



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

December 4, 2025

CheKeela Walker  
Abound Rehabilitation Service, INC.  
1962 Leitch Road  
Ferndale, MI 48220

RE: License #: AS630418986  
Investigation #: 2026A0991001  
Abound Rehabilitation Services - Murray Crescent

Dear Chekeela Walker:

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:

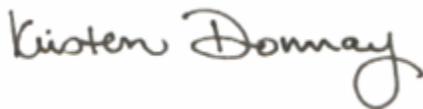
- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

A six-month provisional license was recommended in the renewal licensing study report dated 12/04/25. The recommendation remains in effect. If you do not contest the issuance of a provisional license, you must indicate so in writing; this may be included in your corrective action plan or in a separate document. If you contest the issuance of a provisional license, you must notify this office in writing and an administrative hearing will be scheduled. Even if you contest the issuance of a provisional license, you must still submit an acceptable corrective action plan.

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.

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 black ink that reads "Kristen Donnay". The signature is written in a cursive style with a large, looped 'D' at the end.

Kristen Donnay, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place  
3026 W. Grand Blvd. Ste 9-100  
Detroit, MI 48202  
(248) 296-2783

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**

<b>License #:</b>	AS630418986
<b>Investigation #:</b>	2026A0991001
<b>Complaint Receipt Date:</b>	10/03/2025
<b>Investigation Initiation Date:</b>	10/06/2025
<b>Report Due Date:</b>	12/02/2025
<b>Licensee Name:</b>	Abound Rehabilitation Service, INC.
<b>Licensee Address:</b>	1962 Leitch Road Ferndale, MI 48220
<b>Licensee Telephone #:</b>	(248) 416-2768
<b>Administrator:</b>	CheKeela Walker
<b>Licensee Designee:</b>	CheKeela Walker
<b>Name of Facility:</b>	Abound Rehabilitation Services - Murray Crescent
<b>Facility Address:</b>	29361 Murray Crescent Dr Southfield, MI 48076
<b>Facility Telephone #:</b>	(248) 232-6588
<b>Original Issuance Date:</b>	04/17/2025
<b>License Status:</b>	TEMPORARY
<b>Effective Date:</b>	04/17/2025
<b>Expiration Date:</b>	10/16/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
On 10/01/2025, Resident A reported being physically assaulted by staff member Jacquelyn Brooks during a dispute over unpaid rent, resulting in multiple visible injuries.	Yes

**III. METHODOLOGY**

10/03/2025	Special Investigation Intake 2026A0991001
10/03/2025	APS Referral Received from Adult Protective Services (APS)
10/06/2025	Special Investigation Initiated - Telephone To assigned Adult Protective Services (APS) worker, Lisa Black
10/06/2025	Referral - Recipient Rights Assigned to Amber Oliver
10/06/2025	Contact - Document Received Pictures of Resident A's injuries
10/09/2025	Inspection Completed On-site Unannounced onsite inspection- interviewed Resident A
10/14/2025	Contact - Document Received Email from APS worker, Lisa Black
10/15/2025	Contact - Telephone call made Left message for Jackie Brooks
10/15/2025	Contact - Telephone call made To direct care worker, Santecia Dobbs
10/15/2025	Contact - Telephone call made Left message for direct care worker, Aaron Fondren
10/15/2025	Contact - Telephone call received From licensee designee, Chekeela Walker

10/15/2025	Contact - Telephone call received From regional manager, Jackie Brooks
10/15/2025	Contact - Telephone call made To direct care worker, Jasmine Smith
10/16/2025	Contact - Telephone call received From direct care worker, Aaron Fondren
10/16/2025	Contact - Document Received Incident reports
10/20/2025	Contact - Document Received Resident A's discharge paperwork
10/23/2025	Contact - Telephone call received From APS worker, Lisa Black- will be substantiating allegations
10/23/2025	Contact - Document Sent Request for records to Southfield Police
10/24/2025	Contact - Document Received Police records
11/12/2025	Contact - Telephone call made Left message for case manager
12/01/2025	Exit Conference Via telephone with licensee designee, CheKeela Walker

**ALLEGATION:**

**On 10/01/2025, Resident A reported being physically assaulted by staff member Jacquelyn Brooks during a dispute over unpaid rent, resulting in multiple visible injuries.**

**INVESTIGATION:**

On 10/06/25, I received a complaint from Adult Protective Services (APS) alleging that on 10/01/25, Resident A (he/him) went to the hospital and reported being assaulted by Jacquelyn Brooks, who is a staff member at the group home. Resident A got into an argument with Ms. Brooks about money due to being behind on rent. When Resident A was attempting to walk away, he was pushed in the middle of his back by Ms. Brooks,

which caused him to fall to the ground. Ms. Brooks then pulled Resident A's head up by his hair and slammed his head to the ground. Resident A sustained a bruise on the left side of his face above the eyebrow, as well as bruising to the left eye, forearm, and bicep. The complaint notes that Resident A did not receive medical treatment at the time of the assault due to not having a phone. Resident A reported that this is not the first time Ms. Brooks has been physical with him.

I initiated my investigation by contacting the assigned APS worker, Lisa Black. Ms. Black stated that she interviewed Resident A on 10/02/25. Resident A told her that he likes living in the group home, but he does not get along with Jackie Brooks. He stated that she put her hands on him twice. He stated that during the most recent altercation, he was pushed by Ms. Brooks, but he felt nobody was going to believe him. Ms. Black stated that she observed a quarter-sized bruise over Resident A's right eye, small pin prick bruises/abrasions all over his forearm, and a large bruise under his bicep. Resident A told Ms. Black that all of the allegations were true, but he felt everyone would side with Ms. Brooks. Ms. Black stated that she attempted to interview the other residents in the home, but they did not witness the incident or have any information regarding the allegations. Ms. Black stated that she received a copy of an incident report when she was at the home on 10/02/25, but it did not appear to be completed at the time of the incident. She felt it was created while she was onsite. Ms. Black provided photographs that were taken on 10/02/25, which show a bruise above Resident A's left eye, abrasions on the left arm, and a large bruise on the back of the left bicep.

On 10/09/25, I conducted an unannounced onsite inspection at Abound Rehabilitation Services- Murray Crescent. I interviewed Resident A at the home. Resident A stated that "he/him" are his preferred pronouns, which will be used throughout this report. Before asking any questions, Resident A started to say that he fell and that Ms. Brooks never pushed him. He stated that he was walking down the street carrying his laptop, and he just fell. He said that there was a disgruntled staff, who recently walked off the job, who was helping him shower and saw the bruises. This staff is the person who was saying that he was pushed. Resident A then stated that Ms. Brooks "accidentally" smacked him in the face one time. When asked how she accidentally smacked him in the face, Resident A stated that he threw water on her and spat on her, and she smacked him in the face. Resident A stated that it is a felony to assault a health care worker, and he did not want to go back to jail. He stated that Ms. Brooks is not in the home anymore and he prefers her not being there. Resident A became emotional and stated that he lied and Ms. Brooks did push him down. He stated that Ms. Brooks was yelling at him over \$1700 that his grandma left him. She was yelling and saying that he blew all of his money on Only Fans (an online platform with sexually explicit content) when he did not have enough pants or shirts. Resident A stated that he got mad that she was yelling, so he walked away from the home. He was trying to use his laptop

computer to call the police because he did not have a phone. Resident A was walking down the street and was in front of the neighbor's house when Ms. Brooks pushed him down from behind. He fell on his side and hit his head. He stated that staff, Aaron, was also there, but he felt that Aaron would stick up for Ms. Brooks and would not tell the truth about what happened. He stated that Ms. Brooks would not let him go to the hospital that day. Resident A said that the disgruntled staff who he previously mentioned was actually trying to keep him safe and wanted him to go to the hospital. After the incident, he texted his girlfriend and told her that he got beat up by the home manager again. Resident A showed me this text on his phone. He stated that this was the second time Ms. Brooks attacked him. The first time was when she hit him in the face. Nobody else was present when she smacked him. He stated that he had a scratch on his face following that incident. He told his mom and his girlfriend at the time it happened.

Resident A stated that Ms. Brooks has been verbally abusive in the past. She yells and swears. He stated that Ms. Brooks tries to smooth things over with food. After the first incident, she brought him Timbits donuts. After the second incident, she brought a bunch of snacks. He stated that once he got a phone, he called EMS (emergency medical services) to be taken to the hospital. He told EMS and someone at the hospital what happened. He stated that when he was interviewed before by the Office of Recipient Rights (ORR) worker, he felt like David Ellis (the CEO of the company) was listening in on every conversation and he did not feel comfortable saying what happened. He denied that David Ellis told him to lie about what happened. He stated that he did not tell the truth when he talked to the ORR worker, because he felt people were listening to what he was saying. Resident A appeared to be scared about staff getting in trouble and said that he did not want to get anyone fired. He stated that he did not want to have to move, because he did not have anywhere else to go and did not want to be homeless again.

On 10/15/25, I received a phone call from the licensee designee, Chekeela Walker. Ms. Walker stated that Jackie Brooks had been removed from the schedule pending the outcome of the investigation; however, she continues to show up at the house. Ms. Walker stated that Ms. Brooks came to the Murray Crescent home today and was trying to get Resident B to go home with her. She was making comments such as, "Come home with mama." Ms. Brooks stated that staff called the CEO, David Ellis, to report this information. Resident B did not leave with Ms. Brooks. The human resources manager went to the home and told Ms. Brooks to leave the premises. Ms. Walker stated that Ms. Brooks's employment was terminated effective today.

On 10/15/25, I interviewed the area manager, Jackie Brooks. Ms. Brooks stated that she was not at the Murray Crescent home today. She stated that she has been home all day and has not gone outside. Her husband went to the home to pick up her daughter,

who was working the midnight shift at the home. Ms. Brooks stated that she was told she could not work pending the outcome of the investigation. With regards to the incident with Resident A, Ms. Brooks stated that she was working at the home on 09/28/25 with Jasmine Smith. Ms. Brooks stated that Resident A had been expecting money on his debit card from his grandmother. He was expecting to receive around \$1700. Ms. Brooks suggested that Resident A purchase more clothes and items that he needed. She stated that he is incontinent and does not have enough clothes if he has an accident and his clothing is in the wash. On 09/28/25, she was trying to help Resident A shop for clothing online, but Resident A was acting weird and standoffish. As they were getting ready to place the order, she asked Resident A what was wrong. Resident A stated that he did not know how much money was on the debit card. He stated that he bought a phone and played a game, giving several different reasons why the money would not be on the card. Resident A called to check the balance on the card and there was \$1.87 remaining. Ms. Brooks stated that three days prior there had been \$1700. Ms. Brooks stated that Jasmine Smith's shift was about to end, and she left the home just before 8:00pm. After Ms. Smith left, Resident A flew down the driveway yelling, "Fuck this shit. I'm out of here." She stated that Resident A went from zero to one thousand in a minute. He ran to the end of the driveway. Direct care worker, Aaron Fondren, pulled up a few minutes later. Resident A was at the bottom of the driveway when he arrived. Resident A was yelling, "Fuck you all. I'm not coming back." He was at the end of the street being loud. Ms. Brooks stated that she called Santecia Dobbs and asked her to come to the house to help because Resident A was having a fit. Ms. Dobbs arrived and was trying to talk to Resident A. Resident was holding his laptop and yelling, "You mother fuckers are not getting this laptop." Ms. Dobbs was trying to help Resident A up and he was yelling, "Don't let this bitch get my laptop." Ms. Dobbs stated that Resident A was on the ground, sitting on his butt at this time. He sat on the ground on his own to resist going back inside. She stated that Ms. Dobbs helped Resident A get up. She stated that something happened at the Aberdeen home, so she and Ms. Dobbs left to go to the other home. Aaron Fondren stayed at the Murray Crescent home with Resident A. On her way to the other home, she called the CEO, David Ellis, and told him that Resident A was "acting a fool." Ms. Brooks stated that Mr. Fondren told her that Resident A eventually went back inside. Ms. Brooks stated she did not recall Resident A falling and she did not put her hand on him. Resident A sat down on his butt and refused to get up. She stated that APS told her that Resident A told someone at the hospital that she pushed him. She stated that she never pushed Resident A and he never fell, he just sat down. She stated that she never touched Resident A's laptop. Ms. Brooks stated that she completed an incident report that night. She stated that Resident A never tried to call 911. During the incident, he yelled that someone is going to call the police, and he was going to wait for them. Ms. Brooks stated that she did not know about the bruises on Resident A until the following Monday or Tuesday. Another staff

saw the bruises when assisting Resident A in the shower. Ms. Brooks stated that she never hit or smacked Resident A. She stated that Resident A threw water on her and spit on another staff. She did not hit him. She denied ever calling Resident A fat and stated that she has never made degrading comments towards Resident A. Ms. Brooks stated that she typically gets along with Resident A. She stated that Resident A is still reaching out to her and has called and faceted her since she was removed from the schedule.

On 10/15/25, I interviewed direct care worker, Jasmine Smith. Ms. Smith stated that she was working from 8:00am-8:00pm on 09/28/25. She left her shift at 7:36pm that night, because Jackie Brooks, who was the regional manager, told her that she could leave early. Ms. Smith stated that Resident A had been having a regular day until after he showered. Ms. Brooks started asking Resident A about his finances, as he had received \$1000 on his debit card and needed clothes and supplies. Ms. Brooks was trying to help Resident A shop, but Resident A already used the money in his own manner. Ms. Smith stated that Ms. Brooks's tone was direct and firm, but she was not being too rude during that time, as she was asking Resident A what he spent the money on. Ms. Smith stated that Resident A used the money on Only Fans, hoping to get things in return. Ms. Brooks was being very stern while talking to Resident A about this and was not showing much compassion. Ms. Smith stated that Ms. Brooks asked her to go to the bank to try to see the balance on the debit card, but she was not able to get the information. Resident A was able to go online and see the balance and transactions. When she returned to the home, Resident A and Ms. Brooks were outside. Resident A was in a chair and Ms. Brooks was in her car with the door closed, speaking to Resident A through the window. Ms. Smith stated that this is where they were when she left her shift. Ms. Brooks called her about 30 minutes later and told her that there was an altercation with Resident A. She stated that Resident A left the house and went down the street towards Lahser. Ms. Smith stated that she was not sure why Ms. Brooks called her, as she was not asking her to come back to the home. Ms. Brooks told her that Santecia Dobbs was coming to the home. Ms. Smith stated that she assisted Resident A with his shower earlier that day, and he did not have any marks or bruises. She saw the bruises on Resident A's face and arm on Monday. Resident A never told her how he got the bruises. Ms. Smith stated that she has not heard Ms. Brooks making derogatory remarks, but she does raise her voice and yell.

On 10/15/25, I interviewed direct care worker, Santecia Dobbs. Ms. Dobbs stated that she does not typically work at the Murray Crescent home, but she sometimes assists or covers shifts there. She stated that on 09/28/25, she was working as the team lead at the Aberdeen home. She received a phone call around 8:30pm from the area manager, Jackie Brooks, requesting that she come to the Murray Crescent home to help calm down Resident A. She stated that she pulled up to the house and parked in the

driveway. As she was walking up to the house, she heard Ms. Brooks calling her. Resident A was on the ground laying on top of his laptop. He was yelling at Ms. Dobbs, "Keep this bitch away," referring to Ms. Brooks. Resident A said, "I'm tired of her putting her hands on me." He continued to tell Ms. Dobbs, "Don't give that bitch my laptop," and "Keep this bitch away from me. I'm tired of her." Ms. Dobbs stated that she helped Resident A get up from the ground. He was not wearing any shoes. At some point, as they were walking back towards the house, Ms. Brooks got Resident A's laptop. Resident A began yelling that she had his laptop. Ms. Dobbs stated that Ms. Brooks gave the laptop back eventually, but not right away. Ms. Dobbs stated that Resident A sat down on the bottom of the driveway by the mailbox. Ms. Dobbs had to leave because there was an emergency at the Aberdeen home, so she told Resident A to go into the house. Ms. Dobbs stated that nobody told her what started the incident. She stated that the other staff who was present, Aaron, told her that it was "a scary scene" when he pulled up to the house. He told her that when he pulled up, Ms. Brooks looked like Michael Myers (from the horror movie Halloween) and Resident A looked like he was running for his life. Ms. Dobbs stated that Resident A never told her that he was pushed, but he repeatedly said that he was tired of "this bitch" putting her hands on him. Ms. Dobbs stated that when she arrived, Ms. Brooks was standing there and was not saying much. Ms. Dobbs stated that Ms. Brooks and Resident A do not typically get along. She stated that she has observed Ms. Brooks antagonizing Resident A, making comments such as "nobody wants you," and "you're lucky to be here." She stated that Ms. Brooks has called Resident A fat and made very degrading and demeaning comments towards Resident A. Ms. Dobbs stated that she reported this information to David Ellis Jr., and there was an internal investigation. She stated that she never witnessed Ms. Brooks being physically aggressive towards Resident A.

On 10/15/25, I interviewed direct care worker, Aaron Fondren. Mr. Fondren stated that when he arrived for his 8:00pm shift on 09/28/25, Resident A was "all the way on the ground" with his laptop in his hands. He looked like he was afraid of something that Ms. Brooks was doing. Resident A kept saying, "Don't take my laptop." He was lying on the ground face down, moving around, trying to make sure Ms. Brooks did not get the laptop. Mr. Fondren stated that Santecia Dobbs arrived at the home to assist with getting Resident A back into the house. Ms. Brooks was not saying much during this time. She kept her distance and stopped talking once Mr. Fondren and Ms. Dobbs arrived. Ms. Brooks was letting Resident A do the talking, and she did not say what happened. Mr. Fondren stated that Ms. Brooks knows staff are mandated reporters, so she stopped what she was doing when they arrived. Resident A did not want to go back into the home because of Ms. Brooks. Mr. Fondren stated that he was not present when the altercation began, but he felt something must have happened for Resident A to be escalated to that extent. He stated that this type of behavior is not Resident A's baseline unless he was triggered by something. He did not see Ms. Brooks put her hands on

Resident A. Resident A told him later that Ms. Brooks pushed him and was trying to take his laptop. He told Mr. Fondren that he got into it with Ms. Brooks earlier that day over his debit card. Mr. Fondren stated that Resident A has always been honest with him and has never shown aggression towards him. Mr. Fondren denied telling Ms. Dobbs that Ms. Brooks looked like Mike Myers. He stated that he did not see Resident A running away. They were at the end of the driveway when he arrived. Nobody else was present until Ms. Dobbs arrived. Mr. Fondren stated that Resident A appeared to be afraid of Ms. Brooks and refused to go back into the house until she left. He stated that he has never seen Resident A act like that before. Mr. Fondren stated that he did not observe any marks or bruises on Resident A that night, but he did see them later. He stated that he was not sure if they were from Ms. Brooks or from Resident A being on the ground. Mr. Fondren stated that Resident A was trying to call 911 during the incident, but he could not because his laptop was broken. He stated that nobody called 911 and Resident A did not receive any medical attention. Mr. Fondren stated that he was told Ms. Brooks was not allowed to be at the house following this incident; however, she is still trying to come to the house. He stated that he saw her car pulling off today. Mr. Fondren stated that Resident A appears to be much happier now that Ms. Brooks is not in the home.

I received and reviewed a copy of an incident report regarding the incident on 09/28/25. It is not signed or dated to indicate who completed it or when it was written. The incident report notes that Resident A became agitated when staff attempted to order personal hygiene products on Amazon and Resident A only had \$1.00 and some change on the money card that had been funded with \$1700 on Friday, 09/26/25. Resident A was unable to purchase the items in the cart. Staff, Jackie Brooks, asked Resident A what the money was spent on. Resident A stated computer games and porn sites. Resident A continued to escalate, grabbed the computer, and walked down the driveway threatening to hurt himself. Once at the end of the driveway, Resident A threw himself on the ground and hit the edge of the curb, falling on his laptop as well. Resident A continued to threaten to hurt himself. Staff informed him that he had bruised himself and had an abrasion on his head, and that he should go back into the facility so that he could get cleaned up and assessed for medical attention if needed. Resident A refused to go back into the facility and attempted to call 911, but he damaged his computer so it was not working. Ms. Brooks's relief showed up at 8:00pm. Aaron Fondren and Santecia Dobbs continued to monitor and prompted Resident A to return to the facility. Resident A returned to the facility at 8:35pm, took his medication, and was calm for the remainder of the night. The incident report notes that Resident A was monitored 2:1 for health and safety until he returned to the house. Staff noted bruising on his arm and torso, as well as an abrasion on his head.

I received a copy of an incident report completed by direct care worker, Nyosha Fowler, on 10/16/25. It notes that on 10/16/25, Ms. Fowler observed Ms. Brooks on the property. She was there to pick up her daughter, who had worked the previous midnight shift. Ms. Fowler expressed concern to the owner, who confirmed that Ms. Brooks was not permitted on the premises due to the abuse and neglect investigation. Ms. Fowler contacted the local police via their non-emergency line. Officers were dispatched to the home. They stated that the matter was not actionable because Resident A previously dropped the complaint against Ms. Brooks. The officers conducted a welfare check on Resident A. Resident A stated that he felt harassed and not safe. The officers stated that there was little they could do since the complaint was withdrawn. Resident A stated that he had only dropped the complaint because he felt threatened. He stated that Ms. Brooks said, "You better not do what I think you're going to do," which led him to retract his statement out of fear. Resident A asked the officers if he could reinstate the complaint now that Ms. Brooks no longer had access to him. The officers provided contact information for the detective.

I received and reviewed a copy of the Southfield Police Department Case Report. It notes that on 10/02/25, officers were dispatched to Royal Oak Beaumont ER for report of an assault. They made contact with Resident A. Resident A stated that on Monday, 09/29/25, he was assaulted by staff member, Jacquelyn Brooks, in the front yard of the residence. Ms. Brooks is the regional manager of the group home. Resident A stated that she and Ms. Brooks were outside arguing about money. Resident A was attempting to walk away and stated that Ms. Brooks pushed her from behind in her mid-back, causing Resident A to fall to the ground. Resident A fell face first on the concrete, striking his head. Resident A stated that Ms. Brooks grabbed the back of his hair, pulled his head up, and slammed his head into the concrete. Ms. Brooks left Resident A on the ground and other staff members helped him up. Resident A did not have a phone during the time of the incident and did not call for police. Resident A sustained injury to his head (left side of forehead), his left arm was scraped, and he had a large bruise on the left bicep area. Resident A complained of pain all over. Resident A stated that this is not the first time Ms. Brooks has physically assaulted him. Ms. Brooks slapped Resident A approximately a month ago. The assault was never reported. Resident A does not feel safe residing in the group home. The report notes that the responding officer observed a bruise on Resident A's forehead, directly above his left eyebrow. Resident A's left eye appeared to be bruised as well. The officer also observed scratches on Resident A's left arm and a large bruise on Resident A's bicep. The report notes that on 10/03/25, Resident A stated that he no longer wished to press charges. On 10/17/25, Resident A called and stated that he changed his mind and would like to press charges.

The police report notes that on 10/17/25, the officer spoke with Ms. Brooks who reported that on 09/28/25, Resident A walked outside and either fell or sat on the

ground. Resident A became upset while inside of the house and that is the reason he walked outside. Ms. Brooks stated that she never put her hands on Resident A. Resident A is known to go outside and create a scene to draw attention so that he can be transported to the hospital. Ms. Brooks stated that she received a call from Resident A after that day stating that he misses her.

I received a copy of a dispatch report from the Southfield Police Department which notes that officers were dispatched to the Murray Crescent home on 10/16/25, because Ms. Brooks, who was fired for abuse and neglect, keeps returning the home. She is not supposed to be on the premises. The report notes that Ms. Brooks was not on scene when they arrived at the home. They spoke to Resident A who stated that he wishes to pursue charges for the previous assault. The report notes that Ms. Brooks was on scene to pick up her child who works at the group home. Human Resources is working to get her daughter transferred. They were advised to contact the police if Ms. Brooks returns causing issues.

I received and reviewed a copy of the after visit summary from Corewell Health William Beaumont University Hospital Emergency Department dated 10/02/25. It notes that the reason for the visit was generalized body aches and assault. The diagnosis was an injury to the head and body aches.

On 12/01/25, I conducted an exit conference via telephone with the licensee designee, Chekeela Walker. Ms. Walker stated that she would provide a corrective action plan to address the findings and would accept the six-month provisional license.

<b>APPLICABLE RULE</b>	
<b>R 400.641</b>	<b>Resident behavior interventions.</b>
	<b>(5) Staff, volunteers, visitors, or other occupants of the facility shall not mistreat a resident. Mistreatment includes any intentional action or omission that exposes a resident to a serious risk, physical or emotional harm, or the deliberate infliction of pain by any means.</b>
<b>ANALYSIS:</b>	Based on the information gathered through my investigation, there is sufficient information to conclude that Resident A was mistreated by the regional manager, Jackie Brooks, when Resident A and Ms. Brooks got into a verbal and physical altercation on 09/28/25. Resident A stated that Ms. Brooks pushed him in the back, causing him to fall to the ground. Ms. Brooks denied pushing Resident A; however, Resident A was observed with bruises on his forehead and bicep, as well as abrasions on his left arm when he went to the hospital on 10/01/25. Direct care workers, Santecia Dobbs and Aaron

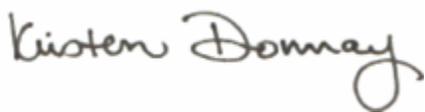
	Fondren, stated that Resident A appeared to be afraid of Ms. Brooks when they arrived at the home. Resident A was on the ground, face down, yelling that he did not want Ms. Brooks to take his laptop. Resident A's account of the incident was consistent with what he reported to APS and the police. Ms. Brooks provided information that conflicted with the incident report, including how Resident A got onto the ground and when his injuries were first observed.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.641</b>	<b>Resident behavior interventions.</b>
	<p><b>(6) A licensee, staff, volunteers, or any person who lives in the facility shall not do any of the following:</b></p> <p><b>(f) Subject a resident to any of the following:</b></p> <ul style="list-style-type: none"> <li><b>(i) Mental or emotional cruelty.</b></li> <li><b>(ii) Verbal abuse.</b></li> <li><b>(iii) Derogatory remarks.</b></li> <li><b>(iv) Threats.</b></li> </ul>
<b>ANALYSIS:</b>	Based on the information gathered through my investigation, there is sufficient information to conclude that Ms. Brooks was verbally abusive and made derogatory remarks to Resident A. Staff, Santecia Dobbs, stated that she has observed Ms. Brooks antagonizing Resident A, making comments such as "nobody wants you," and "you're lucky to be here." She stated that Ms. Brooks has called Resident A fat and made very degrading and demeaning comments towards Resident A. Resident A also stated that Ms. Brooks would yell and swear at him. She was yelling at him for spending his money on Only Fans when the altercation began on 09/28/25. Resident A also told the police that he withdrew his complaint against Ms. Brooks because she made comments to him including, "You better not do what I think you are going to do."
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

A six-month 1st provisional license was recommended in the renewal licensing study report dated 12/04/25.

Contingent upon the receipt of an acceptable corrective action plan, I recommend the issuance of a six-month 1<sup>st</sup> provisional license.



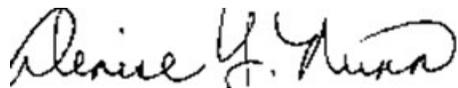
12/01/2025

---

Kristen Donnay  
Licensing Consultant

Date

Approved By:



12/04/2025

---

Denise Y. Nunn  
Area Manager

Date