



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

August 11, 2025

Kelly Devereaux  
Mentors Of Michigan, Inc.  
3812 Finch  
Troy, MI 48084

RE: License #: AS630315378  
Investigation #: 2025A0612026  
Woodbank

Dear Ms. Devereaux:

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 (248) 972-9136.

Sincerely,

A handwritten signature in cursive script that reads "Johnna Cade". The signature is written in dark ink and is positioned above the printed contact information.

Johnna Cade, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(248) 302-2409

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS630315378
<b>Investigation #:</b>	2025A0612026
<b>Complaint Receipt Date:</b>	07/31/2025
<b>Investigation Initiation Date:</b>	08/01/2025
<b>Report Due Date:</b>	09/29/2025
<b>Licensee Name:</b>	Mentors Of Michigan, Inc.
<b>Licensee Address:</b>	3812 Finch Troy, MI 48084
<b>Licensee Telephone #:</b>	(248) 632-3534
<b>Administrator:</b>	Kelly Devereaux
<b>Licensee Designee:</b>	Kelly Devereaux
<b>Name of Facility:</b>	Woodbank
<b>Facility Address:</b>	7024 Woodbank Bloomfield Hills, MI 48301
<b>Facility Telephone #:</b>	(248) 740-0964
<b>Original Issuance Date:</b>	01/26/2012
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/01/2024
<b>Expiration Date:</b>	07/31/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

## II. ALLEGATION(S)

	Violation Established?
Resident A cannot walk to Planet Fitness unless it is in his Individual Plan of Service.	Yes

## III. METHODOLOGY

07/31/2025	Special Investigation Intake 2025A0612026
08/01/2025	Special Investigation Initiated - Letter I made a referral to Oakland Community Health Network - Office of Recipient Rights via email.
08/01/2025	APS Referral No referral was made to Adult Protective Services as the allegation does not alleged abuse or neglect.
08/01/2025	Contact - Document Received Resident A's Individual Plan of Service and Crisis Plan received via email from Recipient Rights Specialist Amanda Clasman.
08/04/2025	Contact - Telephone call made Telephone call to reporting source. There was no answer. I left a voicemail requesting a return call.
08/04/2025	Contact - Document Received Telephone interview completed with reporting source.
08/04/2025	Contact - Telephone call made Telephone call to Easter Seals MORC Case Manager Gregory Delaney. There was no answer. I left a voicemail requesting a return call.
08/05/2025	Inspection Completed On-site I completed an unscheduled onsite investigation. I interviewed home manager Krystal Clay, Resident A, Resident B, and Resident C.

08/05/2025	Contact - Document Received While onsite I reviewed a copy of a text message sent from Resident A's guardian.
08/06/2025	Contact - Telephone call made Telephone interviews completed with Mentors of Michigan Vice President Lori Chandler and Easter Seals MORC case manager Greg Delane.
08/06/2025	Contact - Document Received Resident A's Easter Seals MORC IPOS provided via email from Easter Seals MORC case manager Greg Delaney.
08/06/2025	Contact - Document Received Incident Report dated 07/30/25, sent via text message from Mentors of Michigan Vice President Lori Chandler.
08/08/2025	Exit Conference I placed a telephone call to licensee designee Kelly Devereaux to conduct an exit conference.

## **ALLEGATION:**

**Resident A cannot walk to Planet Fitness unless it is in his Individual Plan of Service.**

## **INVESTIGATION:**

On 08/01/25, I received a referral that in summary indicates the reporting source (RS) is paying for a gym membership at Planet Fitness. The RS was told that Resident A could not go to Planet Fitness unless it was in his Individual Plan of Service (IPOS). The referral further stated the RS ordered a pizza for herself and it was sent to the Woodbank home by mistake. Direct care staff Krystal would not allow Resident A to eat the pizza. As this is not an alleged rule violation this allegation is not addressed in this report. On 08/01/25, I initiated my investigation with a referral to Oakland Community Health Network – Office of Recipient Rights via email. Recipient Rights Specialist Amanda Clasman responded via email and stated that she will look into the matter and if a referral to Customer Service is more appropriate a referral will be made. Upon my request, Ms. Clasman provided a copy of Resident A's Easter Seals MORC Individual Plan of Service (IPOS) and Crisis Plan via email.

I reviewed Resident A's Easter Seals MORC Individual Plan of Service (IPOS) and Crisis Plan. In summary, the IPOS indicates that Resident A requires monitoring and

supervision due to his mental health. It is identified that Resident A “needs some help” with community activities such as clubs and groups. The Woodbank home provides transportation.

On 08/04/25, I interviewed the Reporting Source (RS) via telephone. RS stated she pays for a Planet Fitness gym membership for Resident A. Planet Fitness is near the Woodbank home and she would like Resident A to be allowed to walk to the gym. RS stated that she was told Resident A could not walk to Planet Fitness unless it was in his IPOS. Resident A met with his Easter Seals MORC case manager, Greg Delaney, and RS stated that she was told Resident A’s IPOS was amended, and he could walk to Planet Fitness three times a week for two hours. RS stated she spoke to Mentors of Michigan Vice President Lori Chandler. Ms. Chandler requested written permission from the RS to allow Resident A to walk to Planet Fitness. RS stated she provided written permission. Soon after providing permission, Resident A left the house to walk to Planet Fitness. It was a warm day, instead of going to Planet Fitness, Resident A walked to the fire department and said that he could not breathe and asked them to check his vitals. RS stated she received a phone call informing her of what occurred. She was also informed that Resident A did not sign out when he left the home.

On 08/05/25, I completed an unscheduled onsite investigation. I interviewed home manager Krystal Clay, Resident A, Resident B, and Resident C.

On 08/05/25, I interviewed Resident A. Resident A presented as confused and religiously preoccupied. Resident A struggled to answer open-ended questions, often going for long periods of time without responding. Resident A stated that he was autistic and that he believes that he is psychotic. Resident A stated that he was told by his Easter Seals MORC case manager Greg Delaney that it was okay for him to walk to Planet Fitness. Resident A stated now he is scared to go to the gym because he is afraid no one will facilitate it.

On 08/05/25, I interviewed B. Resident B stated he has no issues or concerns, he can go into the community, and he feels satisfied with his activity level.

On 08/05/25, I interviewed C. Resident C stated he has no issues or concerns. Resident C stated Resident A manipulates his family to believe there are issues in the home when there are none.

On 08/05/25, I interviewed home manager Krystal Clay. Ms. Clay stated on 07/28/25, she returned to the Woodbank home from the office, the residents were with her in the van. When they arrived at the home Resident A got out of the van and said he was walking to Planet Fitness. Ms. Clay remarked that Resident A was not dressed appropriately for the gym, he was wearing flip flops. Ms. Clay stated Resident A did not go to Planet Fitness, he went to the fire station and told them that he did not feel good

and asked them to check his vitals. Ms. Clay stated she received a phone call from the fire station asking her to come and pick up Resident A. Ms. Clay went to the fire station to pick up Resident A. When she arrived, Resident A was in the back of an EMS. Ms. Clay brought him home. Ms. Clay stated she does not have a copy of Resident A's IPOS, stating that he is able to walk to Planet Fitness. However, she has a copy of a written text message from Resident A's guardian giving her written consent. Ms. Clay provided a copy of the text message.

While onsite, I reviewed a copy of a text message sent from Resident A's guardian. In summary, the text message indicates between 8:00 am – 5:00 pm Resident A can walk to Planet Fitness after clearing it with staff to ensure that the schedule allows time. Resident A must sign out when leaving. If Resident A does not return within two hours Lori Chandler and Resident A's guardian should be notified.

On 08/06/25, I interviewed Mentors of Michigan Vice President Lori Chandler via telephone. Ms. Chandler stated Resident A's guardian wanted Resident A to go to Planet Fitness. Ms. Chandler stated she informed Resident A's guardian that they reached out to Easter Seals MORC case manager Greg Delaney and requested Resident A's IPOS be amended to indicate that he can be dropped off and picked up from Planet Fitness by the home. Mr. Delaney advised that the IPOS was updated to reflect this change. Ms. Chandler stated then Resident A's guardian requested that Resident A be able to walk to Planet Fitness independently. Ms. Chandler stated that she contacted Mr. Delaney and requested Resident A's IPOS be amended to indicate that Resident A can walk to Planet Fitness. Ms. Chandler stated Resident A's guardian provided a written statement giving her consent that Resident A walk to Planet Fitness. Ms. Chandler stated she forwarded the written consent to Mr. Delaney. Ms. Chandler stated she was advised by Mr. Delaney that the change had been made to Resident A's IPOS, allowing him to walk to the gym. Ms. Chandler stated on the first day that Resident A was allowed to leave the home and walk to Planet Fitness, he walked to the fire station and said that he was not feeling well and asked them to check his vitals. Ms. Chandler stated the fire station called her and she advised that Resident A walk back home. However, the fire station requested that Resident A be picked up. Ms. Chandler stated home manager Krystal Clay went and picked up Resident A from the fire station. Ms. Chandler confirmed that she does not have a copy of Resident A's IPOS documenting the changes to his community access. Ms. Chandler further stated the provider issued a 30-day notice to Resident A in May 2025. He is still seeking an alternative placement.

On 08/06/25, I interviewed Easter Seals MORC case manager Greg Delaney via telephone. Mr. Delaney stated Resident A's guardian requested that Resident A be able to go to Planet Fitness. Mr. Delaney stated he spoke to Ms. Chandler and confirmed that he amended Resident A's IPOS to allow him to go to Planet Fitness, with the home

providing transportation to and from the gym. While at the gym Resident A can work out alone, without supervision. Mr. Delaney stated he recalls Ms. Chandler telling him that Resident A's guardian wanted Resident A to be able to walk to Planet Fitness independent. Mr. Delaney stated Resident A lacks insight into his mental illness as such, he is not confident that Resident A could safely walk to and from Planet Fitness. Mr. Delaney further remarked that Resident A has no independence skills, and he would not feel comfortable allowing him to walk to and from the gym alone as this could result in Resident A going missing, getting hit by a car, or ending up at the police station. Mr. Delaney stated he did not receive any form of written consent from Resident A's guardian stating that Resident A could walk to Planet Fitness and further reiterated that he would not be comfortable authorizing Resident A to walk to the gym alone. Mr. Delaney stated prior to the initiation of this investigation that the provider issued 30-day notice to Resident A. Mr. Delaney continues to work with Resident A and his family to find an alternative placement. Mr. Delaney provided proof of Resident A's IPOS which includes his goal of going to Planet Fitness with the home providing transportation. Mr. Delaney stated the home is excellent at following protocols and when Resident A chose to walk away from the home and ended up at the fire station the home completed an Incident Report. Mr. Delaney stated this incident occurred after Resident A's plan was amended.

On 08/06/25, I reviewed Resident A's Easter Seals MORC IPOS. Goal # 1 states "Individual will attend Planet Fitness three times a week to improve optimal health. The home will provide transportation."

On 08/06/25, I reviewed Incident Report (IR) dated 07/30/25, sent via text message from Mentors of Michigan Vice President Lori Chandler. The IR is written by home manager Krystal Clay and in summary, indicates, the police knocked on the door and asked if I knew Resident A because he was at the fire station. He walked off from the house after leaving the office. I had no knowledge of him leaving.

On 08/08/25, I placed a telephone call to licensee designee Kelly Devereaux to conduct an exit conference and review my findings. Ms. Devereaux agreed to complete a corrective action plan. She will continue to work with Easter Seals MORC case manager Greg Delaney to develop an appropriate plan of care.

<b>APPLICABLE RULE</b>	
<b>R 400.14303</b>	<b>Resident care; licensee responsibilities.</b>
	<b>(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.</b>



<b>ANALYSIS:</b>	<p>Based on the information gathered during this investigation there is sufficient information to conclude that Resident A cannot walk to Planet Fitness unless it is in his Individual Plan of Service (IPOS).</p> <p>Although it is the reporting sources' preference that Resident A be allowed to walk to Planet Fitness independently, Resident A's IPOS does not authorize him permission to do so. Resident A's IPOS indicates that he can go to Planet Fitness if he is dropped off and picked up by the home.</p> <p>Home manager Krystal Clay stated when she returned to the Woodbank home from the office, Resident A got out of the van and said he was walking to Planet Fitness. Ms. Clay remarked that Resident A was not dressed appropriately for the gym, he was wearing flip flops. Resident A did not go to Planet Fitness; he went to the fire station. Contrary to what Ms. Clay reported, she documented in the incident report that the police knocked on the door and asked if she knew Resident A and informed her that he was at the fire station. Ms. Clay documented that she had had no knowledge of Resident A leaving the home.</p> <p>Easter Seals MORC case manager Greg Delaney stated that Resident A does not have the independence/ safety skills to walk to places in the community without supervision. This is further indicated in Resident A's Easter Seals MORC IPOS that states "Individual will attend Planet Fitness three times a week to improve optimal health. The home will provide transportation." As such, Resident A failed to receive supervision, protection, and personal care as specified in his resident's written assessment plan.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

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



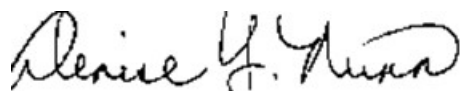
08/08/2025

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Johnna Cade  
Licensing Consultant

Date

Approved By:



08/11/2025

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Denise Y. Nunn  
Area Manager

Date