeting with the NGRI Committee was scheduled for 04/24/2025. Ms. Turner said she had little information about Resident A's past. There were concerns about his community access, as she mentioned before. Ms. Turner denied knowing about the allegations before February of this year when she received an anonymous email. Ms. Turner sent the email to ORR. Ms. Turner did an internal investigation and found no evidence, considering it gossiping. Ms. Turner said that she now knows who the anonymous email was from based on a text she received from a former Regional Director who was terminated. The person said, "Donna killed that consumer". Ms. Turner said that Resident A received the car from his mother. Ms. Turner was arranging grief counselors for the residents and staff today.

I reviewed the FOX2 Detroit news article. The car accident occurred at 15 Mile and Schoenherr Road in Sterling Heights, Michigan at an intersection. Several cars crashed near the intersection. The report said that a 33-year-old man crashed into a Bronco driven by a 79-year-old woman, causing a pile-up. The man, in the silver car, was traveling at a high-rate speed, according to police. Both drivers were killed in the crash; the driver of two other vehicles was sent to the hospital. The driver was believed to be driving 100 miles per hour on a residential street.

On 04/14/2025, I called and left a text message with Ms. Naco, ORR. I informed Ms. Naco of Resident A's passing. Ms. Naco said that she attempted to interview Resident A about the allegations, and he said that he didn't want to talk about it.

On 04/14/2025, I conducted a phone interview with Ms. Childs. Ms. Child said she does not work on the weekends. Resident A left her a voicemail at 12:45 PM on Saturday 04/12/2025, saying that he wanted to talk to her about something. Ms. Childs said he sounded "down", but it was difficult to gauge as it was voicemail, and she could not say how he was feeling. Ms. Childs said that Resident A was stressing about the licensing investigation. Ms. Childs had no other information about the car accident.

On 04/14/2025, I conducted a phone interview with Letecia Johnson, DCW. Ms. Johnson said that she had heard of the rumors about Resident A and Ms. Nickens but did not observe anything inappropriate. Ms. Johnson said Resident A's mom spoke with Ms. Nickens on Saturday. Ms. Johnson said that one of the rumors she heard was that someone observed Ms. Nickens attempting to kiss Resident A in the kitchen at Evanston, and he smacked her. Ms. Johnson was informed the morning Resident A arrived at home on Saturday, 04/12/2025, he had an unusual exchange with the midnight staff. Ms. Johnson said that Resident A threatened Sauntore Thomas physically. Ms. Johnson said she did not know why, but Resident A appeared manic on Saturday. Ms. Johnson said that Resident A's mother constantly called the home phone

and checked on him and the guardian also called. Ms. Johnson said that on Saturday, Resident A was talking about the government planting chips in his brain and that he had been talking to the devil. Ms. Johnson said Resident A was not supposed to be talking to his mother but learned that he was constantly visiting and around her. Ms. Johnson said that his mom and Relative A both said as they were getting his belongings, how the investigation was stressing him out and that he would come clean about his relationship with Ms. Nickens to his case manager, Ms. Child's. Ms. Johnson also said that Relative A told her that on Friday night, Resident A admitted to her that he was involved in a relationship with Ms. Nickens, and she put him out. Ms. Johnson said that Relative A was pregnant and was sobbing most of the time at home and lying on his bed. Ms. Johnson said that Resident A showed signs of mania on Saturday and that if she had been working that shift on Saturday, she would have sent him out to the emergency room. Ms. Johnson said that his mother has all the texts and photos.

On 04/16/2025, I interviewed Guardian A. Guardian A and their attorney met with Resident A's mother, Relative A, and the family hired another attorney yesterday. Guardian A is represented by an attorney and the attorney observed the pictures in which, Ms. Nickens was observed naked and with her face in the photos. The attorney has not released the photos. Guardian A said that Ms. Nickens was also sending Resident A messages and pictures through Facebook and calling him through another resident's phone, previously initials were provided and now will be called Resident E. Guardian A said that according to the family, Ms. Nickens used the company Bridge cards to purchase food for Resident A, gave him \$600 to fix his brakes on his car, and also accompanied him to help bail out Relative A from jail. Guardian A said Resident A was supposed to be on medications, and the family said that Ms. Nickens took Resident A to his psychiatrist in September 2024 and convinced the psychiatrist to remove his medications because it was causing Resident A to have erectile dysfunction. It was also reported that Ms. Nickens would help Resident A pass his urine screens. Guardian A also said that Ms. Nickens references Relative A in many texts, as "Psychiatric Patient Mary." -

Relative A informed Guardian A that Resident A had been experiencing psychosis since last Tuesday, 04/08/2025, until the car accident. Guardian A said Resident A was discussing government conspiracies such as MK Ultra. Resident A said that demons were in pigs and talked about the devil. Resident A also said things were crawling under his skin. Resident A was staying up watching conspiracy-like movies for hours. Guardian A said that Resident A's mom was getting bizarre phone calls on Saturday, 04/12/2025, and threats. The mom called the group home multiple times to check on him and told the staff that he answered the calls that Resident A is manic and the things that he's saying are what he says before he becomes violent. Guardian A said that the mother called the emergency line to her office to inform them of his current mental state. The on-call worker called the home Saturday to check on him, but he had already signed out and left. Guardian A said that the home was provided with all Resident A's paperwork from Caro Center, and it states that he has manic episodes when he's speaking about the devil and conspiracy theories which leads to dangerous behaviors. Each of his NGIR offenses began with the display of the same behaviors he was

displaying. I informed Guardian A that none of this information was in his IPOS or *Assessment Plan*. I explained that, typically, this is in detail with interventions in the IPOS. Guardian A said that the IPOS was written very generic and mimics most of the residents' IPOS from the case manager, Ms. Child's.

On 04/16/2025, I received the redacted APS investigation from Ms. Alders. The allegations were reported on 02/19/2025 as follows: "Resident A (34) has been residing at Evanston since May 2024. Resident A has an appointed legal guardian group. It is unknown what service providers he has. Resident A is diagnosed with schizophrenia. Beginning in the summer of 2024-October 2024, exact dates unknown, a director of the facility was having sex with Resident A. The director is Donna Nickens. Resident A and Donna would have sexual intercourse in various locations at the group home, including the laundry room, garage, etc. Resident A ended the relationship and had since become married. Donna has continued to send Resident A naked pictures and sexual text messages such as "I'm craving that big dick." Resident A has asked Donna to stop, but Donna will send crying faces to him and tell him she is in love with him. Donna will also say to Resident A that she will send him postcards, implying that he is going to be sent back to a psychiatric hospital. This has resulted in Resident A being fearful of Donna. Resident A has since blocked Donna, but she was sending him nude photos of herself as recently as two weeks ago. The APS investigation conclusion is as follows: There is insufficient evidence of emotional or sexual abuse. Resident A was interviewed and completely denied all allegations. Law Enforcement investigated - no evidence of abuse."

On 04/16/2025 I conducted an exit conference with Ms. Turner and Ms. Shier and informed them both of the findings and they agreed to submit a corrective action plan. Ms. Turner said Resident A went to most of his psychiatrist appointments independently. The appointment in which the psychiatrist discontinued his Olanzapine medication was on 09/24/2024. Resident A's mother accompanied him on a visit (per progress note).

Ms. Turner clarified that Resident A had a verbal exchange with DCW Sauntore Thomas on 04/12/2024 at 7 AM as Mr. Thomas was leaving the midnight shift. DCW Sarita Ferguson was present to begin the day shift. Both stated that Resident A was talking about government conspiracies, and he was saying the "N" word, and he was being very argumentative. Resident A was able to calm down and had coffee. He signed out of the home at 7:30 AM. Resident A returned to the house at 3:30 PM, according to Ms. Ferguson, who had ended her shift but was still sitting outside in her car. He did not appear agitated. Resident A was cleaning out his car and then went inside. Home Manager Janice Cooper was on shift at this time. Around 4:30 PM, DCW Jalisa Hawkins observed Resident A lying in his bed, but then, around 5 PM, he was up and walked the home manager, Janice Copper, to her vehicle at the end of her shift. Around 5:15 PM, DCW Jalisa Hawkins received a phone call from Resident A's mother. His mother told Ms. Hawkins that Resident A was psychotic. Ms. Hawkins said that she observed Resident A lying in bed and talking to his roommate (no concerns). Ms. Hawkins said that around 5:30 PM, she received a call from Guardian A1 asking her if

Resident A was OK. Ms. Hawkins said that Guardian A1 told her not to tell him that she called to check on him. Resident A signed out of the facility at 5:30 PM. He did not specify where he was going since residents did not have to.

Ms. Turner said no one reported the allegations about the inappropriate relationship until the anonymous email was received in February 2025. Ms. Turner and Ms. Shier denied that the former staff reported the allegations to them. Both were unaware of the APS investigation involving law enforcement and interviews with Ms. Nickens. Ms. Turner said that Resident E is a current resident. Ms. Turner said that she reported to ORR the allegations that Ms. Nickens used Resident E's phone to contact Resident A. Ms. Turner said that she is not allowed to interview residents when allegations are made by ORR. Ms. Shier noted that she had Resident A's IPOS at admission and agreed to send it.

On 04/16/2025, I reviewed Resident A's IPOS at admission to the home. Resident A is diagnosed with schizoaffective bipolar disorder and substance abuse. Resident A would benefit from a referral for substance abuse treatment and/or participation in a substance abuse support group to ensure maintenance of his recovery. Addictive medications should be avoided, or highly monitored, and random drug screening/lab draws may be considered due to a patient's history of substance abuse.

Resident A has a history of self-injurious behavior/suicidal ideation and would benefit from placement in a larger home with more than one staff on duty per shift. He would also benefit from having frequent check-ins with his treatment team members to ensure emotional modulation, adjustment to community living, safety, and stability.

Resident A was adjudicated NGRI due to two counts of Assault with Intent to Murder, One count of Assault with a Dangerous Weapon and one count of Malicious Destruction of Fire or Police Property. Resident A is assigned as a public guardian.

The discharge barriers and plan to resolve barriers are as follows: Resident A has a history of mental illness and substance use as well as noncompliance. He also has a history of self-harm as evidence by attempting to dislodge his eye while in jail. He also has a lack of family support due to his NGRI offense. He has contact with his mother via phone as it is too difficult for her to visit. He has a history of requesting several medication adjustments due to various reasons.

APPLICABLE RULE	
R 400.14204	Direct care staff; qualifications and training.
	<p>(2) Direct care staff shall possess all of the following qualifications:</p> <p>(a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.</p>
ANALYSIS:	<p>Based upon the investigation, there is evidence to support that Donna Nickens, Regional Director, is not suitable to meet resident's needs by having a sexual relationship with Resident A. According to Relative A, Resident A would go to motel rooms with Ms. Nickens to have sex. According to Relative A, Ms. Nickens sent Resident A several nude pictures of herself to his cell phone and through Facebook. The photos were observed by Guardian A's attorney on 04/15/2025.</p> <p>Former direct care staff member Myeshia Benton observed Ms. Nickens and Resident A leaving together multiple times on her off days in her personal vehicle. She observed Ms. Nickens bring Resident A to Jewel Pointe, and the two would sit in the office for a very long time. Ms. Benton said that Ms. Nickens called Resident A "hot" when he moved into the home.</p> <p>Former direct care staffer Erykah Kouayara observed Ms. Nickens hugging and kissing Resident A's neck, interacting, being in close contact and engaging in playful banter. She also witnessed Ms. Nickens going through Resident A's cell phone.</p> <p>Resident A admitted to Guardian A that there was an inappropriate relationship. Guardian A met with Resident A's family on 04/15/2025, and more disclosures were made regarding Ms. Nickens, such as spending large sums of money on him, using the company Bridge Card for personal use, and convincing or persuading him not to take his psychotropic medications.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of

	<p>the licensee, employees, or any person who lives in the home shall not do any of the following:</p> <p>(f) Subject a resident to any of the following:</p> <p>(i) Mental or emotional cruelty.</p> <p>(iii) Derogatory remarks about the resident or members of his or her family.</p>
ANALYSIS:	<p>Based on the investigation, evidence supports that Ms. Nickens caused some distress to Resident A and Relative A. Relative A said that Ms. Nickens continued to contact Resident A in various ways. According to Relative A and Guardian A, Resident A denies the allegations of a romantic affair with Ms. Nickens because she threatened to have him hospitalized. Former direct care staffer Erykah Kouayara said that Ms. Nickens would say when Relative A was present, "Isn't she ugly?"</p> <p>According to Guardian A, Resident A told her that Ms. Nickens threatened to have him sent to a psychiatric hospital if he did not go with her. Guardian A added that her attorney observed text messages that Ms. Nickens calls Relative A1 "Psychiatric Patient Mary."</p> <p>Per Resident A's IPOS at admission, Resident A has a history of self-injurious behavior/suicidal ideation. Resident A's treatment is to ensure emotional modulation, adjustment to community living, safety, and stability.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14310	Resident health care.
	(4) In case of an accident or sudden adverse change in a resident's physical condition or adjustment, a group home shall obtain needed care immediately.
ANALYSIS:	<p>Based on the investigation, there is evidence to support that Resident A needed immediate care on the morning of 4/12/2025. Resident A had a verbal altercation with DCW Sauntore Thomas. Resident A was talking about government conspiracies, he was saying the "N" word, and he was being very argumentative. Around 5:15 PM, DCW Jalisa Hawkins received a phone call from Resident A's mother. His mother told Ms. Hawkins that Resident A was psychotic. Ms. Hawkins said</p>

	<p>that around 5:30 PM, she received a call from Guardian A1 asking her if Resident A was OK.</p> <p>Guardian A reported that Resident A had been experiencing psychosis since last Tuesday, 04/08/2025, until the car accident. Guardian A said Resident A was discussing government conspiracies such as MK Ultra said that demons were in pigs and talked about the devil. Resident A also said things were crawling under his skin. Resident A was staying up watching conspiracy-like movies for hours.</p> <p>According to Resident A's IPOS, he has a history of self-injurious behavior/suicidal ideation. Resident A is diagnosed with schizoaffective bipolar disorder and substance abuse. Resident A requires having frequent check-ins with his treatment team members to ensure emotional modulation.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend no change in the license status.

L. Reed

04/16/2025

LaShonda Reed
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

06/02/2025

Denise Y. Nunn
Area Manager

Date