



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 29, 2025

Jennifer Burgess
Golden Hearts Adult Foster Care
3329 WESTWOOD AVE
LANSING, MI 48906

RE: License #: AS330418221
Investigation #: 2025A0578053
Golden Hearts

Dear Jennifer Burgess:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On 10/28/2025, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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".

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**

THIS REPORT CONTAINS QUOTED PROFANITY

I. IDENTIFYING INFORMATION

License #:	AS330418221
Investigation #:	2025A0578053
Complaint Receipt Date:	09/15/2025
Investigation Initiation Date:	09/16/2025
Report Due Date:	11/14/2025
Licensee Name:	Golden Hearts Adult Foster Care
LicenseeAddress:	3329 WESTWOOD AVE LANSING, MI 48906
Licensee Telephone #:	(517) 242-6147
Administrator:	Jennifer Burgess
Licensee Designee:	Jennifer Burgess
Name of Facility:	Golden Hearts
Facility Address:	3329 Westwood Ave Lansing, MI 48906
Facility Telephone #:	(517) 708-7107
Original Issuance Date:	03/26/2024
License Status:	REGULAR
Effective Date:	09/26/2024
Expiration Date:	09/25/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Direct care staff Ajaney Burgess and Resident A were in a verbal altercation, resulting in Ajaney Burgess throwing a glass object at Resident A.	Yes

III. METHODOLOGY

09/15/2025	Special Investigation Intake 2025A0578053
09/15/2025	APS Referral
09/16/2025	Special Investigation Initiated - On Site
09/16/2025	Special Investigation Completed On-site -Interview with Resident A.
09/16/2025	Contact-Telephone -With licensee designee Jennifer Burgess.
09/19/2025	Contact-Document Reviewed - <i>AFC Licensing Division Incident / Accident Report</i> dated 08/29/2025.
10/28/2025	Exit Conference -With licensee Jennifer Burgess.
10/28/2025	Contact-Telephone -Interview with direct care staff Theresa Tippins.
10/28/2025	Contact-Telephone -Interview with direct care staff Ajaney Burgess.
10/29/2025	Contact-Document Reviewed -Lansing Police Department <i>Incident Report 25-04072</i> .
10/29/2025	Contact-Document Reviewed - <i>Report of Investigative Findings</i> provided by Community Mental Health Authority.

ALLEGATION: Direct care staff Ajaney Burgess and Resident A were in a verbal altercation, resulting in Ajaney Burgess throwing a glass object at Resident A.

INVESTIGATION:

On 09/15/2025, I received this complaint through LARA-BCHS-Complaints@michigan.gov. Complainant reported on an unknown date, direct care staff Ajaney Burgess asked Resident A to turn off the television and go downstairs. Complainant reported Resident A asked for a few more minutes as he was watching a television show that was almost done. Complainant reported Ajaney Burgess turned off the television despite Resident A's request, which resulted in an argument between Ajaney Burgess and Resident A. Complainant alleged this argument escalated and Ajaney Burgess threw an unidentified glass object, possibly a candle, at Resident A. Complainant reported the item missed Resident A but shattered nearby. Complainant reported Ajaney Burgess was immediately terminated and asked to leave the facility.

On 09/16/2025, I completed an unannounced investigation on-site at this facility and interviewed Resident A regarding the allegations. Resident A reported living at this facility for over three months. Resident A confirmed the allegations, and reported he was watching television in the living room when he was told by Ajaney Burgess that he had to go to his room. Resident A reported getting into an argument with Ajaney Burgess which resulted in Ajaney Burgess throwing a vase at him. Resident A denied being hit by this vase and denied having any injuries. Resident A reported calling law enforcement for assistance. Resident A reported that the Lansing Police Department responded, and he informed them of the situation as Ajaney Burgess had left the facility. Resident A denied that Ajaney Burgess' employment was terminated and reported that she still works at this facility. Resident A denied having any additional concerns. I observed Resident A with no visible signs of abuse or neglect.

On 09/19/2025, I reviewed an *AFC Licensing Division Incident / Accident Report* related to the allegations and dated 08/29/2025. The *AFC Licensing Division Incident / Accident Report* documented that on 08/29/2025, during a shift change, direct care staff Ajaney Burgess asked Resident A if he could watch television in the basement while she debriefed with direct care staff Theresa Tippins. The *AFC Licensing Division Incident / Accident Report* documented that Resident A had asked for 13 more minutes and was allowed to do so when Ajaney Burgess asked Resident A to sit up on the living room couch as Resident A watched television. The *AFC Licensing Division Incident / Accident Report* documented that Resident A responded by throwing the television remote and using derogatory language and referring to direct care staff Ajaney Burgess as a "bitch." The *AFC Licensing Division Incident / Accident Report* documented that Theresa Tippins redirected Resident A downstairs while Resident A continued to use derogatory language towards direct care staff Ajaney Burgess. The *AFC Licensing Division Incident / Accident Report*

documented that in response, Ajaney Burgess shattered a vase on the kitchen floor. The *AFC Licensing Division Incident / Accident Report* documented that Resident A requested the police be called, as he believed Ajaney Burgess had intended to throw the vase at him.

On 10/28/2025, I interviewed licensee designee Jennifer Burgess regarding the allegations. Jennifer Burgess acknowledged being aware of the allegations and reported speaking with Ajaney Burgess, who acknowledged throwing the vase but denied attempting to throw the vase at Resident A. Jennifer Burgess reported Ajaney Burgess should have excused herself prior to throwing the vase. Jennifer Burgess reported Ajaney Burgess was suspended instead of terminated, and upon her return, a meeting was held with Ajaney Burgess, Resident A, and Resident A's guardian to resolve any concerns. Jennifer Burgess reported there have been no additional concerns since the occurrence of the allegations. Jennifer Burgess reported also completing a corrective action plan after the allegations were investigated by CEI recipient rights and Ajaney Burgess was found responsible for violating Resident A's right to be free from abuse class III.

On 10/28/2025, I interviewed direct care staff Theresa Tippins regarding the allegations. Theresa Tippins acknowledged working with direct care staff Ajaney Burgess on the day of the allegations. Theresa Tippins acknowledged that Resident A was asked to go downstairs to watch television when he had requested to finish watching a television show. Theresa Tippins acknowledged that Resident A was asked to sit up on the couch when he threw a remote and got into an argument with Ajaney Burgess. Theresa Tippins reported repeatedly asking Resident A to stop calling Ajaney Burgess a "bitch" or a "hoe". Theresa Tippins reported Resident A continued to do so and this resulted in Ajaney Burgess becoming frustrated and throwing the vase on the ground. Theresa Tippins reported Resident A was standing by the basement door while she and Ajaney Burgess were in the kitchen and the vase shattered in the kitchen. Theresa Tippins denied that Ajaney Burgess had thrown any glass at Resident A. Theresa Tippins reported telling Ajaney Burgess to leave the facility when a short time later, Ajaney Burgess had returned because she had forgotten her cell phone charger. Theresa Tippins reported when Ajaney Burgess was in the door of the facility, Resident A attempted to get closer to Ajaney Burgess in a threatening manner and Theresa Tippins used body positioning to intervene and redirect Resident A.

On 10/28/2025, I interviewed direct care staff Ajaney Burgess regarding the allegations. Ajaney Burgess recalled working the night of the allegations and agreed that she had asked Resident A to go downstairs to watch television, as Resident A was sitting on the living room couch and another living room and television are located in the lower level of this facility. Ajaney Burgess reported asking Resident A to go downstairs as the cleaning duties for that shift include moving the living room couch to clean underneath it. Ajaney Burgess reported Resident A responded by informing direct care staff there was only 15 more minutes of the show that he was watching, and direct care staff agreed that Resident A would continue to watch

television in the living room. Ajaney Burgess reported direct care staff Theresa Tippins had informed Resident A to sit up while he was on the couch and this resulted in Resident A using verbal aggression and insults, calling direct care staff, "bitches" and "hoes". Ajaney Burgess denied being verbally aggressive with Resident A and clarified that she continued to explain to Resident A why she had asked him to go downstairs while Resident A continued to be verbally aggressive and positioned himself in front of her face. Ajaney Burgess reported Resident A took a threatening physical position towards her and she felt that Resident A might try to physically assault her. Ajaney Burgess reported Resident A then went to the basement door and continued to be verbally aggressive when she threw a glass vase on the ground. Ajaney Burgess denied throwing this glass vase at Resident A but clarified that she had thrown the vase on the ground in frustration. Ajaney Burgess reported Resident A is over 300lbs and she is only 158lbs, and for these reasons she would not have thrown the vase at Resident A.

On 10/29/2025, I reviewed *Incident Report 25-04072* provided by the Lansing Police Department and related to the allegations. *Incident Report 25-04072* documented that on 08/29/2025, Resident A contacted law enforcement to report that he was assaulted by direct care staff Ajaney Burgess. The *Incident Report 25-04072* documented that Ajaney Burgess had left the facility by the time law enforcement arrived. *Incident Report 25-04072* documented that during an interview, direct care staff Theresa Tippins had reported Ajaney Burgess had an argument with Resident A regarding a television show Resident A wanted to watch before going to bed. *Incident Report 25-04072* documented that Theresa Tippins reported Ajaney Burgess had turned off the television which resulted in Resident A beginning to yell. *Incident Report 25-04072* documented Theresa Tippins reported Ajaney Burgess began to yell back before throwing an unknown glass object at Theresa Tippins which shattered on the floor. *Incident Report 25-04072* documented Theresa Tippins reported Ajaney Burgess initially left the facility but returned when she calmed down. *Incident Report 25-04072* documented Theresa Tippins told Ajaney Burgess that she would have to go home and then reported the incident to her supervisor. *Incident Report 25-04072* documented Theresa Tippins reported Ajaney Burgess would not be allowed to return to work at this facility and would be terminated due to her actions.

Incident Report 25-04072 documented Resident A was interviewed regarding the allegations and reported he was watching a television show when Ajaney Burgess told him he needed to turn off the television and go downstairs for the night. *Incident Report 25-04072* documented Resident A reported he would have done what was asked, but then Ajaney Burgess turned off the television anyways. *Incident Report 25-04072* documented Resident A yelled at Ajaney Burgess and an argument started that resulted in Ajaney Burgess throwing an object at him. *Incident Report 25-04072* documented Resident A was unsure what Ajaney Burgess had thrown at him but thought it might have been a candle. *Incident Report 25-04072* documented Resident A did not know if the object hit him but stated it shattered and broke on the ground.

Incident Report 25-04072 identified an offense of non-aggravated assault of a vulnerable adult in the 4th degree with no discernable disposition to a prosecuting attorney.

On 10/28/2025, I reviewed the *Report of Investigative Findings* provided by Community Mental Health Authority. The *Report of Investigative Findings* cited inconsistency with the interviews that reflected deception during the investigation completed by the Community Mental Health Authority. The *Report of Investigative Findings* documented the following:

“Additionally, [Ajaney Burgess] and [Theresa Tippins]’s rendition of the incident do not line up. As [Theresa Tippins] states, “...She really got frustrated, she shattered a little vase, she threw it on the ground and it shattered. I guess [Resident A] thought [Ajaney Burgess] threw it at him...” [Theresa Tippins] then goes on to make a point of telling this Specialist, that [Ajaney Burgess] did not come back into the house when she left her phone, stating, “She left after that, but had left her phone on the table, so she knocked on the door, she was on the outside of the door. [Resident A] tried to push me down to get to [Ajaney Burgess], I said no we’re not going to do that. [Ajaney Burgess] never came in the house, she was at the door.” While [Ajaney Burgess] tries to deny the allegation, she contradicts [Theresa Tippins ’s] interview, stating, “I was trying to leave I left my phone on the table, so I knocked and [Resident A] came upstairs. The vase was right there, I accidentally knocked the vase over. I told him I was sorry he thought I threw it at him, but I didn’t, it did shatter though.”

The *Report of Investigative Findings* determined Ajaney Burgess was found responsible for violating Resident A’s right to be free from abuse class III.

APPLICABLE RULE	
R 400.14305	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:	Based upon my investigation, which consisted of interviews with Resident A, direct care staff Theresa Tippins, direct care staff Ajaney Burgess and licensee designee Jennifer Burgess, as well as observations made during an unannounced investigation on-site and a review of pertinent documentation relevant to this investigation, Resident A was not treated with dignity and his person need for protection and safety were not attended to all times.

	<p>Lansing Police Department <i>Incident Report 25-04072</i> documented the same night of the allegations that Theresa Tippins reported Ajaney Burgess had gotten into an argument with Resident A after turning off the television Resident A was watching and threw a glass at Resident A. Interviews provided by Ajaney Burgess and Theresa Tippins during this investigation were inconsistent with each other and the interview documented in <i>Incident Report 25-04072</i>. This inconsistency between subsequent direct care staff interviews was also noted by the <i>Report of Investigative Findings</i> provided by Community Mental Health Authority.</p> <p>Resident A's initial interview documented in <i>Incident Report 25-04072</i> and during this investigation have been consistent and match Theresa Tippins interview documented in <i>Incident Report 25-04072</i>.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

I recommend that the current license status continue.



10/29/2025

Eli DeLeon
Licensing Consultant

Date

Approved By:



10/29/2025

Dawn N. Timm
Area Manager

Date