



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

December 22, 2025

Nicholas Hargress  
Advance Care, Incorporated  
P.O. Box 74484  
Romulus, MI 48174

RE: License #: AS820014640  
Investigation #: 2026A0992003  
Crystal's Care

Dear Mr. Hargress:

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 (313) 456-0439.

Sincerely,

A handwritten signature in black ink, appearing to read 'Denasha Walker', written in a cursive style.

Denasha Walker, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 300-9922

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820014640
<b>Investigation #:</b>	2026A0992003
<b>Complaint Receipt Date:</b>	10/28/2025
<b>Investigation Initiation Date:</b>	10/30/2025
<b>Report Due Date:</b>	12/27/2025
<b>LicenseeName:</b>	Advance Care, Incorporated
<b>Licensee Address:</b>	P.O. Box 74484 Romulus, MI 48174
<b>Licensee Telephone #:</b>	(248) 738-4986
<b>Administrator:</b>	Nicholas Hargress
<b>Licensee Designee:</b>	Nicholas Hargress
<b>Name of Facility:</b>	Crystal's Care
<b>Facility Address:</b>	19640 Middlebelt New Boston, MI 48174
<b>Facility Telephone #:</b>	(734) 783-2509
<b>Original Issuance Date:</b>	02/07/1992
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/09/2024
<b>Expiration Date:</b>	04/08/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	MENTALLY ILL AGED ALZHEIMERS

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff member, Labiba Smiley wrote and cashed multiple checks from Resident A's account over several months.	Yes

## III. METHODOLOGY

10/28/2025	Special Investigation Intake 2026A0992003
10/30/2025	Special Investigation Initiated - Telephone Office of Recipient Rights, Ayanna Adams
10/30/2025	Contact - Face to Face Direct care staff, Chukudi Okaro and Resident A
10/30/2025	Contact - Telephone call made Licensee designee, Nicholas Hargress
10/30/2025	Contact - Document Received Incident Report, letter of termination, statement
12/05/2025	Contact - Face to Face Mr. Hargress
12/09/2025	Contact - Document Received Police Report, Huron Police Department
12/09/2025	Contact - Document Received Checks
12/17/2025	Contact - Telephone call made Former home manager, Labiba Smiley
12/17/2025	Exit Conference Mr. Hargress
12/23/2025	APS Referral

**ALLEGATION: Staff member, Labiba Smiley wrote and cashed multiple checks from Resident A's account over a span of several months.**

**INVESTIGATION:** On 10/30/2025, I contacted the Office of Recipient Rights (ORR), Ayanna Adams, she confirmed she is investigating the allegation. She stated staff, Labiba Smiley, wrote checks to herself from Resident A's account. Ms. Adams stated Ms. Smiley wrote a statement admitting to the crime and expressed an interest in paying Resident A back the money she stole.

On 10/30/2025, I completed an unannounced onsite inspection and made face-to-face with direct care staff, Chukudi Okaro and Resident A. Mr. Okaro denied having any knowledge of the allegation. I asked for the name and contact information for the home manager. He stated Ms. Smiley was the home manager, but she is no longer with the company. He stated he is not sure who the home manager is at this time.

I interviewed Resident A. Resident A confirmed the allegation. He stated he reviewed his bank statement and noticed there was a \$1,000.00 withdrawal, he stated he did not withdraw \$1,000.00. Resident A stated after it was brought to the bank's attention, he noticed there were several withdrawals for \$1,000.00 over the last couple months that he was not aware of and did not authorize. I asked Resident A if he is responsible for his own funds, and he said yes. He stated he does not have a guardian and can handle his own funds. He stated Ms. Smiley would take him back and forth to the bank to manage his funds, and he would withdraw the cost of care and any other funds he may need. He stated Ms. Smiley would assist him at the bank. He stated apparently Ms. Smiley made several withdrawals from his account without his knowledge. I asked if he authorized Ms. Smiley to withdraw money from his account, and he said no. Resident A stated Ms. Smiley was terminated and he has not seen her since he discovered she had stolen his money.

On 10/30/2025, I contact licensee designee, Nicholas Hargress, regarding the allegation. Mr. Hargress confirmed the allegation. He stated as the home manager, Ms. Smiley would assist Resident A with managing his funds and taking him to the bank and forth to the bank. He stated while Resident A was at the bank, the teller asked him if he had written a check to Ms. Smiley, and he said no. After further investigation, it was discovered that several checks had been written to Ms. Smiley. Mr. Hargress stated Ms. Smiley was writing checks to herself from Resident A's account. Mr. Hargress stated that Resident A pays \$1100.00 per month for cost of care. He stated he is inclined to believe that Ms. Smiley was pocketing additional monies from Resident A. He stated Resident A told him that Ms. Smiley would take him to the bank to withdraw \$500.00 in cash, which she was then pocketing. Mr. Hargress stated Ms. Smiley wrote a statement admitting she stole Resident A's money. Mr. Hargress stated he also has copies of the checks that were written by Ms. Smiley. He stated he filed a police report with Huron Police Department. He stated he intends to have Ms. Smiley prosecuted to the fullest extent of the law. He stated she worked for him for over ten years, and she was the home manager for that facility.

On 10/30/2025, I received a copy of the incident report, letter of termination for Ms. Smiley, and a written statement authored by Ms. Smiley. Per the written statement signed by Ms. Smiley, she admitted to writing a check to herself on 9/23/2025. She stated, "There is no excuse for what I have done, I did wrong please forgive me." Based on the letter Ms. Smiley did not admit responsibility for any other transactions.

On 12/05/2025, I made face-to-face contact with Mr. Hargress. He stated he is currently conducting an internal investigation to ensure that no other accounts were compromised. He stated he has not received any updates from the Huron Police Department.

On 12/09/2025, I requested and received a copy of the police report #250018646 from Huron Police Department dated 10/27/2025. The report was redacted. In summary the police report stated, Mr. Hargress found out one of his employees (Ms. Smiley) cashed a check from Resident A in the amount of \$1800.00 on 9/23/2025. Mr. Hargress confronted Ms. Smiley, and she wrote a statement admitting to her wrongdoings. Mr. Hargress terminated Ms. Smiley. Mr. Hargress went to the bank and found more checks were written and cashed by Ms. Smiley last year. All checks total \$6,5000.00. Mr. Hargress also advised that they found a Comcast bill paid out of Resident A's account for \$507.85, but it is uncertain if that belongs to Ms. Smiley. Mr. Hargress stated the group home does not have Comcast. He stated Ms. Smiley had complete access to Resident A's account. Mr. Hargress further stated that Resident A also goes to the bank in Taylor, withdrawing cash and giving it to Ms. Smiley for "rent," that was never paid.

According to the police report, attempts were made to contact Ms. Smiley, but no contact was made with her at the time the police report was written.

On 12/09/2025, I received copies of checks that were written, pay to the order of Labiba Smiley dated 8/22/2024 for \$1,000.00, 10/05/2024 for \$3,000.00, 11/22/2027 for \$700.00 and 9/23/2025 for \$1,800.00.

On 12/17/2025, I contacted former home manager, Labiba Smiley regarding the allegation. Ms. Smiley confirmed the allegation. Ms. Smiley stated she was the home manager, and was responsible for assisting Resident A with money management. She stated the other residents had guardians that were responsible for their funds. I referenced the letter she authored admitting to writing a check in the amount of \$1,800.00 and asked if there were any others. Ms. Smiley stated she wrote several checks to herself from Resident A's account. She stated she could not recall the amounts, but stated if her name was on the check, she wrote it. She apologized for her wrongdoings and stated she would like to pay Resident A back his money. As for criminal charges, Ms. Smiley stated she received voicemail messages from a detective from Huron Police Department, but when she returned his call, he was not available. She stated she is not sure of the status of the investigation at this time.

On 12/17/2025, I conducted an exit conference with Mr. Hargress. I explained that based on the findings, there is sufficient evidence to support the allegation. As the home manager, Ms. Smiley represented Advance Care, Incorporated and Advance Care, Incorporated is responsible for reimbursing Resident A a total of \$6,500.00. Mr. Hargress stated he understands and is willing to do whatever it takes to make sure this matter is resolved. Due to the violations identified in the report, a written corrective action plan is required, which Mr. Hargress agreed to provide.

<b>APPLICABLE RULE</b>	
<b>R 400.14315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	<p>During this investigation, I interviewed licensee designee, Nicholas Hargress; direct care staff, Chukudi Okaro; former home manager, Labiba Smiley; ORR, Ayanna Adams; and Resident A regarding the allegation. All of which confirmed the allegation.</p> <p>I reviewed the police report filed by Mr. Hargress and copies of the checks that were written by Ms. Smiley.</p> <p>Based on the findings there is sufficient evidence to support the allegation that direct care staff, Labiba Smiley accepted and stole money from Resident A. The allegation is substantiated.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon an acceptable corrective action plan, I recommend that the status of the license remains the same.



12/16/2025

---

Denasha Walker  
Licensing Consultant

Date

Approved By:



12/22/2025

---

Ardra Hunter  
Area Manager

Date