



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

August 26, 2025

Megan Pena and Andre Pelletier  
Hope Network Behavioral Health Services  
PO Box 890  
3075 Orchard Vista Drive  
Grand Rapids, MI 49518-0890

RE: License #: AS340379256  
Investigation #: 2025A0357031  
Westlake VIII

Dear Ms. Pena and Mr. Pelletier:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Arlene B. Smith".

Arlene B. Smith, MSW, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 916-4213

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS340379256
<b>Investigation #:</b>	2025A0357031
<b>Complaint Receipt Date:</b>	04/07/2025
<b>Investigation Initiation Date:</b>	04/08/2025
<b>Report Due Date:</b>	06/06/2025
<b>Licensee Name:</b>	Hope Network Behavioral Health Services
<b>Licensee Address:</b>	PO Box 890 3075 Orchard Vista Drive Grand Rapids, MI 49518-0890
<b>Licensee Telephone #:</b>	(616) 430-7952
<b>Administrator:</b>	Megan Pena/Andre Pelletier
<b>Licensee Designee:</b>	Megan Pena and Andre Pelletier
<b>Name of Facility:</b>	Westlake VIII
<b>Facility Address:</b>	11652 Grand River Avenue Lowell, MI 49331
<b>Facility Telephone #:</b>	(616) 897-5978
<b>Original Issuance Date:</b>	11/09/2015
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/14/2024
<b>Expiration Date:</b>	04/13/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	Violation Established?
Direct Care staff Misty Sytsma hit Resident A on the sides of her head and Direct Care Staff, Dana Ploosper hit her in each eye. Resident A reported she did not feel safe with them at all.	No

## III. METHODOLOGY

04/07/2025	Special Investigation Intake 2025A0357031
04/08/2025	Special Investigation Initiated - Telephone Michigan Department of Health and Human Services, Kent County, Adult Protective Services. APS denied the complaint. Therefore, I did not make a referral to Kent County APS.
04/16/2025	Contact - Document Sent Licensing Consultant, Megan Aukerman, had sent me the contact person Barandi Moore with her email. I sent the mail, and it returned back as undeliverable.
05/15/2025	Contact - Telephone call made No answer
06/23/2025	Contact - Document Sent I tried Brandi More email and it came back as undeliverable.
08/14/2025	Inspection Completed On-site I made an unannounced inspection of the home.
08/14/2025	Contact - Face to Face Interviewed Resident A's Case Manager's from Hope Network, Will Dawdy.
08/14/2025	Contact - Document Received Resident A's Individual Plan of Service and Functional Behavior Assessment.
08/22/2025	Contact - Telephone call made Conducted telephone interview with Direct Care Staff, Misty Sytsma.
08/22/2025	Contact – Telephone call to Resident A's guardian/Aunt. Left a message to return my call.

08/22/2025	Guardian/Aunt returned my call. I conducted a telephone interview with her.
08/22/2025	Contact - Telephone call made To Direct Care Staff, Dana Ploosper. I left a message to return my telephone call.
08/25/2025	Contact - Telephone call made I called Dana Ploosper and left a message to call me. She called me back on the same date. I conducted a telephone interview with her.
08/26/2025	Conducted a telephone exit conference with the Licensee Designee.

**ALLEGATION:** Direct Care staff Misty Sytsma hit Resident A on the sides of her head and Direct Care Staff, Dana Ploosper hit her in each eye. Resident A reported she did not feel safe with them at all.

**INVESTIGATION:** On 08/14/2025, I made an unannounced inspection of the home. I met Will Dawdy who explained that he has been Resident A's Hope Network Case Manager. He explained that Resident A was admitted to the home on 07/31/2024. He explained that Resident A is 20 years old and was diagnosed with schizoaffective disorder-bipolar type, autistic disorder, post-traumatic stress disorder (unspecified), attention-deficit hyperactivity disorder, sexual abuse and significant history of trauma. She had been referred to Hope Network-West Lake from Bay Arenac Behavioral Health Services. He reported that Resident A had had many psych hospitalizations in her history, typically due to not taking her medications, which resulted in increased symptoms and behaviors. She was most recently hospitalized at Bay Arenac Behavioral Health for 63 days before being discharged to West Lake. Mr. Dawdy reported that Resident A does not tell the truth and makes things up. He said it was hard to tell the truth from fiction. He said her story regarding these allegations has changed very often.

On 08/22/2025, I conducted a telephone interview with Direct Care Staff, Misty Sytsma. She said Resident A was very challenging to care for. She reported that she works 3<sup>rd</sup> shift. She stated that she followed Resident A's behavioral treatment plan to the letter. She stated that the police/central dispatch have called her many times to interview her because Resident A calls them to complain that she is not being treated correctly. Resident A has told the police that the staff had hit her. She said that Resident A hit her and other staff. She explained that Resident A has picked up silverware and threaten to kill them. She said Resident A has tipped the tables over, taken the food out of the refrigerator and threw it all over the floor. Ms. Sytsma reported that Resident A exaggerates and tells lies. I asked her if she had hit Resident A on the sides of her head. She immediately stated: "That is not true. It

never happened.” She denied hitting Resident A on her head or anywhere. She reported that she has worked for Hope Network for four to five years and has never had a complaint made against her. She stated that she has worked with Dana Ploosper on 3<sup>rd</sup> shift and she has never seen her touch Resident A in any way.

On 08/22/2025, I telephoned Resident A’s guardian and conducted a telephone interview with her. She reported that she is also Resident A’s Aunt. I explained that Resident A had accused staff of hitting her on her head and eyes and she said “(Resident A) is my niece and she exaggerates and lies, and she has done this her whole life. She likes to get people in trouble. No one has hit her or hurt her. She is in a locked home now at Flat Rock.” She then hung up on me.

On 08/25/2025, I conducted a telephone interview with Direct Care Staff, Dana Ploosper. She reported that she worked the 3<sup>rd</sup>. shift. I asked her about the complaint that she had hit Resident A on her eyes. Ms. Ploosper said: “That is absolutely not true.” She said she has never touched Resident A. She stated that she followed Resident A’s behavioral treatment plan consistently and so did the other direct care staff.

On 08/26/2025, I conducted a telephone exit conference with the Licensee Designee, and he agreed with my findings.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	<p>Resident A alleged that Direct Care staff Misty Sytsma hit her on the sides of her head and Direct Care Staff Dana Ploosper hit her on each eye.</p> <p>Resident A's Case Manager's from Hope Network, Will Dawdy, reported that Resident A does not tell the truth and makes things up.</p> <p>Direct Care Staff, Misty Sytsma and Dana Ploosper both denied touching or hurting Resident A.</p> <p>Resident A’s guardian/aunt reported that Resident A exaggerates and lies and likes to get people in trouble. She said no one has hit or hurt Resident A.</p>

	During this investigation I did not find any evidence that a direct care staff had hit Resident A. Therefore, there is no violation to the rule.
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

#### IV. RECOMMENDATION

I recommend the complaint be closed and the license remains the same.

*Arlene B. Smith*

08/26/2025

Arlene B. Smith  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

08/26/2025

Jerry Hendrick  
Area Manager

Date