



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

December 19, 2025

Tracey Hamlet  
MOKA Non-Profit Services Corp  
Suite 201  
715 Terrace St.  
Muskegon, MI 49440

RE: License #: AS700095745  
Investigation #: 2025A0357052  
Pierce Street Home

Dear Ms. Hamlet:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Arlene B. Smith".

Arlene B. Smith, MSW, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 916-4213

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS700095745
<b>Investigation #:</b>	2025A0357052
<b>Complaint Receipt Date:</b>	08/25/2025
<b>Investigation Initiation Date:</b>	08/25/2025
<b>Report Due Date:</b>	10/24/2025
<b>Licensee Name:</b>	MOKA Non-Profit Services Corp
<b>Licensee Address:</b>	Suite 201, 715 Terrace St., Muskegon, MI 49440
<b>Licensee Telephone #:</b>	(616) 719-4263
<b>Administrator:</b>	Sergejs Toms Zvigzds
<b>Licensee Designee:</b>	Tracey Hamlet
<b>Name of Facility:</b>	Pierce Street Home
<b>Facility Address:</b>	6421 Pierce Street, Allendale, MI 49401
<b>Facility Telephone #:</b>	(616) 895-5216
<b>Original Issuance Date:</b>	04/29/2001
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/29/2023
<b>Expiration Date:</b>	10/28/2025
<b>Capacity:</b>	5
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
On 08/13/2025, Resident A entered a restroom where Direct Care Staff, Cori Sereday was unclothed and Resident A stayed until she was dressed.	No

**III. METHODOLOGY**

08/25/2025	Special Investigation Intake 2025A0357052
08/25/2025	Special Investigation Initiated - Telephone To Recipient Rights, CMH Ottawa County.
09/16/2025	Inspection Completed On-site
09/16/2025	Contact - Face to Face with Direct Care Staff, Missy Miedema and the Home Supervisor Elizabeth Stoffers.
09/16/2025	Contact - Document Received Received documents: Received eight Incident reports related to Resident A, his Assessment plan and his Master Treatment Plan.
09/21/2025	Contact – Face to Face with with Elizabeth Stoffers Home Supervisor.
11/14/2025	Contact - Document Received Received the Recipient Rights report on this complaint by Community Mental Health, Ottawa County, Briana Fowler.
11/18/2025	Contact - Telephone call made To Elizabeth Stoffers, Home Supervisor, for an interview.
11/18/2025	Contact - Telephone call made To Direct Care Staff, Cori Sereday. Left a message to return my call.
12/11/2025	Contact - Telephone call made Telephone with Direct Care Staff: Melissa Rockey & Donnell Carr.
12/11/2025	Contact - Telephone call made To Direct Care Staff, Cori Sereday and left a message to call me.
12/15/2025	Contact – Telephone call received from

	Cori Sereday. I conducted a telephone interview.
12/18/2025	Telephone exit conference with Licensee Designee.

**ALLEGATION:** On 08/13/2025, Resident A entered a restroom where Direct Care Staff, Cori Sereday was unclothed and Resident A stayed until she was dressed.

**INVESTIGATION:** The complaint read as follows: *“(Resident A) (37) resides at Pierce Street Home. Resident A is diagnosed with a profound intellectual disability, unspecified mood disorder, ADHD encephalopathy, a seizure disorder, and cerebral palsy. On 08/13/2025, (name listed was Gabrielle but this name was incorrect, the correct name was Cori), was at Pierce Street Home changing her clothes. (Resident A) walked into a room where Cori was changing her clothes and saw Cori nude from the waist up. Cori closed the door and allowed Resident A to stay in the room with Cori while Cori was topless and until she was fully clothed. Cori is till currently employed at this AFC.”*

The complainant was anonymous. It was noted that a call was made to Michigan Department of Health and Human Services, and APS (Adult Protective Services) denied the complaint.

On 09/16/2025, I received a copy of the Recipient Rights Compliant that read as follows: *“I was working with Cory on 08/13/2025 and she was in bathroom and called my name. I went to the bathroom and I could only see her arm and part of her torso. She was naked of what I could see. She asked for baby wipes. When I brought the baby wipes, (Resident A) pushed his way in the bathroom. (Resident A) was staring at her very intensely. Cory closed bathroom door with (Resident A) inside with her. They were in the bathroom for about 10 minutes. When Cory and (Resident A) came out she told me she was cleaning herself up with baby wipes. She said she got (Resident A’s) feces on her and had a rash.”* This document was signed by Direct Care Staff, Melissa Miedma and dated 08/19/2025 and she was assisted by Elizabeth Stoffers, the Home Supervisor who also signed the document.

On 09/16/2025, I conducted a face-to-face with Direct Care Staff, Melisa Miedema. I asked her to walk me through the incident. She confirmed she worked in the home on 08/13/2025 with Direct Care Staff, Cori Sereday. She stated that she was in the kitchen when she heard Ms. Sereday call her name. She said Ms. Sereday asked her to get some baby wipes out of the cabinet. She said she was confused because there are extra wipes in the bathroom. She stated she got a package of baby wipes out of the cabinet and handed them to Ms. Sereday. She said she observed that Ms. Sereday did not have clothes on the left side of her body. She stated that it was evident to her that Ms. Sereday did not have her brassiere on. She said Resident A came to the bathroom and forced the door open, and he walked into the bathroom. She said the bathroom door was then shut. She went back to the kitchen, and to the

medication room and estimated that she was gone approximately 10 minutes. She said Ms. Sereday and Resident A came out of the bathroom, time unknown. Ms. Miedema stated that Ms. Sereday told her when she works a double shift, she likes to clean herself up between the 2<sup>nd</sup> and 3<sup>rd</sup>. shift and she washes her face and takes her hair down and brushes her hair and then puts it back up. She also explained to Ms. Miedema that one time she used Resident A's baby wipes that had some fecal material left on the package and this resulted in her having a rash and that was why she asked Ms. Miedema for a new package of baby wipes. Ms. Miedema stated that the baby wipes are owned by each resident, and she was uncomfortable providing Ms. Sereday with baby wipes that belong to a resident. She confirmed that Ms. Sereday worked a double shift that day, 2<sup>nd</sup>. and 3<sup>rd</sup>. She said she punched out at the end of second shift and then left for home. I asked her why it took days before she reported it, and she explained that she had worked with Direct Care Staff Melissa Rockey and she told her about what had happened. She said that Ms. Rockey told her that the incident should have been taken seriously and she should have reported it to Ms. Stoffer, the Home Supervisor.

On 09/16/2025, I reviewed Resident A's assessment plan and his Master Treatment Plan from Community Mental Health of Ottawa County. Both documents read that Resident A cannot verbally communicate. I did not interview Resident A because of his disability. In the assessment plan under 'Controls Aggressive Behavior,' and it read that he has a formal behavior plan in place. Under the section 'Controls Sexual Behavior' it read, "he is unaware of the boundaries of others. This does not appear to be sexually motivated." In the assessment plan under "Gets along with Others" it read that he can be aggressive with peers and staff. He is impulsive and will invade other's personal space. Under 'Toileting' it read that "he requires full assistance from staff for toileting. He wears briefs due to incontinence." The plan read that he requires help with bathing, grooming, dressing, and personal hygiene. He has an unsteady gait, and he stumbles at times and walks quickly. I reviewed Resident A's Master Treatment Plan and this read that he requires continuous supervision for safety. The plan also read that "(Resident A) continues to be very difficult to redirect and can be uncooperative and aggressive towards others: pushing his way into rooms and outdoors."

On 09/21/2025, I conducted a face-to-face with Elizabeth Stoffers, the Home Supervisor. She explained that she interviewed Ms. Sereday about the incident. She stated that Ms. Sereday informed her that she was unclothed below the waist. She also explained to me that each bathroom has wipes in the locked cabinet, that are accessible to staff.

On 11/14/2025, I received and reviewed a copy of Ottawa County Community Mental Health, Recipient Rights report written by Briana Fowler. Ms. Fowler had put in her report the documented verbal statements by Ms. Sereday to Ms. Brown which was dated 08/19/2025. It read as follows: "Last week either Monday or Wednesday between 2<sup>nd</sup>/3<sup>rd</sup> she likes to change her outfit, so she goes to the bathroom, lock the door and switches clothes. While she was in the bathroom, (Resident A) tried to get

in. She said she was naked, and she tried to get him out but could not come out because she was not decent. He would not leave and after a few minutes of him not leaving she got dressed and took her bag out and he left. She stated she had kept the door open enough so (Resident A), could get out and she was trying to hide on the other side of the door. She said it was “super uncomfortable” and the whole time she was changing she asked him to please get out. She said she did not close the door while he was in there. She said it was under one minute to get her clothes on. She tried to stay separated from over by the sink while he was by the toilet. She said she locked the door when she first went in there. She cracked the door and asked Missy to get baby wipes and when she went to get wipes, that is when (Resident A) got in. She knows it is inappropriate for Resident A to be there.

I continued to review Ms. Fowler’s report, and she interviewed Ms. Sereday on 08/22/2025. Ms. Fowler asked Ms. Sereday to describe the incident and how Resident A ended up in the bathroom with her. Ms. Sereday stated: “I work doubles. After I work my first shift I like to freshen up, change my clothes, comb my hair, and put it back up. I forgot something so I cracked the door to ask Missy for help. (Resident A) pushed his way in. I had a bra and socks on. (Resident A) was by the sink. I went behind the door; the door was open the entire time. I was communicating boundaries to (Resident A). (Resident A) was looking through all my stuff. I forgot my baby wipes, so I asked Missy to get me some baby wipes from the buffet table. Missy went to get them for me. When I was dressed, it took less than one minute. Once I was dressed, I announced I was dressed and (Resident A) closed the door while I finished my routine. I didn’t leave the bathroom and go someplace else to respect my exposure and minimize exposure to other residents.” Recipient Rights Director, Briana Fowler, did not substantiate a violation.

On 11/18/2025, I conducted a telephone interview with Elizabeth Stoffers, House Supervisor. She stated that Ms. Sereday had decided to leave the job and her last day was 11/01/2025.

After several telephone calls and me leaving messages to return my calls I received a call back from former Direct Care Staff, Cori Sereday on 12/15/2025. I conducted a telephone interview with her. Ms. Sereday stated she started at the home on May 2, 2025. She stated that she chose to work doubles with a schedule of Sundays 3<sup>rd</sup> shift, Mondays, 2<sup>nd</sup> and 3<sup>rd</sup> shift and Wednesdays 2<sup>nd</sup>. and 3<sup>rd</sup>. shifts. She said she chose to freshen up in the home’s bathroom. She said there is not a staff bathroom. She went on to explain the bathroom she was in had a sink and a toilet in a stall with a door on it. She stated she uses baby wipes to clean herself up. She went on to say that she had used the wipes in the bathroom before and discovered it had fecal material on it. She said the bathroom door was locked. She said she now knows that she is not to use the resident’s baby wipes. She stated she had her bra on and socks on her feet but was not wearing underwear. She said her co-worker, Ms. Miedema, usually cleans up the kitchen and wipes down the table at his time. She said she asked Ms. Miedema to get her some baby wipes, and she went to the door to receive them, and when she had them Resident A came up to the bathroom door

and used his body to force open the door. She said there was nothing she could do. She explained that Resident A does not understand personal boundaries, but she asked him to leave the bathroom. She said she got behind the door of the stall of the bathroom and Resident A was by the sink. She reported that Resident A saw her backpack and that usually means she is leaving. She said she covered herself and immediately put on her pants and her shirt that took less than a minute while she was behind the door. She reported that Resident A was going through her backpack. Once she was fully dressed, she called out to Ms. Miedema to let her know but she did not think Ms. Miedema had heard from her because she never came back. She stated as soon as she was dressed, she finished her personal routine, by putting her hair back up and putting on deodorant. She thought this total process was about ten minutes that Resident A was with her. She reported that she was shaking and trying to be as brief as possible. She said after the incident she did not report anything. She denied any sexual contact occurred with Resident A.

Ms. Sereday reported two or three weeks later Stephanie Brown, Resident Care Coordinator, contacted her. She said she was also contacted by Recipient Rights, Briana Fowler and she conducted an interview with her, and she had no findings. She said they worked on a plan to prevent this from happening again.

On 12/18/2025, I conducted a telephone exit with the Licensee Designee, Tracey Hamlet. She agreed with findings.

<b>APPLICABLE RULE</b>	
<b>R 400.681 (1)</b>	<b>Resident protection.</b>
	<b>(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.</b>
<b>ANALYSIS:</b>	<p>It was alleged that staff Cori Sereday was unclothed in the bathroom with Resident A.</p> <p>Staff Missey Miedema stated that she witnessed Ms. Sereday without a brassiere on 08/13/2025 with Resident A in the room.</p> <p>Staff Cori Sereday acknowledged when Resident A forced his way into the bathroom, she did not have underwear on. She stated that she dressed behind a door in the bathroom and was dressed in less than a minute. She reported she asked Resident A to leave but he did not leave.</p> <p>There were no other witnesses. All four male Residents are unable to speak so they were no interviewed.</p> <p>During this investigation I did not find that staff failed to treat Resident A with dignity and respect, nor was he exploited.</p>

	Therefore, there is not a violation of the rule.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

#### IV. RECOMMENDATION

I recommend the complaint be closed and the license remain the same.

*Arlene B. Smith*

12/18/2025

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Arlene B. Smith  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

12/19/2025

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Jerry Hendrick  
Area Manager

Date