



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

November 20, 2025

Pamela Hurley
Innovative Lifestyles, Inc.
PO Box 1258
Clarkston, MI 48347

RE: License #: AS630067389
Investigation #: 2026A0612002
Foster

Dear Mrs. Hurley:

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 that reads "Johnna Cade".

Johnna Cade, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(248) 302-2409

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630067389
Investigation #:	2026A0612002
Complaint Receipt Date:	10/17/2025
Investigation Initiation Date:	10/20/2025
Report Due Date:	12/16/2025
Licensee Name:	Innovative Lifestyles, Inc.
LicenseeAddress:	Suite 1 5490 Dixie Hwy Waterford, MI 48329
Licensee Telephone #:	(248) 931-2061
Administrator:	Pamela Hurley
Licensee Designee:	Pamela Hurley
Name of Facility:	Foster
Facility Address:	8531 Foster Road Clarkston, MI 48346
Facility Telephone #:	(248) 795-2174
Original Issuance Date:	10/01/1995
License Status:	REGULAR
Effective Date:	08/07/2024
Expiration Date:	08/06/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Direct care staff, Robert Numbo physically struck Resident A and/or pulled his arm while attempting to drop him off early for his volunteer shift.	Yes

III. METHODOLOGY

10/17/2025	Special Investigation Intake 2026A0612002
10/20/2025	Special Investigation Initiated - Letter Email sent to assigned Adult Protective Services (APS) worker, Bradley Edwards to coordinate.
10/20/2025	APS Referral Referral received from Adult Protective Services (APS).
10/20/2025	Referral - Recipient Rights Referral made via email to Oakland Community Health Network - Office of Recipient Rights.
10/20/2025	Contact - Document Received Waterford Senior Center video surveillance received via email from Recipient Rights Specialist Sarah Rupkus.
10/20/2025	Contact - Telephone call made Interview completed with Employment Options Unlimited staff Favy Swett.
10/20/2025	Contact - Telephone call made Interview completed with Employment Options Unlimited staff Angela Stites.
10/22/2025	Inspection completed onsite I completed an unscheduled onsite investigation, there was no one onsite at the home.
10/22/2025	Contact – Face to Face Unscheduled onsite visit to Waterford Senior Center in an attempt to interview Resident A. Resident A was not present.

10/22/2025	Contact – Face to Face Interview with direct care staff Robert Numbo.
10/23/2025	Contact – Face to Face Interview with Resident A.
10/24/2025	Exit Conference I placed a telephone call to licensee designee Pamela Hurley to conduct an exit conference.

ALLEGATION:

Direct care staff, Robert Numbo physically struck Resident A and/or pulled his arm while attempting to drop him off early for his volunteer shift.

INVESTIGATION:

On 10/20/25, I received a referral from Adult Protective Services (APS) that indicates Resident A is a resident at Foster Group Home. Resident A is diagnosed with a cognitive disability and is hearing impaired. Resident A requires monitoring and medication management. Resident A has a legal guardian. On 10/14/25, a male Foster Group Home staff member tried to drop Resident A off 40 minutes early for his volunteer shift at the Waterford Senior Center. When the male Foster Group Home staff member was informed that he was too early, the male Foster Group Home Staff member rudely grabbed Resident A by the left arm, and they left the center. The Foster Group Home staff member hit Resident A once on the arm while they were in the van and once again on the arm while they were in the group home. Resident A does not have any visible injuries.

On 10/20/25, I initiated my investigation with an email to the assigned Adult Protective Services (APS) worker, Bradley Edwards to coordinate. Additionally, I made a referral to Oakland Community Health Network (OCHN) - Office of Recipient Rights (ORR) via email. The investigation is assigned to Recipient Rights Specialist Sarah Rupkus. Ms. Rupkus stated she interviewed Resident A on 10/17/25, Resident A is mostly non-verbal. Resident A showed Ms. Rupkus how his staff pulled him by the arm and then punched him with a closed fist on the arm twice. Resident A indicated that the punching occurred in the van by motioning with his arms and demonstrating the turning of a steering wheel, and then verbally said "stop" with his palm out in front of him. Ms. Rupkus obtained video surveillance from the Waterford Senior Center that she provided to me via email.

On 10/20/25, I reviewed the video surveillance of the Waterford Senior Center which showed Resident A and a male staff (later determined to be Robert Numbo) walking out of the Waterford Senior Center employee entrance on 10/14/25. Resident A and the staff were gesturing back and forth to one another. Right before they walk out of the

door, Resident A grabs his own arm and shows it to his staff. Once they are outside the door, it appears that the staff takes Resident A's arm and looks it over. It appears as if Resident A could have been telling his staff that he hurt his arm, however, there was no observation of a physical alteration in the surveillance video.

On 10/20/25, I interviewed Employment Options Unlimited staff Angela Stites. Ms. Stites stated on 10/14/25, Resident A came into her room around 8:50 am, he pointed towards the door to signal that his staff was coming in behind him. When his staff arrived, Ms. Stites explained to the staff that Resident A does not start until 9:30 am. The staff then pulled Resident A's left arm, making contact near his elbow and Resident A forcefully tried to pull his arm away. Then, the two left the room. Ms. Stites stated she contacted Ms. Swett who also works with Resident A to make her aware of the situation and asked her to observe Resident A with the staff when they returned to the building at 9:30 am.

On 10/20/25, I interviewed Employment Options Unlimited staff Favy Swett via telephone. Ms. Swett stated she works with Resident A at the Waterford Senior Center three times a week. She has worked with Resident A for several years. On 10/14/25, she observed Resident A come into the senior center with a male staff. Resident A was standing away from the staff, but he did not look happy. Ms. Swett stated Resident A told her by means of demonstration that his staff hit him once on the left arm while they were in the van and once again on the arm while they were in the group home. Resident A did not have any visible injuries. Ms. Swett stated she did not witness this incident occur.

On 10/22/25, at approximately 11:30 am I completed an unscheduled onsite investigation. I knocked on the door and rang the doorbell several times. There was no one onsite at the home. At approximately 1:00 pm I went to Waterford Senior Center in an attempt to interview Resident A. I was advised by Employment Options Unlimited staff that Resident A was picked up for the day around noon.

On 10/22/25, in collaboration with Recipient Rights Specialist Sarah Rupkus, I interviewed direct care staff Robert Numbo at Innovative Lifestyles main office. Mr. Numbo stated he began his employment in June 2025, he typically works on the afternoon shift from 3:00 pm – 11:00 pm, however on 10/13/25 – 10/14/25, he worked a midnight shift. In the morning, he took Resident A to work at the Waterford Senior Center. Mr. Numbo stated they arrived at the center at 9:00 am. The Employment Options Unlimited staff informed him that Resident A does not start until 9:30 am and they asked him to come back. Mr. Numbo stated he grabbed Resident A's left arm near his wrist to direct him out of the building. Resident A pulled his arm away. Mr. Numbo explained that he grabbed Resident A's arm to direct him out of the building because Resident A cannot hear well and he did not understand why they had to leave and go back to the van. Mr. Numbo stated when he and Resident A got outside and into the van Resident A repeatedly wanted to get out of the van and go back into the center. Mr. Numbo stated he grabbed Resident A's wrist using one of his hands and used his other hand to point at Resident A's watch, showing him that they cannot go back inside until 9:30 am. Mr. Numbo stated this occurred more than 4 times. During this interview

licensing consultant asked Mr. Numbo to demonstrate how he grabbed Resident A's arm and wrist. Mr. Numbo grasped the licensing consultants' arm and wrist firmly while demonstrating. Mr. Numbo denies punching Resident A using a closed fist. Mr. Numbo stated he is from Africa and English is not his first language. He moved to the United States in December 2024. This was his first time taking Resident A into the community as he has historically only worked with Resident A at the home. Mr. Numbo stated he had no intention of hurting Resident A and further remarked that he is still getting accustomed to cultural norms. Mr. Numbo stated he was surprised to learn of this allegation as he treats the residents that he works with like family.

On 10/23/25, I interviewed Resident A at Waterford Senior Center. Resident A is mostly non-verbal and is hearing impaired. When asked about direct care staff Robert Numbo Resident A demonstrated using the licensing consultant's arm how staff pulled him by the forearm and then punched him with a closed fist in the upper arm. Resident A indicated that the punching occurred in the van by demonstrating the turning of a steering wheel.

On 10/24/25 I placed a telephone call to licensee designee Pamela Hurley to conduct an exit conference and review my findings. There was no answer. I left a detailed voicemail informing Ms. Hurley that a corrective action plan is required.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following: (b) Use any form of physical force other than physical restraint as defined in these rules.
ANALYSIS:	Based upon the information gathered during this investigation there is sufficient information to conclude that direct care staff Robert Numbo used force against Resident A while attempting to drop him off early for his volunteer shift on 10/14/25. Although Mr. Numbo denies punching Resident A, he admits that he grabbed Resident A's arm to direct him out of the building. This was observed by Employment Options Unlimited staff Angela Stites. Additionally, in the surveillance video right before Mr. Numbo and Resident A walk out of the door, Resident A grabs his own arm and shows it to Mr. Numbo. Once they are outside the door, it appears that Mr. Numbo takes Resident A's arm and looks it over.

	<p>Mr. Numbo further admitted when he and Resident A got outside and into the van, Resident A repeatedly wanted to get out of the van and go back into the center. Mr. Numbo grabbed Resident A's wrist and used his other hand to point at Resident A's watch, showing him that they could not go back inside until 9:30 am. Mr. Numbo stated this occurred more than 4 times.</p> <p>During the interview I asked Mr. Numbo to demonstrate how he grabbed Resident A's arm and wrist. Mr. Numbo grasped my arm and wrist firmly while demonstrating.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend that this special investigation be closed with no change to the status of the license.

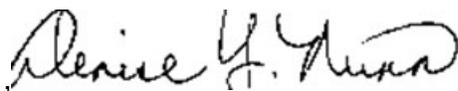


10/25/2025

Johnna Cade
Licensing Consultant

Date

Approved By:



11/20/2025

Denise Y. Nunn
Area Manager

Date