



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

November 3, 2025

James Pilot
Bay Human Services, Inc.
P O Box 741
Standish, MI 48658

RE: License #: AS090391446
Investigation #: 2025A0572055
Bangor

Dear James Pilot:

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) 643-7960

Sincerely,

A handwritten signature in black ink that reads "Anthony Humphrey". The signature is written in a cursive style with a large, looping flourish at the end.

Anthony Humphrey, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48605
(810) 280-7718

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS090391446
Investigation #:	2025A0572055
Complaint Receipt Date:	09/11/2025
Investigation Initiation Date:	09/16/2025
Report Due Date:	11/10/2025
Licensee Name:	Bay Human Services, Inc.
Licensee Address:	PO Box 741 3463 Deep River Rd Standish, MI 48658
Licensee Telephone #:	(989) 846-9631
Administrator:	Melissa Rood
Licensee Designee:	James Pilot
Name of Facility:	Bangor
Facility Address:	3501 Bangor Rd Bay City, MI 48706
Facility Telephone #:	(989) 846-9631
Original Issuance Date:	03/14/2018
License Status:	REGULAR
Effective Date:	09/14/2024
Expiration Date:	09/13/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Home Manager, Tonya Kozitzki of The Bangor Group Home, has been taking food from the home, depriving residents like 87-year-old Resident A.	Yes
Additional Findings	Yes

III. METHODOLOGY

09/11/2025	Special Investigation Intake 2025A0572055
09/11/2025	APS Referral APS made referral to Licensing.
09/16/2025	Special Investigation Initiated - On Site
09/16/2025	Contact - Face to Face Regional Home Manager, Dawn Richter, Staff, Adriessa Ducre and Staff, Lindsey Rolston.
10/24/2025	Contact - Telephone call made Ex-Home Manager, Tonya Kozitzki.
10/28/2025	Inspection Completed-BCAL Sub. Compliance
10/28/2025	Exit Conference Licensee Designee, Joe Pilot.
10/29/2025	Contact – Document sent Recipient Rights, Bridget Hayes.
10/29/2025	APS Referral APS referral was made.
10/29/2025	Contact – Document sent Officer, Mathew Hessling.
11/03/2025	Contact – Telephone call received APS, Jacqueline Campbell.

ALLEGATION:

Home Manager, Tonya Kozitzki of The Bangor Group Home, has been taking food from the home, depriving residents like 87-year-old Resident A.

INVESTIGATION:

On 09/11/2025, the local licensing office received a complaint for investigation. Adult Protective Services (APS) made a referral to licensing and Law Enforcement.

On 09/16/2025, I made an unannounced onsite to Bangor, located in Bay County Michigan. Interviewed and/or observed were Regional Home Manager, Dawn Richter; Staff, Adriessa Ducre; Staff, Lindsey Rolston and Resident A. Resident A was not interviewed due to mental compacity.

On 09/16/2025, I interviewed Regional Home Manager, Dawn Richter regarding the allegation. Home Manager, Tonya Kozitzki was suspended on 09/11/2025 due to stealing food. Dawn Richter does not know much about the missing food but was informed by staff that food was being taken by the home manager. Staff informed her that Tonya Kozitzki had stolen a loaf of bread and some coffee from the home, amongst other things. Dawn Richter indicated that staff would be better to interview regarding the missing food. Residents are not aware that any food was stolen out of the home.

On 09/12/2025, I interviewed Staff, Adriessa Ducre regarding the allegation. Adriessa Ducre informed that after grocery shopping, she witnessed Home Manager, Tonya Kozitzki take out some of the groceries and put them into separate bags and put those bags in her vehicle. A second incident, she pretended not to be looking but observed from her peripheral vision that Tonya Kozitzki was re-bagging groceries and put them in her vehicle. Adriessa Ducre reported this incident to Assistant Manager and the Assistant Manager indicated that she saw her do the same thing before. Adriessa Ducre informed me that the home has a grocery list, but when they would try to prepare the meal on the menu, the food that was needed was not in the refrigerator or freezer. Adriessa Ducre knew something was wrong because the food that was supposed to be in the refrigerator or freezer had not been made yet, so it shouldn't be missing. Adriessa Ducre found one day to be odd as Tonya Kozitzki came to work very frantic and wanting to get to the grocery store. It appeared that she wanted to hurry up and get to the grocery store to fill the refrigerator before the COO, Melissa Rood arrived at the home. Tonya Kozitzki wasn't aware that she had already taken pics of the empty refrigerator.

On 09/12/2025, I interviewed Staff, Lindsey Rolston regarding the allegation. Lindsey Rolston stated she noticed that the home was very low on food after she had come back from being off work for 3 days. Staff Rolston had never witnessed Tonya Kozitzki take any food from the home but noticed that they would be very low on food, even after Tonya Kozitzki would make the grocery order. Lindsey Rolston stated that during a staff meeting, she found it very weird that Tonya Kozitzki was being very rude to staff and questioning them about missing food and supplies.

Lindsey Rolston also remembered a day in which Tonya Kozitzki was frantically trying to order groceries online but the credit card wasn't working, so she rushed out to go grocery shopping so she could fill the refrigerator. Lindsey Rolston explained to me that when ordering from Walmart in the morning, the groceries won't be ready for pickup until 2 or 3pm, so Tonya Kozitzki just went to do the grocery shopping herself. Also, there was no laundry soap for a period of 5 days, despite it being in the Communication Notes for each of those 5 days. Lindsey Rolston showed me pics of the empty refrigerator and missing snacks.

On 09/12/2025, I went into the kitchen and checked food in the refrigerator, cupboards and pantry. There was plenty of food and snacks for the residents in the home. The home has the appropriate stored food to prepare the meals on the menu.

On 09/16/2025, I observed Resident A at the table. Resident A appeared to be doing well. He was neat and clean and appeared to be receiving adequate care and supervision. I observed other residents either in their rooms or in the common areas and it did not appear to be any concerns regarding their care. The residents in the home were not interviewed as they are low functioning individuals who wouldn't know that groceries were being stolen out of the home.

On 10/24/2025, I contacted ex-Home Manager, Tonya Kozitzki regarding the allegation. Tonya Kozitzki informed me that she is no longer working at the home due to being suspended, so she had to search for new employment. Tonya Kozitzki denied the allegation and informed that she had been getting harassed by staff as she had transferred a male staff to another home, due to him having sexual relations with several of the female staff in the home. Staff began to bully her and were making allegations that she was not providing groceries and other supplies for the home. The COO, Melissa Rood came to the home and observed that the refrigerator was full of food. Then the next day during a staff meeting, the staff were bullying her. The only time food has been taken out of the home is when staff empty the emergency food bin, because they are not allowed to keep expired food in the home. She has never taken food out of the emergency food bin. Staff takes it out and disposes of it because it is expired.

APPLICABLE RULE	
R 400.14204	Direct care staff; qualifications and training.
	(2) Direct care staff shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.
ANALYSIS:	Based on the interviews of staff, the previous Home Manager and observing pics of the refrigerator and cabinet, there is enough evidence to establish a licensing rule violation. The Home Manager is in charge of the day-to-day operations of the

	<p>AFC Home, and one of those duties is to ensure that there is sufficient food and other supplies in the home for the residents.</p> <p>Based on my interviews with staff and the pictures that I observed, there was not enough food in the home.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

Residents' Funds are missing from the home.

INVESTIGATION:

On 09/16/2025, I interviewed Regional Home Manager, Dawn Richter. Dawn Richter informed that on 09/11/2025, when staff were taking the residents on an outing to the Pumpkin Farm, she went to get money from the Activities Funds in the safe, but there was no money in it. Dawn Richter didn't think nothing of it because due to the time of the month, it's not uncommon for them to be low or have depleted the Activities Fund. So, she went into the Residents' Funds and noticed a significant amount of funds missing. When she counted the funds, she noticed that \$208.75 was missing from their funds. Bay Human Services are in the process of replacing all the residents' personal funds. None of the residents are aware that their money is missing. Law Enforcement is now involved with the investigation. One thing that was very noticeable is that Resident B has been in the hospital since Mid-July and is missing \$75.00, although she has not been in the home to spend it.

I went over the Resident Funds and had Dawn Richter count the money for me. The Resident Funds were not accurate, which means that someone has taken the money without recording any transactions. Funds were missing from each of the residents in the home. Resident A had \$23.80 during my onsite but should have had a total of \$28.11. Resident B had \$75.00 at the time of my onsite but should have had \$150.00. Resident C had \$82.40 left of what was supposed to be \$123.74. Resident D had \$27.55 but should have had \$108.91.

On 09/12/2025, I interviewed Staff, Adriessa Ducre. Staff Ducre informed me that they have an Activities Funds, but for some reason, there's never any money in it. The Home Manager, Tonya Kozitzki would send staff to different fast food restaurants to get her something to eat. Tonya Kozitzki would always pay for it. Staff assumed that she was using her own personal money, but now it appears that she was using the money from the Activities Fund. The Activities Fund receives \$150.00 in additional funds per month, but there was never any money in there.

On 09/12/2025, I interviewed Staff, Lindsey Rolston. Staff Rolston informed me that staff were planning to take the residents on an outing to the Pumpkin Farm, but there was no money in the Activities Fund. Regional Home Manager, Dawn Richter

then decided to use the Resident Funds, but when she counted their funds, each of their personal funds were short.

On 10/24/2025, I contacted ex-Home Manager, Tonya Kozitzki. Tonya Kozitzki denied taking any money from the home and wasn't aware of this allegation until law enforcement told her about it. Tonya Kozitzki stated that she has been working in the field for 25 years and never had an issue with missing food or funds. She informed me that the money wasn't locked, so staff had access to it. The last person who would have had access to the funds would have been the Assistant Manager, because the funds came up missing after she was suspended.

On 10/29/2025, I contacted Recipient Rights, Bridget Hayes regarding her findings. She informed me that she will be substantiating the allegation of Abuse Class II-Exploitation.

On 10/29/2025, I made a referral to APS with additional information. They initially denied the complaint as there was no indication of vulnerability impacting the harm type.

On 10/29/2025, I emailed and left a voicemail message with Officer, Mathew Hessling regarding his findings in the investigation. As of right now, the investigation is inactive as Tonya Kozitzki has not been fully cooperative with him. He tried to talk to her once and didn't get anywhere, and tried to speak with her another time, but she refused to answer the door. Officer Hessling currently does not have any proof that she stole the food and groceries and is going to find other resources to contact her.

On 11/03/2025, APS, Jacqueline Campbell informed me that she received the referral and will be investigating the allegations.

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 on the interviews of staff, the previous Home Manager and review of the Residents' Funds, there is enough evidence to establish a licensing rules violation. While planning to take the residents on an outing, staff noticed money missing from the home's Activities Fund. The Reginal Home Manager decided to give each resident money for the outing from their personal funds, but money was missing from there as well. The Activities Funds are to be utilized for activities for the residents, so

	residents do not have to use their own personal funds. Residents should have immediate access to at least \$20.00 of their personal funds and staff are not to take or borrow from this fund. During my onsite, I reviewed the Resident Funds and the Regional Home Manager counted their money and there was over \$200.00 missing, including \$75.00 from a resident who has been in the hospital for several months.
CONCLUSION:	VIOLATION ESTABLISHED

On 10/28/2025, I held an exit conference with Licensee Designee, Joe Pilot. Joe Pilot was informed of the findings of this special investigation.

IV. RECOMMENDATION

I recommend that no changes be made to the licensing status of this small adult foster care group home, pending the receipt of an acceptable corrective action plan (capacity 3-6).

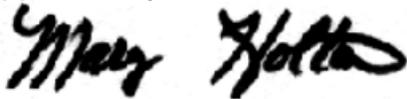


11/03/2025

Anthony Humphrey
Licensing Consultant

Date

Approved By:



11/03/2025

Mary E. Holton
Area Manager

Date