



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 25, 2025

Maryann Lavender
Good Samaritan Specialized Care, LLC
5633 Embassy Street
Kalamazoo, MI 49009

RE: License #: AS390400275
Investigation #: 2025A0578039
Veteran's H.O.P.E.

Dear Maryann Lavender:

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) 335-5985.

Sincerely,

A handwritten signature in black ink, appearing to read 'Eli DeLeon', with a stylized, flowing script.

Eli DeLeon, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(269) 251-4091

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS390400275
Investigation #:	2025A0578039
Complaint Receipt Date:	07/02/2025
Investigation Initiation Date:	07/02/2025
Report Due Date:	08/31/2025
Licensee Name:	Good Samaritan Specialized Care, LLC
Licensee Address:	5633 Embassy Street Kalamazoo, MI 49009
Licensee Telephone #:	(269) 341-3195
Administrator:	Maryann Lavender
Licensee Designee:	Maryann Lavender
Name of Facility:	Veteran's H.O.P.E.
Facility Address:	1521 Northampton Kalamazoo, MI 49006
Facility Telephone #:	(269) 341-3195
Original Issuance Date:	09/13/2019
License Status:	REGULAR
Effective Date:	03/13/2024
Expiration Date:	03/12/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Direct care staff Tyrone Jackson is inappropriate with Resident A and had had inappropriate contact with Resident A.	Yes
Direct care staff Tyrone Jackson accepted money from Resident A.	Yes
Additional Findings	Yes

III. METHODOLOGY

07/02/2025	Special Investigation Intake 2025A0578039
07/02/2025	Special Investigation Initiated - Telephone
07/02/2025	APS Referral
07/03/2025	Special Investigation Completed On-site -Interview with Resident A. Interview with direct care staff Tyrone Jackson.
07/03/2025	Contact-Documentation Reviewed - <i>Interim Behavior Support Plan</i> for Resident A, dated 07/22/2024.
07/03/2025	Contact-Documentation Reviewed - <i>AFC Licensing Division Incident / Accident Report</i> , dated 06/23/2025.
08/11/2025	Contact-Telephone -With licensee designee Maryann Lavender. Additional allegations received.
08/11/2025	Contact-Documentation Reviewed -Photographs provided by licensee designee Maryann Lavender.
08/12/2025	Contact-Telephone -Referral to Kalamazoo Department of Public Safety.
08/12/2025	Contact-Documentation Reviewed -Workforce Background Check for direct care staff Tyrone Jackson.
08/13/2025	Contact-Face to Face -Secondary interview with Resident A.

08/13/2025	Contact-Telephone -Secondary interview with direct care staff Tyrone Jackson.
08/18/2025	Contact-Telephone -With Integrated Services of Kalamazoo recipient rights officer Suzie Suchyta.
08/19/2025	Exit Conference -With licensee designee Maryann Lavender.

ALLEGATION:

- **Direct care staff Tyrone Jackson is inappropriate with Resident A and had had inappropriate contact with Resident A.**
- **Direct care staff Tyrone Jackson accepted money from Resident A.**

INVESTIGATION:

On 07/02/2025, I received this complaint through LARA-BCHS-Complaints@michigan.gov. Complainant alleged that Resident A kissed direct care staff Tyrone Jackson and “touched his penis.” Complainant added there were no other witnesses to this incident. Complainant added that Resident A was currently hospitalized for psychiatric treatment.

On 07/03/2025, I completed an unannounced investigation on-site at this facility and interviewed Resident A regarding the allegations. Resident A explained that she had recently “decompensated” due to running out of her medications. Resident A reported this resulted in her being sleep deprived and having a “mental break” and eventually being hospitalized. Resident A reported there was “sexual contact” and that this sexual contact was consensual and not against her or direct care staff Tyrone Jackson’s will. Resident A reported she would not provide details of the sexual contact, but the first occurrence of this sexual contact occurred on 06/21/2025 during the night shift. Resident A denied any other witnesses were present during this event. Resident A reported she was not sexually assaulted in any way and that this sexual contact was consensual. Resident A reported this was the first occurrence of this type of interaction with Tyrone Jackson.

Resident A acknowledged being her own guardian and denied being intimidated, promised or threatened with anything to report this sexual contact as consensual. Resident A reported she was now provided with all her medications and since leaving the hospital she is no longer interested in having these types of interactions with Tyrone Jackson. Resident A reported Tyrone Jackson had initiated a private conversation with her on a social media messaging application, but she had since

blocked Tyrone Jackson from messaging her. Resident A declined to share the details or evidence of her social media messaging application and said they were no longer available due to blocking Tyrone Jackson. Resident A denied not feeling safe at this facility and clarified that she wanted to have interactions with Tyrone Jackson but was no longer interested in Tyrone Jackson in sexual or intimate way.

I interviewed direct care staff Earl Cox regarding the allegations. Earl Cox acknowledged serving as the home manager for this facility. Earl Cox reported Resident A had informed him of the allegations and said that direct care staff Tyrone Jackson had rubbed her back, touched her “behind” and shared a kiss with Resident A. Earl Cox reported that Resident A had informed him that during this same time she had grabbed Tyrone Jackson’s penis over clothing. Earl Cox confirmed completing an incident report regarding the allegations.

On 07/03/2025, I reviewed the *Interim Behavior Support Plan* for Resident A, dated 07/22/2024. The *Interim Behavior Support Plan* documented that Resident A is diagnosed with schizoaffective disorder, bipolar type, other or unspecified use disorder, severe intellectual disability, amphetamine type substance use disorder, severe alcoholic use disorder, and post-traumatic stress disorder.

While at the facility, I interviewed direct care staff Tyrone Jackson regarding the allegations. Tyrone Jackson reported working at this facility for almost two years. Tyrone Jackson reported being aware of the allegations and described them as him being “inappropriate” with one of the residents. Tyrone Jackson denied the allegations, and reported he did not have the “heart for such things.” Tyrone Jackson reported he makes sure to not put himself in these “situations.” Tyrone Jackson acknowledged working the night shift on 06/21/2025 and clarified that he was the only direct care staff working that night. Tyrone Jackson reported Resident A had stayed awake while other residents had gone to their bedrooms to sleep. Tyrone Jackson reported Resident A had previously stayed up all night and would smoke outside during the night as she was not receiving her medications. When asked if Tyrone Jackson had rubbed Resident A’s back, Tyrone Jackson denied this act. Tyrone Jackson acknowledged that Resident A was sitting in the kitchen alone and he reported asking Resident A if she was “alright.” Tyrone Jackson reported Resident A responded by commenting to Tyrone Jackson, “don’t fucking talk to me.” Tyrone Jackson reported Resident A then stood and laughed and then commented “uh” several times before walking away.

Tyrone Jackson denied touching or rubbing Resident A in any way. Tyrone Jackson reported he liked this job and would never do anything to cause any resident discomfort. Tyrone Jackson added this was not in his “character.” Tyrone Jackson denied kissing Resident A. Tyrone Jackson denied that Resident A was ever inappropriate with him and clarified that if she was, he would have documented this behavior and reported it. Tyrone Jackson reported that since being aware of the allegations, he has kept his distance from Resident A. Tyrone Jackson reported

being “floored” by the allegations and would never disrespect the licensee designee, Maryann Lavender, by engaging in the allegations.

On 07/03/2025, I reviewed the *AFC Licensing Division Incident / Accident Report*, dated 06/23/2025 and related to the allegations. The *AFC Licensing Division Incident / Accident Report* documented that Resident A had reported to direct care staff Earl Cox that she had touched another direct care staff's penis and shared a kiss and implied some kind of sexual relationship. The *AFC Licensing Division Incident / Accident Report* documented the first occurrence of inappropriate physical contact between Resident A and this direct care staff was 06/21/2025. The *AFC Licensing Division Incident / Accident Report* documented that Resident A was clear that no sexual intercourse had occurred.

On 08/11/2025, I was contacted by licensee designee Maryann Lavender. Maryann Lavender reported the allegations were “true” and that Resident A had disclosed to her that payments were exchanged between her and Tyrone Jackson for “hugs.” Maryann Lavender reported Resident A was able to provide screen shots of these transactions on the CashApp application. Maryann Lavender reported that based on these screen shots, Resident A and Tryone Jackson exchanged money on at least three occasions and before Resident A had been hospitalized.

On 08/11/2025, I reviewed photographs identified by Maryann Lavender as screenshots provided by Resident A's personal cell phone. These photographs did not include any metadata information, and the original time, date, or location of these photographs could not be verified. One photo identified a \$10 transaction occurring on 07/31/2025 at 9:06PM. This photograph documented this transaction received by Tyrone Jackson and sent by Resident A included a purple heart emoji in the description of the reason for the payment.

Another photograph documented a \$20 transaction occurring on 07/20/2025 at 5:10PM. This photograph documented this transaction received by Tyrone Jackson and sent by Resident A included the comment, “here” in the description of the reason for payment.

Another photograph documented a \$10 transaction occurring on 05/22/2025 at 7:27PM. This photograph documented this transaction received by Tyrone Jackson and sent by Resident A included the statement, “I love you my pretty [Resident A]” in the description of the reason for the payment.

On 08/12/2025, I reviewed an *AFC Licensing Division Incident / Accident Report*, dated 08/11/2025. The *AFC Licensing Division Incident / Accident Report* documented that Resident A had reported that Tyrone Jackson had asked her money and a “hug” when Tyrone Jackson was not working. The *AFC Licensing Division Incident / Accident Report* documented that Resident A has screen shots of these conversations and used a social messaging application to communicate with Tyrone Jackson.

On 08/12/2025, I reviewed the Michigan Workforce Background Check for direct care staff Tyrone Jackson. On 11/30/2023, Tyrone Jackson was determined to be eligible for employment by the Michigan Workforce Background Check.

On 08/12/2025, I completed a referral to Kalamazoo Department of Public Safety (KDPS) related to the allegations. KDPS Officer Boreham reported the allegations would not be reported as Resident A is her own guardian and can make her own financial decisions. KDPS Officer Boreham provided Incident Report #2025-0076127 as a matter of record.

On 08/13/2025, I interviewed licensee designee Maryann Lavender and requested documentation of any transactions that had occurred between Resident A and Tyrone Jackson. Maryann Lavender reported that personal spending money is not held for Resident A, so no transactions would have been reported in Resident A's Resident Funds Form.

On 08/13/2025, I completed a secondary interview of Resident A related to the allegations. Resident A apologized for not providing more information during her first interview. Resident A disclosed she had been friends on a social media application with Tyrone Jackson for several months and engaged in private messages on this social media application with Tyrone Jackson. Resident A reported these conversations consisted of compliments from Tyrone Jackson regarding Resident A's physical appearance. Resident A disclosed she reciprocated with similar compliments through the social media application.

Resident A reported Tyrone Jackson provided her with money in exchange for "kissing him." Resident A confirmed providing photographs to Maryann Lavender of screenshots of these transactions. Resident A reported when she received this money, she felt obligated to meet Tyrone Jackson's request. Resident A reported these exchanges occurred several times, but she became annoyed when Tyrone Jackson had entered her room at night and woke her up from sleeping to request a hug. Resident A clarified that a hug between her and Tyrone Jackson involved embracing each other while Tyrone Jackson kissed her on her neck. Resident A reported Tyrone Jackson would make sexual comments to her and Resident A acknowledged liking this attention and had made sexually inappropriate comments back to Tyrone Jackson. Resident A reported this verbal exchange had occurred for months until Tyrone Jackson had requested Resident A visit him at this private residence. Resident A reported she did not feel comfortable with this and never went to Tyrone Jackson's private residence. Resident A clarified that Tyrone Jackson customized the settings on the social media application to remove any private messages he had sent within 24 hours. Resident A reported she knew this because she received a warning from the social media application that Tyrone Jackson had enabled "disappearing messages" on this social media application.

Resident A disclosed that she had sent a nude photo of herself to Tyrone Jackson after Tyrone Jackson had been repeatedly asking Resident A for photographs of herself. Resident A reported Tyrone Jackson commented he would “match” or send a similar photograph of himself but never did. Resident A acknowledged receiving one photograph from Tyrone Jackson and it was of his face and Tyrone Jackson was fully clothed.

Resident A reported in total, she provided Tyrone Jackson with \$50, and Tyrone Jackson had provided her with \$10. Resident A reported Tyrone Jackson had commented that he needed the money because his “people” would not support him. Resident A reported she never understood this as Tyrone Jackson worked at this job and other jobs in the community. Resident A reported she also purchased a necklace and bracelet for Tyrone Jackson, which Tyrone Jackson accepted. Resident A reported the necklace had the inscription, “great positive energy.” Resident A also reported she gave Tyrone Jackson \$25 on his birthday in April, which Tyrone Jackson also accepted.

On 08/13/2025, I completed an additional interview with direct care staff Tyrone Jackson. Tyrone Jackson acknowledged exchanging money with Resident A and clarified that he had loaned Resident A money and the payments documented on CashApp were only documentation of Resident A making “payments back.” Tyrone Jackson commented the comments on these CashApp transactions were “just a joke” and the description of “hugs” did not mean any kind of physical contact. Tyrone Jackson reported he loaned Resident A money after Resident A had loaned money to another resident and expressed being short on cash and wanting to borrow money. Tyrone Jackson reported that he did not know that exchanging or accepting money from residents was inappropriate.

Tyrone Jackson acknowledged receiving a photograph from Resident A and described this photograph as the upper torso of Resident A. Tyrone Jackson acknowledged this photograph of Resident A did not include clothing, and that Resident A was nude from the torso up. Tyrone Jackson reported Resident A sent this photograph to him several months ago. Tyrone Jackson denied reporting this incident to Maryann Lavender or Earl Cox. Tyrone Jackson reported this photograph was sent to him through a social media application. Tyrone Jackson reported this interaction on the social media application was instigated by Resident A several months ago, after Tyrone Jackson received a request to access his profile on a social media application. Tyrone Jackson reported Resident A knew a family member of his at the time and accepted Resident A’s request to access this social media.

Tyrone Jackson described his actions as “silly as hell” and reported he “crossed a line” with exchanging money with Resident A but denied that any physical or sexual contact occurred between him and Resident A.

On 08/18/2025, I reviewed the details of Integrated Services of Kalamazoo recipient

rights officer Suzie Suchyta's interview with Tyrone Jackson. Suzie Suchyta reported that Tyrone Jackson had confirmed receiving an amethyst necklace and bracelet from Resident A. Suzie Suchyta reported Tyrone Jackson acknowledged receiving a topless photo of Resident A, and that Tyrone Jackson had sent Resident A a picture of his torso and "six pack" and commented that he "loved" Resident A.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.
ANALYSIS:	Based upon my investigation, which consisted of interviews with Resident A and direct care staff Tyrone Jackson, as well as a review of pertinent documentation relevant to this investigation, Resident A was not protected from moral, social or financial exploitation when money and lewd photos were exchanged and or accepted by direct care staff Tyrone Jackson. In interviews, Tyrone Jackson and Resident A confirmed accepting or sending nude photos, money and gifts. Tyrone Jackson confirmed not reporting this behavior and claimed not to know this behavior violated Resident A's privacy and protection.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14201	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.
	(10) All members of the household, employees, and those volunteers who are under the direction of the licensee shall be suitable to assure the welfare of residents
ANALYSIS:	Based upon my investigation, which consisted of interviews with Resident A and direct care staff Tyrone Jackson, as well as observations made during an unannounced investigation on-site, and a review of pertinent documentation relevant to this investigation, direct care staff Tyrone Jackson was allowed to continue working at this facility despite allegations of sexually inappropriate behavior reported by Resident A on 06/23/2025 until Tyrone Jackson's employment was terminated on 08/11/2025. During that time, documentation provided by Resident A confirmed that Resident A had provided monetary funds to Tyrone Jackson as solicited by Tyrone Jackson on at least two occasions since the allegations were reported, and that Tyrone Jackson was not suitable to assure the welfare of

	Resident A.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(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.
ANALYSIS:	Based upon my investigation, which consisted of interviews with Resident A and direct care staff Tyrone Jackson, as well as a review of pertinent documentation relevant to this investigation, Tyrone Jackson accepted money from Resident A through a peer to peer social media funds transfer and accepted a bracelet, necklace, and cash from Resident A.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

On 07/03/2025, During an interview, Resident A disclosed going without her Clozaril medications for several days, which caused her to “decompensate” and added this led to her interactions with direct care staff Tyrone Jackson and hospitalization for a mental health evaluation.

While at the facility, I reviewed the *Medication Administration Records* for Resident A for June 2025. The *Medication Administration Records* for Resident A documented that Resident A had missed her Clozapine 100MG HS on 06/17, 06/18, 06/19, and 06/20.

While at the facility, I interviewed Earl Cox regarding Resident A’s missing Clozaril 100MG medication. Earl Cox confirmed that Resident A did not receive this medication and reported it was because Resident A did not attend a recent medical appointment and did not inform staff.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(1) Prescription medication, including dietary supplements, or individual special medical procedures shall be given, taken, or applied only as prescribed by a licensed physician

	or dentist. Prescription medication shall be kept in the original pharmacy-supplied container, which shall be labeled for the specified resident in accordance with the requirements of Act No. 368 of the Public Acts of 1978, as amended, being S333.1101 et seq. of the Michigan Compiled Laws, kept with the equipment to administer it in a locked cabinet or drawer, and refrigerated if required.
ANALYSIS:	During the course of this investigation, Resident A reported she had missed several days of medications which had resulted in her hospitalization for a mental health evaluation. A review of pertinent documentation relevant to this investigation confirmed that Resident A did not receive her Clozaril 100MG as prescribed by a licensed physician on 06/17/2025, 06/18/2025, 06/19/2025, and 06/20/2025.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable written plan of correction, it is recommended that this license continues on regular status.



08/19/2025

Eli DeLeon
Licensing Consultant

Date

Approved By:



08/25/2025

Dawn N. Timm
Area Manager

Date