



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 24, 2026

Melanie Logan
Lee Homes Inc
215 E Commerce
Milford, MI 48381

RE: License #: AM630009282
Investigation #: 2026A0991015
Lee Home Milford

Dear Melanie Logan:

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 "Kristen Donnay". The signature is written in a dark ink and is positioned below the word "Sincerely,".

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**

I. IDENTIFYING INFORMATION

License #:	AM630009282
Investigation #:	2026A0991015
Complaint Receipt Date:	03/03/2026
Investigation Initiation Date:	03/04/2026
Report Due Date:	05/02/2026
Licensee Name:	Lee Homes Inc
Licensee Address:	215 E Commerce Milford, MI 48381
Licensee Telephone #:	(248) 685-2052
Administrator:	Melanie Logan
Licensee Designee:	Melanie Logan
Name of Facility:	Lee Home Milford
Facility Address:	215 E. Commerce Milford, MI 48381
Facility Telephone #:	(248) 685-2052
Original Issuance Date:	N/A
License Status:	REGULAR
Effective Date:	10/17/2025
Expiration Date:	10/16/2027
Capacity:	8
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
On 2/26/26, the home manager, Tiffany Hyvonen, yelled at Resident A and invaded her personal space. She pointed a folder at Resident A, causing Resident A to back up.	Yes

III. METHODOLOGY

03/03/2026	Special Investigation Intake 2026A0991015
03/04/2026	Special Investigation Initiated - Telephone Call to assigned Office of Recipient Rights (ORR) worker, Katie Garcia
03/04/2026	Referral - Recipient Rights Received from ORR
03/05/2026	Inspection Completed On-site Unannounced onsite inspection- interviewed licensee designee/administrator, Melanie Logan
03/06/2026	Contact - Document Received Email to/from ORR worker, Katie Garcia
03/10/2026	Contact - Document Received Email to/from ORR worker, Katie Garcia- rescheduled interviews at New Horizons
03/16/2026	Contact - Face to Face Interviewed residents and staff at New Horizons day program
03/23/2026	Contact - Telephone call made Interviewed direct care worker, Catie Parr
03/23/2026	Contact - Telephone call made Interviewed direct care worker, Heather McClellan
03/23/2026	Contact - Telephone call made Interviewed home manager, Tiffany Hyvonen
03/23/2026	Contact - Document Received Resident A's individual plan of service and crisis plan

03/23/26	Exit Conference Via telephone with licensee designee, Melanie Logan
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ALLEGATION:

On 2/26/26, the home manager, Tiffany Hyvonen, yelled at Resident A and invaded her personal space. She pointed a folder at Resident A, causing Resident A to back up.

INVESTIGATION:

On 03/03/26, I received a complaint alleging that on 02/26/26 the home manager, Tiffany Hyvonen, marched towards Resident A and yelled, "You need to knock it off," while invading Resident A's personal space. The home manager had a folder in her hand that she continued to point towards Resident A, which caused Resident A to back up. The complaint was not referred to Adult Protective Services (APS), as there were no allegations of abuse or neglect. I initiated my investigation on 03/04/26, by contacting the assigned Office of Recipient Rights (ORR) worker, Katie Garcia.

Ms. Garcia stated that she interviewed Resident A's Easterseals MORC supports coordinator, Christine Loynes, on 03/02/26. Ms. Loynes had a monthly monitoring meeting with Resident A on 02/26/26. While at the home, Ms. Loynes witnessed the home manager, Tiffany Hyvonen, yelling at Resident A. Ms. Loynes stated that Resident A was worked up because she was going on a vacation with her sister. The home manager was yelling at Resident A because Resident A was worked up. Ms. Loynes stated that she witnessed the home manager walk up to Resident A and yell at her, "You need to knock it off." Ms. Loynes further stated that the home manager had a folder in her hand, which she pointed at Resident A, causing Resident A to back away. Ms. Loynes stated that direct care workers, Catie Parr and Heather McClellan, were present when this happened. Resident B and Resident D were also present; however, Resident D is non-verbal and would not be able to participate in an interview.

On 03/05/26, I conducted an unannounced onsite investigation at Lee Home Milford. All of the residents were at day program, except for Resident A who was out with the home manager, Tiffany Hyvonen. No staff were present in the home. I interviewed the licensee designee/administrator, Melanie Logan. Ms. Logan stated that she was not aware of an incident that happened on 02/26/26 in which the home manager raised her voice or pointed a folder at Resident A. She stated that the home manager, Tiffany Hyvonen, has worked in the home for over 17 years. She never witnessed Ms. Hyvonen raising her voice or yelling at Resident A. Ms. Logan stated that Resident A has lived in the home for 48 years. Resident A has her days where she does not get along with

staff. Resident A does not like to wake up in the morning and will yell at staff and get in their face. Ms. Logan stated that Resident A does not always mesh with everybody. Ms. Logan stated that there have been issues with Resident A's supports coordinator in the past, as the supports coordinator sometimes oversteps. The supports coordinator previously made a recipient rights complaint against the home manager, which was based on hearsay and was not substantiated.

On 03/16/26, I interviewed Resident A at New Horizons day program. Resident A stated that she did not recall an incident that happened with the home manager, Tiffany Hyvonen, at the end of February when her supports coordinator was visiting the home. She stated that Tiffany has worked in the home for a long time. She likes Tiffany and Tiffany treats her well. She stated that Tiffany sometimes yells at her. She could not remember if Tiffany said, "Knock it off." She did not remember Tiffany pointing a folder at her. She stated that Tiffany sometimes raises her voice and gets loud, but she does not swear. Tiffany sometimes yells at the other residents, especially Resident B. Tiffany and another staff, Heather, will tell Resident B, "Knock it off. You're not sick. You don't need to go to the hospital." Staff say that Resident B wants attention when Resident B says she is not feeling good. Resident A stated that she feels safe and respected in the home.

On 03/16/26, I interviewed Resident B at New Horizons day program. Resident B stated that she gets along "okay" with the home manager, Tiffany Hyvonen. Resident B stated that Tiffany can be too strict on certain things, and she does not let them go on outings sometimes. Resident B stated that Tiffany does not yell or raise her voice at her. She has heard Tiffany raise her voice and yell at Resident A on a couple of occasions. She could not remember what Tiffany said or if she pointed a folder at Resident A. Resident B stated that if the other residents are "going off" Resident B will tell them to knock it off. She stated that Tiffany also tells Resident A and Resident C to knock it off sometimes. Tiffany does not swear. Resident B stated that things are okay at the home now.

On 03/16/26, I interviewed direct care worker, Cheryl Ashworth, at New Horizons day program. Ms. Ashworth stated that she works as a direct care worker at Lee Home Milford on the weekends, and she works at New Horizons as a front-line supervisor during the week. Ms. Ashworth stated that she does not typically work shifts with the home manager, Tiffany Hyvonen, but she has observed that Ms. Hyvonen can be stern with the residents. Ms. Hyvonen has a stern tone of voice. She stated that it would not be out of character for Ms. Hyvonen to tell Resident A to knock it off. She stated that Resident A was excited because her sister is coming to visit, and another staff was getting annoyed with Resident A. Resident A will make threats to the staff, because Resident A's sister is on the board for the AFC home. She stated that she has seen the home manager being dismissive towards Resident A. Ms. Ashworth stated that none of

the residents have complained to her lately about Ms. Hyvonen. They had some issues in the past, but somebody talked to Ms. Hyvonen and she straightened herself out.

On 03/23/26, I interviewed direct care worker, Catie Parr, via telephone. Ms. Parr stated that she has worked at Lee Home Milford for approximately nine months. She stated that she was working on 02/26/26. She had just returned to the home from transporting the residents to day program in the morning, and Resident A was being persistent with questions about going on vacation with her sister. The home manager, Tiffany Hyvonen, seemed to be frustrated about Resident A's repetitive questions. Ms. Parr stated that she could hear Ms. Hyvonen raising her voice towards Resident A, but she was not sure what she was saying. Ms. Parr stated that she was in the kitchen and Resident A was in the walkway by the dining room with Ms. Hyvonen. She could not see them and did not know if Ms. Hyvonen pointed a folder at Resident A. She did not observe Resident A's reaction after Ms. Hyvonen raised her voice at Resident A. Ms. Parr stated that Ms. Hyvonen sometimes raises her voice when she gets frustrated with the residents, and she will "snip" at the residents. She stated that it was never as bad as it was on 02/26/26. Resident A's supports coordinator, Christine Loynes, and direct care worker, Heather McClellan, were also present at the time. Ms. Parr stated that it was "pretty intense." Ms. Parr stated that she has had concerns about Ms. Hyvonen's tone with the residents since she first started working in the home. She mentioned this concern to someone during her initial recipient rights training, but nobody followed up with her, so she assumed it was okay or had already been addressed. Ms. Parr stated that Ms. Hyvonen snips at Resident A the most.

On 03/23/26, I interviewed direct care worker, Heather McClellan. Ms. McClellan stated that she has worked at Lee Home Milford for seven years. She was working on 02/26/26. She transported the residents to day program that morning. Resident A rode along for transport, but was not attending day program, because she stays home on Thursdays. When they were on their way home, Resident A was upset, because she was confused about when she was going on vacation with her sister. Resident A thought she was leaving that week, but it was really a few weeks away. Resident A was getting angry, and when they returned home, the home manager, Tiffany Hyvonen, was trying to talk her down. Ms. McClellan stated that she was only in the home for five minutes to drop off the keys to the van, and then she was leaving because it was the end of her shift. She stated that Ms. Hyvonen had to get firm with Resident A, but she did not recall Ms. Hyvonen raising her voice. She stated that Ms. Hyvonen was telling Resident A to calm down and relax. She stated that Ms. Hyvonen might have told Resident A to knock it off, but she did not remember that exact phrase. Ms. McClellan stated that Ms. Hyvonen had the folder with the sign-in sheet in her hand, so the supports coordinator could sign in. She did not recall seeing Ms. Hyvonen pointing the folder at Resident A. Ms. McClellan stated that the supports coordinator, Christine

Loynes, was in the home. She did not hear Ms. Loynes say anything about Ms. Hyvonen's tone or approach towards Resident A. Ms. McClellan stated that she never observed Ms. Hyvonen raising her voice or yelling at the residents in the past.

On 03/23/26, I interviewed the home manager, Tiffany Hyvonen. Ms. Hyvonen stated that she has worked at Lee Home Milford for eighteen years, and she has been the home manager for the last six years. Ms. Hyvonen stated that she was working on 02/26/26. She was in the office getting the sign-in sheet for the supports coordinator when Resident A returned from morning transport. Resident A was "having a meltdown" about going on vacation with her sister. Resident A was having tremors and was not listening. Ms. Hyvonen stated that she had to change the tone of her voice and get firm with Resident A in order to get her to respond. She stated that she told Resident A that she had to stop and that she needed to calm down. She told Resident A that she needed to quit asking about it, because she knew her sister was coming. Ms. Hyvonen stated that she told Resident A that she was driving herself crazy and that she needed to stop. She stated that Resident A started to calm down, and they went into the living room and had a conversation. Resident A then met with her supports coordinator, Christine Loynes. Ms. Hyvonen stated that she did not see anything out of the ordinary with the situation. Resident A was fine and has been fine since that time. The supports coordinator did not express any concerns to Ms. Hyvonen about her interaction with Resident A. Ms. Hyvonen stated that the supports coordinator made a complaint about her previously, which was not substantiated. Ms. Hyvonen stated that she does not scream, yell, or hit the residents. She treats the residents how she would want her own children to be treated. Ms. Hyvonen stated that she had the sign in folder in her hand when she was speaking with Resident A. She stated that she talks with her hands and the folder was in her hand. She did not try to hit Resident A with the folder and did not point it at Resident A. Ms. Hyvonen stated that she did not recall telling Resident A that she needed to knock it off, but she did tell her that she needed to stop because she was working herself into a frenzy. She denied raising her voice, but she stated that she had to change her tone in order to bring Resident A out of her headspace and get her to listen. It is a known behavior for Resident A to perseverate on things, and Resident A gets worked up easily. If something is coming up, Resident A will talk about every detail and ask endless questions. Some of the staff will not have all the details which upsets Resident A. Ms. Hyvonen stated that she was not sure if Resident A's individual plan of service (IPOS) or crisis plan address what to do in these situations. She stated that there are seven residents in the home, and she does not have Resident A's plan memorized. Resident A was previously working with a therapist, and there was a plan that included taking deep breaths when she got upset, but she was not sure if this was still in place.

I received and reviewed Resident A's IPOS and crisis plan dated 06/03/25. The crisis plan notes that when Resident A presents as anxious, worried or stressed, staff should:

- Ask (Resident A) what she is thinking about.
- Affirm her feelings.
- Listen.
- Reflect what you hear her say ("It sounds like you are worried about...")
- Don't judge and tell her she shouldn't feel this way.
- Allow her to experience her feeling. It will eventually lessen (No feeling lasts forever).
- Don't overreact to her words or actions. Provide empathy and support. Reassure (Resident A) that she is safe and you are here to help her.
- Stay in control of your own emotions and model self-control.
- Don't abandon her. If she doesn't want to talk, tell her you will just sit with her.

The crisis plan notes that staff should encourage the following coping strategies:

- Suggest taking deep breaths together to feel more calm. (5/7/8 Rule). Inhale (fill belly) to count of 5, hold breath to count of 7, exhale to count of 8. Visualize stress leaving your body through exhale.
- Suggest tensing and releasing muscles: make a tight fist, count to 5, then release, repeat, do the other hand, continue with each muscle group - arms, shoulders, neck, jaw, face, back, belly, buttocks, legs, feet
- Let's Stretch! Raise arms up overhead, touch toes, squat...
- Let's count to 10, count backwards
- Name all the colors in the room. How many chairs are there? How many windows? Touch the table... what does it feel like? (cold or warm? smooth or rough? hard or soft?)

Resident A's crisis plan notes the following as situations to avoid or limit that may trigger a crisis:

- Avoid saying the word "NO."
- Avoid raising your voice.
- Avoid disapproving looks.
- Do not shame or scold.
- Avoid telling (Resident A) what to do or how to do it unless she seeks your advice.
- Avoid telling (Resident A) she is doing something wrong or criticize mistakes.
- Do not disregard her feelings. Feelings are important! They give us information. Feelings influence our behavior (what we do...)

- Do not send her to her bedroom to deal with her feelings by herself. Use empathic responses. Assist her with processing her feelings and needs first. Then move to problem-solving.

On 03/23/26, I conducted an exit conference via telephone with the licensee designee, Melanie Logan. Ms. Logan stated that she would submit a corrective action plan to address the licensing violation identified in the investigation.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.
ANALYSIS:	Based on the information gathered through my investigation, there is sufficient information to conclude that the home manager, Tiffany Hyvonen, did not treat Resident A with dignity and respect on 02/26/26. Resident A's supports coordinator observed the home manager raising her voice and pointing a folder at Resident A while telling Resident A to knock it off, because Resident A was upset about the details of an upcoming trip with her sister. Resident A and Resident B stated that Ms. Hyvonen sometimes yells or raises her voice. While Ms. Hyvonen denied yelling at Resident A, she stated that she did change her tone when speaking to Resident A, and that she was holding a folder in her hand while talking with her hands. Ms. Hyvonen was not familiar with and did not implement the strategies outlined in Resident A's crisis plan to be used when Resident A is feeling anxious, stressed, or worried.
CONCLUSION:	VIOLATION ESTABLISHED

