



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

January 7, 2026

Jennifer Bhaskaran  
Alternative Services Inc.  
Suite 10  
32625 W Seven Mile Rd  
Livonia, MI 48152

RE: License #: AS330311852  
**Willoughby Home**  
**5343 Willoughby Road**  
**Lansing, MI 48911**

Dear Ms. Bhaskaran:

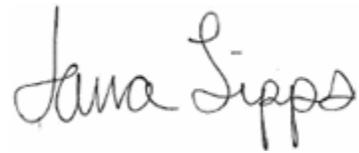
Attached is the Renewal Licensing Study Report for the facility referenced above. The violations cited in the report require the submission of a written corrective action plan. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific dates 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 licensee or licensee designee or home for the aged authorized representative and a date.

Upon receipt of an acceptable corrective plan, a regular license and special certification will be issued. If you fail to submit an acceptable corrective action plan, disciplinary action will result.

Please contact me with any questions. In the event that I am not available and you need to speak to someone immediately, you may contact the local office at (517) 335-5985.

Sincerely,

A handwritten signature in cursive script that reads "Jana Lipps". The signature is written in black ink on a white background.

Jana Lipps, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

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**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
RENEWAL INSPECTION REPORT**

**I. IDENTIFYING INFORMATION**

**License #:** AS330311852

**Licensee Name:** Alternative Services Inc.

**Licensee Address:** Suite 10  
32625 W Seven Mile Rd  
Livonia, MI 48152

**Licensee Telephone #:** (248) 471-4880

**Licensee/Licensee Designee:** Jennifer Bhaskaran, Designee

**Administrator:** Jeremy Hagerman

**Name of Facility:** Willoughby Home

**Facility Address:** 5343 Willoughby Road  
Lansing, MI 48911

**Facility Telephone #:** (517) 394-9699

**Original Issuance Date:** 07/01/2011

**Capacity:** 6

**Program Type:** PHYSICALLY HANDICAPPED  
DEVELOPMENTALLY DISABLED  
MENTALLY ILL  
AGED

## II. METHODS OF INSPECTION

Date of On-site Inspection(s): 01/07/2026

Date of Bureau of Fire Services Inspection if applicable: N/A

Date of Health Authority Inspection if applicable: N/A

No. of staff interviewed and/or observed 3

No. of residents interviewed and/or observed 6

No. of others interviewed 2 Role: Administrator

- Medication pass / simulated pass observed? Yes  No  If no, explain.
- Medication(s) and medication record(s) reviewed? Yes  No  If no, explain.
- Resident funds and associated documents reviewed for at least one resident? Yes  No  If no, explain.
- Meal preparation / service observed? Yes  No  If no, explain.  
The inspection took place after the noon meal.
- Fire drills reviewed? Yes  No  If no, explain.
- Fire safety equipment and practices observed? Yes  No  If no, explain.
- E-scores reviewed? (Special Certification Only) Yes  No  N/A   
If no, explain.
- Water temperatures checked? Yes  No  If no, explain.
- Incident report follow-up? Yes  No  If no, explain.
- Corrective action plan compliance verified? Yes  CAP date/s and rule/s:  
4/4/24 Rule 312(2), 4/9/25 Rule 301(6)(a), 209(1)(d), 301(10), 315(7), 303(2),  
12/5/25 Rule 671(4), 1/2/26 Rule 675(1), 675(4)(b). N/A
- Number of excluded employees followed-up? N/A
- Variances? Yes  (please explain) No  N/A

### III. DESCRIPTION OF FINDINGS & CONCLUSIONS

This facility was found to be in non-compliance with the following rules:

**R 400.645                      Environmental health.**

**(3) A licensee shall provide hot and cold running water under pressure. A licensee shall maintain the hot water temperature for a resident's use at a range of 105 degrees Fahrenheit to 120 degrees Fahrenheit at the fixture.**

During the on-site inspection I checked the water temperature at the kitchen sink. The water temperature was recorded at 131 degrees Fahrenheit. This is not within the range of 105 to 120 degrees Fahrenheit.

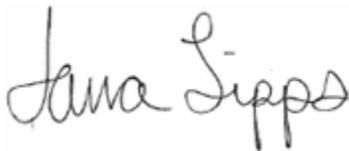
**R 400.647                      Safety and maintenance of premises.**

**(7) A water heater must be equipped with a thermostatic temperature control and a pressure relief valve, both of which must be in good working condition.**

During the on-site inspection I observed the water heater in the basement of the facility. The electronic temperature control system was not functioning correctly on this date. Administrator, Jeremy Hagerman, reported that the direct care staff cannot control the temperature of the water heater with the electronic control panel as it is not functioning correctly. The panel read that the water heater was set at 120 degrees Fahrenheit and the actual water temperature was 129 degrees Fahrenheit. I also observed evidence of significant corrosion on the plumbing fixtures attached to the water heater at the top and the base. The water heater needs to be serviced and in good working condition.

### IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, renewal of the license is recommended.



1/7/26

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Jana Lipps  
Licensing Consultant

Date