



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 2, 2025

William Gross
Haven Adult Foster Care Limited
73600 Church Road
Armada, MI 48005

RE: License #: AL500066534
Investigation #: 2025A0617020
Haven Adult Foster Care Home

Dear Mr. Gross:

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the violations, disciplinary action against your license is 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. 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 blue ink, appearing to read "EJ".

Eric Johnson
Adult Foster Care Licensing Consultant
Department of Licensing and Regulatory Affairs
Bureau of Community and Health Systems
3026 Cadillac Place, Ste 9-100
Detroit, MI 48202

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL500066534
Investigation #:	2025A0617020
Complaint Receipt Date:	08/13/2025
Investigation Initiation Date:	08/13/2025
Report Due Date:	10/12/2025
Licensee Name:	Haven Adult Foster Care Limited
Licensee Address:	73600 Church Road Armada, MI 48005
Licensee Telephone #:	(586) 784-8890
Administrator:	William Gross
Licensee Designee:	William Gross
Name of Facility:	Haven Adult Foster Care Home
Facility Address:	58483 Pasco New Haven, MI 48048
Facility Telephone #:	(586) 749-3822
Original Issuance Date:	07/11/1995
License Status:	REGULAR
Effective Date:	11/02/2023
Expiration Date:	11/01/2025
Capacity:	20
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
<ul style="list-style-type: none"> • The AC unit is broken and the facility is very hot. • There are structural issues with the home. 	Yes

III. METHODOLOGY

08/13/2025	Special Investigation Intake 2025A0617020
08/13/2025	Special Investigation Initiated - Telephone TC with complainant
08/13/2025	Inspection Completed On-site I completed an unannounced onsite investigation. I interviewed the home manager Maha Ibrahim, Resident A, Resident B, Resident C, Resident D and Resident E.
08/22/2025	Contact - Telephone call received I received a call from Fire Inspector Josh Guerrero from the New Haven Fire Department
08/22/2025	Contact – Document Received I received an email from Mr. Gross.
08/28/2025	Contact - Face to Face I conducted another onsite investigation at the facility along with inspectors from New Haven Fire Department and the Bureau of Fire Safety.
08/28/2025	Contact - Telephone call received I received a phone call from Bureau of Fire Safety supervisor Lary DeWachter.
08/28/2025	Contact - Document Received I interviewed home manager Maha Ibrahim.
08/28/2025	Contact - Document Received I received a copy of the Bureau of Fire Safety inspection report with a disapproval rating.

08/28/2025	Contact - Document Received Ms. Ibrahim provided me with a copy of the staff schedule for the Month of August.
08/28/2025	Exit Conference I conducted an exit conference with licensee designee William Gross to discuss the findings of this report. I left a message.
08/28/2025	Contact - Document Received I received pictures and videos of the structural issues at the facility from Mr. Guerrero.

ALLEGATION:

- **The AC unit is broken and the facility is very hot.**
- **There are structural issues with the home.**

INVESTIGATION:

On 08/13/25, I received a complaint on the Haven Adult Foster Care Home. According to Josh Guerrero from the New Haven Fire department, he completed an inspection at the facility on 8/12/25. There have been two fires at the facility that were not reported. There was an electrical fire in the basement and a fire with the AC unit. Both fires were extinguished by staff but the fire to the AC unit caused the AC to go out. According to Mr. Guerrero, the facility is extremely hot, and the residents are at risk of heat related issues. There are also electrical issues as the facility's electrical system is not up to code. Mr. Guerrero stated that there are also major structural issues in the facility. There are some spots on the facility floor that are starting to sink in, which poses a risk to the residents.

On 08/13/25, I completed an unannounced onsite investigation. I interviewed the home manager Maha Ibrahim, Resident A, Resident B, Resident C, Resident D and Resident E.

According to Ms. Ibrahim, she wasn't sure when the fires occurred because she wasn't working that day. Ms. Ibrahim stated that a previous employee of the facility was working and told her the AC unit was smoking and then the AC stopped working. According to Ms. Ibrahim, the AC has been out since 06/28/25. Ms. Ibrahim was not aware that there were two fires.

According to Resident A, he put an AC unit in the window of his room and now he doesn't have issues with the temperature in the home but prior to the AC unit, his room got extremely hot.

According to Resident B, he and Resident A found an AC unit in a closet and put it in their window. Now their room is cool, and he doesn't have an issue with the temperatures in the home. Prior to installing the AC in the window, Resident B stated that the home was very hot. There were no fans for a while for the residents, there was only one fan in the staff office. Now there are fans in every room and in the hallways.

According to Resident C, the temperatures in the home haven't been too bad but on really hot days outside, the home gets extremely hot, especially on the second floor.

According to Resident D, the temperatures aren't too bad if the fans are on and the lights are off to reduce the heat.

According to Resident E, it has been very hot, muggy, humid and unbearable. Resident E stated that he has trouble sleeping at night due to the extreme heat and humidity.

During the onsite investigation, I observed two thermostats on the first floor. Both thermostats indicated the temperature was approximately 75 degrees. I also observed several large fans in the hallways and in the kitchen of the home. There were also fans in each resident room. The staff office had a window AC unit as well.

On 08/22/25, I received a call from Fire Inspector Josh Guerrero from the New Haven Fire Department. According to Mr. Guerrero, on 08/20/25, he completed a follow-up inspection of the facility with the city's building inspector. The inspectors found a multitude of violations and issues with the structure of the building. Due to the current status of the building, the inspectors have concerns for the safety and well-being of the residents. The inspectors are recommending that the facility retain a structural engineer to provide more guidance.

On 08/22/25, I received an email from Mr. Gross stating that he is currently working with New Haven fire safety to get the concerns corrected.

On 08/28/25, I conducted another onsite investigation at the facility along with inspectors from New Haven Fire Department and from the Bureau of Fire Safety. The inspectors showed me that the facility has wooden posts throughout the basement of the home to support the structure, but the wooden posts are not properly secured. There were numerous electrical issues. I observed where there was an electrical fire very near one of the wooden posts.

On 08/28/25, I received a phone call from Bureau of Fire Safety supervisor Larry DeWachter. Mr. DeWachter stated that home manager Maha Ibrahim has been the only staff working at the facility since 08/25/25.

On 08/28/25, I interviewed home manager Maha Ibrahim. According to Ms. Ibrahim, staff work 24-hour shifts where they sleep at the facility. The staff work from 8am to 12am and sleep from 12am to 8am. Ms. Ibrahim provided me with a copy of the staff

schedule for the month of August. According to the schedule, Ms. Ibrahim worked from 08/25/25 to 08/29/25 by herself.

On 08/28/25, I received a copy of the Bureau of Fire Safety inspection report with a disapproval rating. The facility received a disapproval rating for the following violations:

- Electrical service not maintained in a safe condition. Multiple electrical boxes in the basement were open and needed to be properly closed. One electrical box had charring above it to indicate that there had been a fire (unsure of when this occurred).
- No Emergency Procedures on site. Interview with staff onsite they were unaware of Emergency Procedures or on conducting Fire Drills.
- Fire drills are not being conducted quarterly. Last fire drill conducted was March of 2025
- The hardwire smoke detection system annual inspection paperwork was not on site.
- Equipment, fans, and furniture are blocking egress pathways.
- Multiple doors with closures are blocked open throughout the facility, in some cases the door closures have been disable
- Fire Extinguishers out of date for inspection.
- An exit sign is needed in the upstairs hallway indicating there is an exit in the southeast area of the building.
- During a walkthrough of the property, noticeable unevenness and a perceptible lean were observed in various areas of the flooring, suggesting possible settlement or movement over time. In the basement, several structural support members have been installed; however, these appear to lack proper anchorage, with no anchor plates securing the posts to the foundation. Additionally, portions of the foundation wall are constructed with cinder blocks that do not appear to have mortar between joints, which may compromise the overall stability and load-bearing capacity of the structure. Further evaluation by a licensed structural engineer is strongly recommended to assess the extent of these issues and determine necessary remediation steps. The Bureau has issued a Fire Safety Disapproval "D rating" as a result of multiple fire and life safety violations identified during the inspection. The conditions observed do not meet the minimum requirements of the applicable fire codes and present significant risks to occupant safety. Corrective action must be taken to address all noted deficiencies before a Fire Safety approval can be reconsidered. A re-inspection will be required upon completion of the necessary remedial measures.

On 08/28/25, I conducted an exit conference with licensee designee William Gross to discuss the findings of this report. Mr. Gross did not answer and a voicemail was left.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	<p>There have been two fires at the facility that were not reported to the department. There was an electrical fire in the basement and a fire with the AC unit. Both fires were extinguished by staff but the fire to the AC unit caused the AC to go out on 06/28/25. According to the Fire Safety report, the facility has fans in the hallways that are blocking means of egress.</p> <p>On 08/28/28, the facility received a disapproval “D” rating from the Bureau of Fire Safety due to a multitude of violations as follows: the facility has noticeable unevenness and a perceptible lean observed in various areas of the flooring, suggesting possible settlement or movement over time. In the basement, several structural support members have been installed; however, these appear to lack proper anchorage, with no anchor plates securing the posts to the foundation. Additionally, portions of the foundation wall are constructed with cinder blocks that do not appear to have mortar between joints, which may compromise the overall stability and load-bearing capacity of the structure. The bureau has issued a Fire Safety disapproval “D rating” as a result of multiple fire and life safety violations identified during the inspection. The conditions observed do not meet the minimum requirements of the applicable fire codes and present significant risks to occupant safety.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.15206	Staffing requirements.
	(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.

ANALYSIS:	According to Ms. Ibrahim, staff work 24-hour shifts where they sleep at the facility overnight. The staff work from 8am to 12am and sleep from 12am to 8am. Ms. Ibrahim provided me with a copy of the staff schedule for the month of August. According to the schedule, Ms. Ibrahim worked from 08/25/25 to 08/29/25 by herself. Since staff sleep from 12am to 8am, residents are left unsupervised and are at risk of injury in the event of an emergency. There is also an increased risk of danger to the residents if the residents are unable to wake staff during the night while staff are sleeping. There have been two fires at the facility recently and if staff are sleeping during a potential emergency such as a fire, it may delay staff's ability to properly protect and evacuate residents in a safe and timely manner.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.15305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	According to Ms. Ibrahim, staff work 24-hour shifts where they sleep at the facility. The staff work from 8am to 12am and sleep from 12am to 8am. According to staff schedule for the month of August, Ms. Ibrahim worked from 08/25/25 to 08/29/25 alone. Since staff sleep from 12am to 8am, residents are left unsupervised and not protected in the event of an emergency.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.15406	Room temperature.
	All resident-occupied rooms of a home shall be heated at a temperature range between 68 and 72 degrees Fahrenheit during non-sleeping hours. Precautions shall be taken to prevent prolonged resident exposure to stale, noncirculating air that is at a temperature of 90 degrees Fahrenheit or above. Variations from the requirements of this rule shall be based upon a resident's health care appraisal and shall be addressed in the resident's written

	assessment plan. The resident care agreement shall address the resident's preferences for variations from the temperatures and requirements specified in this rule.
ANALYSIS:	During the onsite investigation, I observed the facility's thermostat, and the facility was 75 degrees Fahrenheit. Each resident room is equipped with its own fan and each hallway has a large fan. Therefore, the facility has taken precautions to prevent prolonged resident exposure to stale, noncirculating air that is at a temperature of 90 degrees Fahrenheit or above.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend revocation of the license.

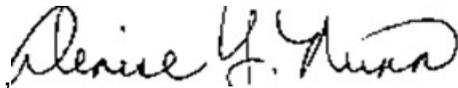


08/28/25

Eric Johnson
Licensing Consultant

Date

Approved By:



08/29/2025

Denise Y. Nunn
Area Manager

Date