



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

October 2, 2025

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

RE: License #: AS630315378  
Investigation #: 2025A0611029  
Woodbank

Dear Ms Devereaux:

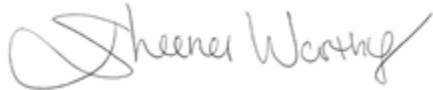
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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, reading "Sheena Worthy". The signature is written in a dark ink and is positioned above the printed name and address.

Sheena Worthy, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place  
3026 W. Grand Blvd, Suite 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**

<b>License #:</b>	AS630315378
<b>Investigation #:</b>	2025A0611029
<b>Complaint Receipt Date:</b>	09/10/2025
<b>Investigation Initiation Date:</b>	09/16/2025
<b>Report Due Date:</b>	11/09/2025
<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?
The residents are never given fresh fruit or vegetables. Resident T taken to Planet Fitness without lunch.	Yes

## III. METHODOLOGY

09/10/2025	Special Investigation Intake 2025A0611029
09/16/2025	APS Referral An Adult Protective Services (APS) referral does not apply.
09/16/2025	Special Investigation Initiated - Telephone I made a telephone call to the reporting source. The allegations were discussed.
09/18/2025	Inspection Completed On-site I made an unannounced onsite. I interviewed the home manager Krystal Clay, Resident T, Resident J, and Resident M. I received a copy of a menu and a substitute menu.
09/23/2025	Contact - Telephone call made I made a telephone call to staff member Destiny Clay. The allegations were discussed.
09/19/2025	Contact – Document Received I received copies of incident reports regarding Resident T and the assessment plans for every resident.
09/23/2025	Exit Conference I completed an exit conference with the licensee designee Kelly Devereaux via telephone.

## **ALLEGATION:**

**The residents are never given fresh fruit or vegetables. Resident T taken to Planet Fitness without lunch.**

## **INVESTIGATION:**

On 09/10/25, a complaint was received and assigned for investigation alleging that the residents are not served fresh fruits or vegetables. Resident T was dropped off at Planet Fitness after the other residents appointments in Farmington Hills, without lunch.

On 09/16/25, I made a telephone call to the reporting source. The reporting source could not remember if Resident T informed her if he had eaten lunch after he returned to the AFC group home from Planet Fitness. Resident T has resided at the AFC group home for a year. However, the reporting source is in the process of finding a new placement for Resident T.

On 09/18/25, I made an unannounced onsite. I interviewed the home manager Krystal Clay, Resident T, Resident J, and Resident M. I received a copy of a menu and a substitute menu.

On 09/18/25, I interviewed the home manager Krystal Clay. Ms. Clay was difficult to interview as she presented herself in an unpleasant manner. Ms. Clay has been the home manager for two years. There are six residents in the home. The residents are served breakfast by the midnight staff at 7:30am. The midnight staff member that served breakfast this morning was Destiny Clay. Ms. Clay stated for lunch the residents make whatever they want. When asked what is on the menu for today, Ms. Clay pointed to the menu on the refrigerator. When asked how often the residents are served fruits and vegetables, Ms. Clay stated daily. According to the substitute menu, Ms. Clay wrote the residents will have noodles, cookies, juice, and applesauce for today's lunch. With regards to tonight's dinner, Ms. Clay wrote the residents will have chili dogs, fries, and water. There was nothing written for breakfast on the substitute menu. I informed Ms. Clay that none of these items contain any fruits or vegetables. Ms. Clay then stated the residents don't like to eat heavy every day. Ms. Clay became sarcastic and asked me if I wanted her to add an orange to the menu. I advised Ms. Clay that I wanted her to tell the truth regarding what the residents are actually being served. Ms. Clay corrected herself by saying the residents are not given fruits and vegetables on a daily basis.

I observed the refrigerator and the freezer. The refrigerator contained milk, a pitcher of water, cottage cheese, two fruit cups, condiments, deli meat, bologna, hot dogs, butter, lettuce and oranges. There were eggs that had a residents name on it. The freezer contained hot dogs, deli meat, garlic spread, and four packs of meat. The pantry contained ramen noodles, jiffy macaroni and cheese, and rice-a-roni. Although applesauce was written on the substitute menu, there wasn't any applesauce in the home. Ms. Clay then grabbed a four pack of pudding to replace the applesauce.

According to the typed menu, the meals are well balanced and nutritious. However, the breakfast, lunch and dinner meals for 9/15/25 and 9/16/25 are exactly the same. There were green beans listed on the menu a total of four times between lunch and dinner. A salad was listed a total of three times between lunch and dinner. Plums was listed one time for dinner. Grapes were listed one time for lunch. Spinach was listed one time for dinner. Broccoli was listed one time for dinner. Carrots were listed two times for lunch and dinner and; celery was listed one time for lunch.

With regards to 9/18/25, the breakfast menu consisted of cream of rice, bran muffin, margarine, and skim milk. The lunch menu consisted of chicken breast on wheat bread, mayo, beans, and tossed salad with skim milk. The dinner consisted of pork roast, mashed potatoes, spinach, margarine, and skim milk.

Ms. Clay stated Resident T is transported to the gym on Monday's Tuesday's and Wednesday's from 10:00am to 12:00pm. The residents are served lunch at 12:30pm. Resident T is served with lunch along with the other residents when he returns from the gym. Ms. Clay stated Resident T often refuses to eat breakfast, lunch, and dinner. Ms. Clay does not know if Resident T refused to eat any of his meals last week.

On 09/18/25, I interviewed Resident T. Resident T has lived in the AFC group home since June 2024. When asked how he like living at the AFC group home, Resident T said so far so good. Resident T stated he did not eat breakfast this morning. The residents were served cereal. Resident T stated breakfast was served at 7:00am and he came downstairs at 7:30am. Resident T stated when he came downstairs there wasn't any cereal left. Resident T stated he did not ask for anything to eat because he is intimidated by staff member Destiny Clay. Resident T stated Destiny is mean to him as she would say things such as "you should know this, why do I have to tell you", and "are you slow". Resident T stated he is told no all the time when he ask for food. Resident T stated the last time he was told no when he asked for food was last Tuesday. Resident T stated Ms. Clay has told him to find his own food when he has asked for a snack. Resident T sees his grandmother every week and she drops off food for him and the other residents. Resident T stated staff member Dave is one of the good staff members but he only works on Sunday's.

Resident T stated he went to the gym last week and returned to the AFC group home at 12:00pm. Resident T stated when he returns from the gym he eats lunch with the other residents. Resident T denied ever returning home from the gym and not being provided lunch. Resident T stated Ms. Clay, staff member Destiny, staff member Kristen, and staff member Carl think they do not have to prepare his meals because he is with his grandmother all the time.

On 09/18/25, I interviewed Resident J. Resident J has lived in the AFC group home since 2021. Resident J stated the home has its ups and downs. Staff member Carl is strict and verbally abusive. Resident J described an instance where Carl threatened the residents that if they touched the thermostat, he will write them up. Resident J also described an instance between Resident T and Carl that involved the police but no one

was arrested. Resident J stated he worked yesterday and he was too tired to eat breakfast this morning. Resident J stated after he took his morning medication he went back to bed. Resident J stated yesterday he ate cereal for breakfast. Resident J stated sometimes the residents are served pancakes, eggs, and waffles depending on which staff is working. The residents are only served cereal by itself and sometimes a banana for a snack. The residents are sometimes served mixed vegetables for dinner. Resident J feels he is getting a well-balanced meal for breakfast, lunch, and dinner. Resident J stated usually every resident makes their own lunch. The residents usually make themselves a sandwich for lunch. The staff usually cook dinner for the residents. Resident J stated if a resident has their own food, they can make their own dinner. Resident J stated when Resident T returns from the gym he eats lunch with the rest of the residents, or he is told he can make his own lunch.

On 09/18/25, I interviewed Resident M. Resident M has lived in the AFC group home for six years. Resident M does not have any complaints regarding the AFC group home. Resident M had cereal and coffee today for breakfast. Resident M stated sometimes he is served eggs, sausage, bacon, or waffles a couple times a week for breakfast. The residents make their own lunch and staff cook dinner. Resident M stated meals are always available despite if a resident refuses to eat.

Resident M stated when Resident T returns from the gym he has to make his own lunch. Resident M stated every resident is capable of making their own lunch. The residents are served vegetables every day for dinner such as; peas, beans, or mixed vegetables. Resident M stated a couple times a week the residents are given apples, oranges, or bananas.

On 09/18/25, I made a return phone call to the licensee designee Kelly Devereaux. Ms. Devereaux was informed about Ms. Clay conduct during the onsite. Regarding the allegations, Ms. Devereaux stated Resident T was issued a 30-day discharge around April 2025. A placement was found for Resident T however; his guardian denied the placement. Ms. Devereaux added her Vice President Lori Chandler to the interview as she can provide more detail information. Ms. Chandler stated Resident T was issued a discharge notice because he and his grandmother were not happy with the AFC group home. Resident T's Easter Seals case manager found a placement a couple of months ago. However, when Resident T and his grandmother went to visit the new placement, the grandmother did not approve the placement.

Ms. Devereaux stated every day there is a complaint of some sort involving Resident T. There was a time where Resident T did not eat pork and they made sure he was accommodated. However, now Resident T does eat pork but will not eat turkey for religious reasons. Ms. Devereaux stated one day last week, Resident T refused to go to the gym because he wanted to do his laundry. Ms. Chandler stated Resident T is transported to the gym on Monday's, Tuesday's, and Wednesday's from 10:00am to 12:00pm. The residents are served lunch at 12:30pm. The gym is located around the corner from the AFC group home therefore, it only takes a few minutes for Resident T to return to the group home. Ms. Devereaux stated Resident T has an on-going history of

refusing to eat and throwing his food in the garbage. Ms. Devereaux stated the staff are instructed to make a plate for Resident T anyway and if he doesn't eat it or throws it away, the staff are expected to complete an incident report. The staff were given these instructions about two weeks ago.

Ms. Devereaux stated the residents in the home are high functioning. Ms. Devereaux explained that the home is required to complete a meal observation form per OCHN. Ms. Devereaux stated the group home has a typed menu and a substitute menu. Ms. Devereaux stated if a resident eats something different that is not written on either menus, the staff will write what the resident ate on their meal observation form that is kept in their file. However, OCHN changed the meal observation form that they want the AFC group home to use which now does not include what the resident ate. Ms. Devereaux stated the group home will start to use an internal form that will include what the residents eat. The licensing rule regarding the menu and substitutes was discussed and explained.

Ms. Chandler stated the group home grocery shops once a week. The staff are given a company credit card to use for groceries. The credit card is reloaded every Thursday and the staff go shopping between Thursday-Saturday. The AFC group home is given \$250 a week for groceries. Ms. Devereaux stated her husband stocks the group home every quarter with canned goods. The staff are supposed to grocery shop based on what is on the menu which is supposed to include fruit and vegetables.

On 09/19/25, I received copies of incident reports regarding Resident T refusing to eat and assessment plans for every resident. A synopsis of the incident reports are provided below:

- 9/17/25 – Resident T refused to eat lunch and dinner
- 9/8/25 – Resident T refused to eat dinner
- 9/6/25 – Resident T refused to eat breakfast
- 8/4/25 – Resident T refused to eat dinner
- 7/24/25 – Resident T refused to eat lunch and dinner
- 7/22/25 – Resident T refused to eat dinner
- 7/16/25 – Resident T refused to eat dinner but he ate cereal
- 7/16/25 – Resident T refused to eat lunch
- 7/9/25 – Resident T refused to eat dinner
- 7/9/25 – Resident T refused to eat lunch
- 5/29/25 – Resident T refused to eat dinner
- 5/27/25 – Resident T refused to eat breakfast, lunch, and dinner
- 5/14/25 – Resident T refused to eat breakfast
- 5/13/25 – Resident T refused to eat lunch
- 4/29/25 – Resident T refused to eat lunch
- 4/24/25 – Resident T refused to eat lunch
- 4/21/25 – Resident T refused to eat lunch
- 4/21/25 – Resident T refused to eat breakfast but he ate a sweet potato



- 4/14/25 – Resident T refused to eat lunch and dinner
- 4/10/25 – Resident T refused to eat lunch
- 4/7/25 – Resident T refused to eat lunch
- 4/3/25 – Resident T refused to eat breakfast
- 4/2/25 – Resident T refused to eat lunch
- 4/2/25 – Resident T refused to eat breakfast
- 4/1/25 – Resident T refused to eat lunch but he ate cereal
- 3/25/25 – Resident T refused to eat breakfast
- 3/24/25 – Resident T refused to eat lunch
- 3/20/25 – Resident T refused to eat lunch
- 3/20/25 – Resident T refused to eat dinner
- 3/19/25 – Resident T refused to eat lunch
- 3/19/25 – Resident T refused to eat dinner
- 3/18/25 – Resident T refused to eat lunch
- 3/17/25 – Resident T refused to eat lunch
- 3/15/25 – Resident T refused to eat dinner
- 3/14/25 – Resident T refused to eat breakfast
- 3/13/25 – Resident T refused to eat lunch but he ate cauliflower

According to the assessment plans specifically regarding the eating section, it was documented for each resident that they are independent with the exception of Resident N as it stated “staff to prompt daily”.

On 09/23/25, I made a telephone call to staff member Destiny Clay. Regarding the allegations, Destiny works the midnight shift from 8:00pm to 8:00am. Destiny is responsible for serving breakfast. Destiny confirmed that she worked the evening of 9/17/25 going into the morning of 9/18/25. Ms. Destiny stated she will ask the residents if they want to eat cereal or a hot breakfast. Ms. Destiny stated on 9/18/25, the residents stated they wanted to eat cereal. Ms. Destiny stated all of the residents ate their cereal with the exception of Resident N who refused to eat, and Resident R who chose to eat oatmeal and eggs that he cooked himself. Ms. Destiny admitted to not following the menu as she likes to give the residents a choice on what they want to eat. Initially, Ms. Destiny stated she will document substitute meals on the menu. I informed Ms. Destiny that according to the substitute menu, there was nothing written for breakfast. Ms. Destiny stated she must have forgotten to document on the substitute menu.

Ms. Destiny stated on Friday's she comes to work early at 5:00pm. At this time, the afternoon staff has cooked dinner for the residents. If a resident is not present or not ready to eat, their plate is put up for them. The residents are provided with canned fruit and vegetables as well as fresh fruit and vegetables. The residents will sometimes eat a banana for breakfast. Resident T will often take his morning medication but refuse to eat.

On 09/23/25, I completed an exit conference with the licensee designee Kelly Devereaux. Ms. Devereaux was informed that the allegations will be substantiated and a corrective action plan will be required.

<b>APPLICABLE RULE</b>	
<b>R 400.14313</b>	<b>Resident nutrition.</b>
	<b>(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.</b>
<b>ANALYSIS:</b>	<p>There is evidence to support this allegation. Although the residents receive three meals a day, each meal does not appear to be nutritious based on what was reported and what was documented on the substitute menu. The residents interviewed reported that they often only eat cereal for breakfast. Staff member Destiny Clay confirmed that she does not follow the menu for breakfast as she gives the residents a choice as to what they want to eat.</p> <p>On 09/18/25, the residents stated only cereal was provided for breakfast. Ms. Clay wrote on the substitute menu that the residents will eat noodles, cookies, juice and applesauce for lunch and chili dogs, fries, and water for dinner. This is an example of the residents not being provided with a nutritious meal for breakfast, lunch, or dinner. Furthermore, despite Ms. Clay writing applesauce on the menu, there was no applesauce observed in the home.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14313</b>	<b>Resident nutrition.</b>
	<b>(4) Menus of regular diets shall be written at least 1 week in advance and posted. Any change or substitution shall be noted and considered as part of the original menu.</b>

<b>ANALYSIS:</b>	<p>Based on the information gathered, there is evidence to support this allegation. During my onsite, I observed two menus in the home. There was a typed menu for the week of 9/15/25 – 9/21/25 and; a substitute menu that was handwritten. The substitute menu was dated for 9/15/25 – 9/21/25. As the substitute menu is written on a separate menu, it is not considered as part of the original menu. There were no substitutes documented for breakfast on the aforementioned dates. Staff member Destiny Clay admitted to forgetting to write on the substitute menu for breakfast on 9/18/25.</p> <p>The licensee designee, Ms. Devereaux stated if a resident eats something different that is not written on either menus, the staff will write what the resident ate on a form that is not considered as part of the original menu.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

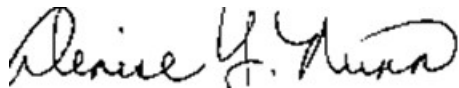
Contingent upon receipt of an acceptable corrective action plan, I recommend no change in the license status.



Sheena Worthy  
Licensing Consultant

09/23/25  
Date

Approved By:



10/02/2025

Denise Y. Nunn  
Area Manager

Date