



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

February 24, 2026

Sherri Turner  
Adult Learning Systems-Lower Michigan  
8170 Jackson Road, Suite F  
Ann Arbor, MI 48103

RE: License #: AS500392419  
Investigation #: 2026A0604006  
Jewell Pointe

Dear Ms. Turner:

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 "Kristine Cilluffo".

Kristine Cilluffo, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place  
3026 West Grand Blvd Ste 9-100  
Detroit, MI 48202  
(248) 285-1703

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS500392419
<b>Investigation #:</b>	2026A0604006
<b>Complaint Receipt Date:</b>	12/26/2025
<b>Investigation Initiation Date:</b>	12/26/2025
<b>Report Due Date:</b>	02/24/2026
<b>Licensee Name:</b>	Adult Learning Systems-Lower Michigan
<b>Licensee Address:</b>	Suite F 8170 Jackson Road Ann Arbor, MI 48103
<b>Licensee Telephone #:</b>	(734) 408-0112
<b>Administrator:</b>	Giulia Capriola
<b>Licensee Designee:</b>	Sherri Turner
<b>Name of Facility:</b>	Jewell Pointe
<b>Facility Address:</b>	11517 27 Mile Road Washington, MI 48094
<b>Facility Telephone #:</b>	(734) 408-0112
<b>Original Issuance Date:</b>	05/04/2018
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	11/04/2024
<b>Expiration Date:</b>	11/03/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff, Tamra Eisenhardt, is in an inappropriate relationship with Resident A. There are text messages that indicate their love for each other.	Yes
Staff, Tamra Eisenhardt, is bringing Resident A Ativan and marijuana.	No
Additional Findings	Yes

## III. METHODOLOGY

12/26/2025	Special Investigation Intake 2026A0604006
12/26/2025	APS Referral Adult Protective Services (APS) involved at intake.
12/26/2025	Special Investigation Initiated – Telephone The special investigation was initiated via a telephone interview completed by Licensing Consultant, Sara Shaughnessy, with Adult Protective Services investigator, Stephanie Howard.
12/29/2025	Contact- Telephone call received Licensing Consultant, Sara Shaughnessy, initiated the intake and completed a telephone interview with Lynette Shoats, guardian for Resident A, with Heitmanis Law.
01/02/2026	Contact- Document Received Received email from Tracie Shier with request to change home's Administrator to Giulia Capriola
01/05/2026	Contact - Document Sent Email to Tracie Shier and Sherri Turner
01/05/2026	Contact - Document Received Email from Tracie Shier with incident report
01/06/2026	Contact - Document Sent Email to and from Tracie Shier and Sherri Turner

01/06/2026	Contact- Document Sent Email to and from APS Worker, Stephanie Howard
01/07/2026	Inspection Completed On-site Completed onsite investigation. Interviewed Staff Ebony Logan, Giulia Capriola, Resident A, Resident B and Resident C
01/08/2026	Contact - Document Sent Email to Macomb County Office of Recipient Rights (ORR)
01/08/2026	Contact - Document Sent Email to Giulia Capriola and Sherri Turner requesting resident and staff records
01/08/2026	Contact - Document Sent Email to APS Worker, Laura DeCarlo
01/09/2026	Contact - Document Received Emails from ORR Director, Andrew Fortunato. Sent return emails. Copy of investigation not provided.
01/16/2026	Contact - Document Received Received resident and employee records by email from Tracie Shier
01/27/2026	Contact- Document Sent Email to APS Worker, Laura DeCarlo
01/27/2026	Contact- Document Sent Email to Giulia Capriola and Tracie Shier
01/29/2026	Contact- Document Received Email from Tracie Shier with Health Care Chronological (HCC) note
02/13/2026	Exit Conference I completed an exit conference with licensee designee, Sherri Turner and administrator, Giulia Capriola.

**ALLEGATION:**

- **Staff, Tamra Eisenhardt, is in an inappropriate relationship with Resident A. There are text messages that indicate their love for each other.**
- **Staff, Tamra Eisenhardt, is bringing Resident A Ativan and marijuana.**

## **INVESTIGATION:**

A licensing complaint was received regarding Jewell Pointe on 12/26/2025. It is alleged that Resident A is diagnosed with an unknown severe mental illness. Resident A receives outpatient treatment for his mental illness. Tamra Eisenhardt who is a caregiver at Jewell Pointe home is having a sexual relationship with Resident A. There are text messages that indicate their love for each other. Resident A is leaving the facility and Tamra is picking Resident A up outside of work hours. Tamra is bringing in Ativan for Resident A that belongs to Tamra's unknown daughter because Resident A was having withdrawals. It is unknown if Tamra is still bringing in Ativan. Tamra was bringing marijuana for Resident A and Tamra takes him to the dispensary. Resident A is on an injection for drug addiction.

On 12/26/2025, the special investigation was initiated by licensing consultant, Sara Shaughnessy. Ms. Shaughnessy's contact is below:

On 12/26/2025, I (Sara Shaughnessy) initiated the special investigation by completing a telephone interview with APS investigator, Stephanie Howard. Ms. Howard is the assigned investigator on the APS investigation. Ms. Howard has been to the home and interviewed all the residents and the direct care staff member, Tamra Eisenhardt. Resident A and Ms. Eisenhardt both denied having a sexual relationship and sending each other text messages. While Ms. Howard was talking to them, her referral source started sending her screenshots of text messages sent between Resident A and Ms. Eisenhardt. The text messages contained messages being sent by Resident A asking Ms. Eisenhardt to bring him Ativan, that he misses her, and that he loves her. One of the messages was regarding them "rolling" something. The responses were all over the place and none of the ones she has reviewed so far show evidence of a sexual relationship, but she is still reviewing them. She interviewed the director, Giulia Capriola, who was shocked by the allegations. Ms. Eisenhardt was crying when Ms. Howard was there, she admitted to the text messages and quit because she said they were going to fire her for it. Ms. Howard also notified the guardian at Heitmanis Law Group, about the allegations and the guardian informed her that they are the guardians for other residents there and there have been other reports of inappropriate relationships between staff and residents. She has also contacted Recipient Rights regarding the allegations.

On 12/29/2025, Resident A's guardian, Lynette Shoats, at Heitmanis Law Group, was interviewed by Licensing Consultant, Sara Shaughnessy. Ms. Shaughnessy's contact is below:

On 12/29/2025, I completed a telephone interview with Lynette Shoats, guardian for Resident A, with Heitmanis Law. She was informed of the allegations before Christmas and has talked to Adult Protective Services. She was not provided a lot of details, just that there were inappropriate text messages being sent between Resident A and the direct care staff member. Adult Protective Services informed her that there was not any proof of a physical relationship at this time and that the staff member is now gone. Ms.

Shoats relayed that Resident A has a history of substance abuse, including marijuana and cocaine. She was informed that the staff member who was sending the messages was taking Resident A to buy marijuana, she does not know about other substances. There were previous concerns with the director who was replaced by Giulia Capriola, Donna Nickens, of having a sexual relationship with a resident. Apparently, it started at another home and the resident was brought to Jewell Pointe and the two of them would lock themselves in her office and have sex. She believes these allegations have been investigated and that they are the reason Ms. Nickens is no longer working for the company.

I completed an onsite investigation on 01/07/2026 at the Jewell Pointe home. I interviewed Home Manager, Ebony Logan, Administrator Giulia Capriola, Resident A, Resident B and Resident C.

On 01/07/2026, I interviewed Home Manager, Ebony Logan. She stated that she has been the new home manager for Jewell Pointe since 12/23/2025. Ms. Logan stated that Ms. Capriola would have more information regarding allegations as she is new to the home. She did not see anything other than Ms. Eisenhardt and Resident A going outside to smoke together. Ms. Logan was unsure about Resident A being given medications that were not prescribed, however, believed Resident A was taking some sort of substance he was obtaining from Wild Bill's tobacco shop. She stated that staff are not allowed to text residents' personal phones.

On 01/07/2026, I interviewed Resident A. He stated that he did not have much of a relationship with Tamra Eisenhardt. He stated that they did not have a sexual relationship. He indicated that the relationship involved inappropriate talking and texts. They would both say, "I love you" and were talking about a future outside of the home. Resident A stated that the relationship started with them talking casually and lasted for about two months. Resident A stated that the relationship stopped when APS came out to the home. He denied that Ms. Eisenhardt ever took him anywhere outside of the home. He believed that she may have had relationships with other male staff members at the home. Resident A denied that Ms. Eisenhardt ever took him to a dispensary or brought him marijuana. He stated that he asked her to bring him Ativan but she told him "no". Resident A stated that he has never had a relationship with a staff member at the home before. He stated that he deleted all the text messages on his phone between him and Ms. Eisenhardt before APS came out to the home. He indicated that he never kept the text messages on his phone because he did not want to have text messages with someone who works here.

On 01/07/2026, I interviewed Resident B. He stated that he has lived at Jewell Pointe for a couple months. He indicated that he loves the home because he gets to smoke. He stated that the staff treat him good, and he has never seen anything inappropriate. Resident B stated that Resident A was his roommate and he did hear him talking on the phone with home manager, Tamra Eisenhardt, when she was not working. He did not know how often this occurred. Resident B indicated that he did not have any issues at the home.

On 01/07/2026, I interviewed Resident C. He stated that he has lived at Jewell Pointe for seven years. He stated that it is going good. He stated that Home Manager, Tamra Eisenhardt, no longer works at home. He did not report seeing anything inappropriate. His only complaint was regarding the food not being good at the home.

On 01/07/2026, I interviewed Administrator, Giuila Capriola. She stated that Tamra Eisenhardt started in May or June of 2025 and became home manager in September 2025. Ms. Eisenhardt quit after APS came out to the home; however, she would have been terminated. Ms. Capriola indicated that Ms. Eisenhardt would have been terminated for the information APS relayed to them. Ms. Capriola indicated that when APS was at the home, they learned that there were text messages between Ms. Eisenhardt and Resident A saying things like "I love you" and "Good Morning". There were texts referring to when they could be alone and when Ms. Capriola would be there. Ms. Capriola also indicated that there were texts where Resident A asked Ms. Eisenhardt for Ativan but Ms. Eisenhardt did tell him "no". There is no evidence of her picking him up and taking him places outside of work, however, transporting residents was part of her job. They also do not have any evidence of her bringing him marijuana or taking him to a dispensary. Resident A is currently taking Suboxone. Resident A was purchasing a legal synthetic substance that acts like an opiate from a tobacco shop. Ms. Capriola stated that she did not suspect anything. Resident D did make allegations that they were having an inappropriate relationship; however, nothing was substantiated. Resident D was also hospitalized at the time. Resident D was not present at the home during the onsite investigation. Ms. Capriola indicated that Ms. Eisenhardt was crying when APS came out to the home and asked if she wanted her to leave. Ms. Capriola stated that Ms. Eisenhardt left the home and texted her later that night to ask if they could meet. Ms. Capriola met Ms. Eisenhardt at Walmart at approximately 9:00 pm-9:30 pm. Ms. Capriola stated that Ms. Eisenhardt admitted to "I love you" texts between her and Resident A. She stated that she knew it was inappropriate. Ms. Eisenhardt denied having a sexual relationship with Resident A. During the meeting, Ms. Eisenhardt said, "I love him" and asked if she could continue to text Resident A. She was advised not to. She also asked if she could go to home to say goodbye and was told "no".

On 01/16/2026, I received copies of Resident A's assessment plan, resident information record and incident reports by email from Tracie Shier. None of the incident reports provided indicated any incidents between him and Ms. Eisenhardt. There is one incident report on 01/06/2026 regarding the use of marijuana in his bedroom. His assessment plan dated 01/16/2026 indicates that he receives psychiatric services from Macomb County Community Mental Health. Plan indicates that he uses cigarettes and vapes. He struggles with opiate cravings, smokes marijuana daily and attends group therapy.

On 01/16/2026, I received copy of Tamra Eisenhardt's employee records. Her date of hire is listed as 05/20/2025. Ms. Eisenhardt had verification of training, identification, application, medical statement and references completed.

On 01/29/2026, I received email and HCC note from Staff, Tracie Shier. Ms. Shier sent email from Staff, Kim Horton, indicating that ORR did not open a recipient rights

investigation when Resident D reported an inappropriate relationship between staff and resident. She stated that ORR Advisor spoke to Resident D while he was in the hospital, and he did not tell the ORR Advisor what he told Tamra and herself. Ms. Horton indicated that she does not recall Resident D stating it was Resident A specifically, however, Resident D told her and Tamra that, "Tamra was being inappropriate with another resident". A note was entered in Resident D's HCC by Tamra Eisenhardt on 08/09/2025 that indicated Resident A called and stated that staff (Tammy) was being inappropriate and "Staff and Andrew are doing things". Note indicates that she did not engage in conversation and ended by telling him, "Thank you, I'm happy to hear you are feeling better".

<b>APPLICABLE RULE</b>	
<b>R 400.681</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.</b>
<b>ANALYSIS:</b>	<p>Home Manager, Tamra Eisenhardt, did not provide protection and safety for Resident A. Ms. Eisenhardt engaged in an inappropriate relationship with Resident A. Resident A is a vulnerable adult in need of 24-hour care and supervision and has a guardian due to his mental health and substance abuse issues. Text messages were provided to APS confirming the two were engaging in private communications. Resident A reported that he was texting with Ms. Eisenhardt. They would both say, "I love you" and were talking about a future outside of the home. Also, Administrator Giulia Capriola, stated that Ms. Eisenhardt admitted that she was in love with Resident A when she met with her after APS visit. Ms. Eisenhardt resigned on 12/22/2025 before she could be terminated.</p> <p>There is no information at this time to determine that Ms. Eisenhardt was bringing Resident A Ativan or marijuana. Resident A denied that Ms. Eisenhardt ever brought him Ativan or marijuana and stated that he was told "no" when he asked. Text messages provided to APS were reported to have confirmed this information.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

On 01/02/2026, I received email from Tracie Shier with request to change home's Administrator to Giulia Capriola. The home's current administrator, was listed as Donna Nickens. Donna Nickens was named by Resident A's guardian as allegedly having a sexual relationship with a resident at another home.

On 01/05/2026, I received email from Tracie Shier. She stated that Staff, Tamra Eisenhardt resigned on 12/22/2025. She indicated Donna Nickens was terminated on 04/15/2025 for substantiations regarding the Evanston home. Special investigation Report # 2025A0990010 dated 06/02/2025 for Evanston (AS500412498) did find Ms. Nickens was having an inappropriate relationship with a resident.

On 01/05/2026, I received email from Tracie Shier. She stated that Licensee Designee, Sherri Turner was overseeing the programs since Donna Nickens was terminated in April 2025. Guilia Capriola was hired in August 2025 and has been trained to become the administrator over Jewell Pointe and Abraham sites.

I completed an exit conference with licensee designee, Sherri Turner and administrator, Giulia Capriola on 02/13/2026. I sent email to Ms. Turner and Ms. Capriola informing them of violations found and that a corrective action plan would be requested. I also informed them that a copy of special investigation report would be mailed once approved and requested they contact me with any questions.

<b>APPLICABLE RULE</b>	
<b>R 400.611</b>	<b>Required information; fee; posting of license; change of information.</b>
	<b>(4) An applicant or licensee shall give written notice to the department within 10 business days after a change occurs in information that was previously submitted in or with an application for a license.</b>
<b>ANALYSIS:</b>	The previous administrator for Jewell Pointe, Donna Nickens, was terminated on 04/15/2025. Notification was not provided within 10 business days.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.625</b>	<b>Administrator.</b>
	<b>Except for family homes, a facility shall have an administrator.</b>
<b>ANALYSIS:</b>	The previous administrator for Jewell Pointe, Donna Nickens, was terminated on 04/15/2025. Licensee Designee, Sherri Turner, was reported to be overseeing the programs after Ms. Nickens termination, however, a request was not made to add Ms. Turner as Administrator for Jewell Pointe. A request was not made to appoint new Administrator, Giulia Capriola, until 01/02/2026. Ms. Capriola has since been approved to act as the Administrator for the Jewell Pointe home.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED (BUT CORRECTED)</b>

#### IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend no change in license status.

*Kristine Cilluffo*

02/13/2026

Kristine Cilluffo  
Licensing Consultant

Date

Approved By:

*Denise Y. Nunn*

02/24/2026

Denise Y. Nunn  
Area Manager

Date