



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

MARLON I. BROWN, DPA
DIRECTOR

March 11, 2026

James Pilot
Bay Human Services, Inc.
P O Box 741
Standish, MI 48658

RE: License #:	AS090238706
Investigation #:	2026A0123018
	Mason AFC

Dear James Pilot:

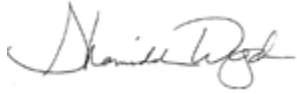
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script, appearing to read "Shamidah Wyden".

Shamidah Wyden, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48607
989-395-6853

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS090238706
Investigation #:	2026A0123018
Complaint Receipt Date:	01/28/2026
Investigation Initiation Date:	01/29/2026
Report Due Date:	03/29/2026
Licensee Name:	Bay Human Services, Inc.
Licensee Address:	PO Box 741 3463 Deep River Rd Standish, MI 48658
Licensee Telephone #:	(989) 846-9631
Administrator:	Melissa Rood
Licensee Designee:	James Pilot
Name of Facility:	Mason AFC
Facility Address:	2540 Mason Street Bay City, MI 48708
Facility Telephone #:	(989) 894-0312
Original Issuance Date:	08/01/2001
License Status:	REGULAR
Effective Date:	07/15/2024
Expiration Date:	07/14/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
For some time now, Staff Chloe Igaz has been observed frequently yelling and screaming at Resident A.	Yes
Staff Chloe Igaz has been observed grabbing and yanking Resident A by the arm.	Yes

III. METHODOLOGY

01/28/2026	Special Investigation Intake 2026A0123018
01/28/2026	APS Referral Information received regarding APS referral.
01/29/2026	Special Investigation Initiated - Telephone I spoke with APS worker, Chris Shores.
01/30/2026	Inspection Completed On-site I conducted an unannounced onsite. Interviewed staff and residents.
02/12/2026	Contact - Telephone call made I interviewed staff Chloe Igaz via phone.
02/12/2026	Contact - Telephone call made I interviewed staff Rachel Smith via phone.
03/09/2026	Contact- Telephone call made I spoke with administrator Melissa Rood.
03/09/2026	Contact- Document Received I received requested documentation.
03/09/2026	Contact- Telephone call made Follow-up call made to staff Gabby Charo.
03/09/2026	Contact- Telephone call made Follow-up call made to staff Rachel Smith.
03/09/2026	Exit Conference I spoke with administrator/designated person Melissa Rood.

ALLEGATION:

- **For some time now, Staff Chloe Igaz has been observed frequently yelling and screaming at Resident A.**
- **Staff Chloe Igaz has been observed grabbing and yanking Resident A by the arm.**

INVESTIGATION: On 01/26/2026, the Bureau of Community and Health Systems received a complaint regarding the allegations noted above. The complaint also stated that Resident A has dementia, and no guardian. Staff Chloe Igaz is the assistant home manager. For some time now, Staff Igaz has been frequently yelling, screaming, and grabbing Resident A by the arm. On 01/15/2026, Resident A was in the bathroom on the floor because Resident A forgot to get up. Staff Igaz walked in the bathroom and began yelling and screaming at Resident A before yanking Resident A twice by the arm. Resident A did not sustain any marks or bruises. On 01/20/2026, Staff Igaz grabbed Resident A by the arm and led Resident A to a recliner chair. Once seated, Resident A began punching her fist against her hand. Staff Igaz got upset, grabbed both of Resident A's hands and stated, *"You always do this every single day, and you need to stop."*

On 01/29/2026, I spoke with adult protective services Chris Shores via phone. He stated that Resident A was interviewed and denied having any issues with staff or residents. Resident A denied having any issues with staff Chloe Igaz. Resident A had no visible marks or bruises. Staff Igaz reported that she speaks loud but does not yell at residents and physically assists not forcibly grabs. Resident A has a behavioral treatment plan that addresses when Resident A sits on the floor. Staff have to verbally prompt Resident A to get off the floor.

On 01/30/2026, I conducted an unannounced on-site at the facility. I interviewed home manager Kelly Damsen. Staff Damsen stated that staff Chloe Igaz is the assistant home manager. Staff Damsen stated she has never personally seen Staff Igaz yell at residents. Staff Damsen stated that others have reported that Staff Igaz gets excited and yells. Staff Damsen stated staff Rachel Smith reported to her concerns about Staff Igaz. Staff Damsen stated that Staff Smith first stated that Staff Igaz yanked Resident A, and that she (Staff Smith) was sick of Staff Igaz's behavior towards Resident A. Staff Damsen stated that Staff Igaz reported only holding Resident A's arm to assist Resident A away from another resident. Staff Damsen stated that to her knowledge Staff Igaz does not have a history of recipient rights complaints. Staff Damsen stated that the incidents allegedly occurred on 01/16/2026 and 01/20/2026.

On 01/30/2026, I interviewed Resident A, Resident B, Resident C, staff Rita Jenkins, and staff Gabby Charo. There interviews are as follows:

Resident A reported liking living in the facility. Resident A stated that the staff are good, and Resident A feels safe. Resident A stated that one staff person, staff Chloe Igaz, was talking about Resident A to another staff person, but Resident A denied knowing what was said or who the other staff was. Resident A stated that sometimes Staff Igaz is nice, and sometimes Staff Igaz talks about people. Resident A stated that she thanks staff when they assist her off the floor. Resident A denied that anyone has been mean to her about getting off the floor. Resident A denied that anyone has put hands on her. Resident A denied that anyone has yanked her but stated that Staff Igaz yells at her in a mean way. Resident A denied knowing what Staff Igaz says when yelling. No visible marks or bruising was seen on Resident A.

Resident B was interviewed. Resident B stated that Resident C yells at her, as well as Resident A and other residents. Resident B stated that she fights with Resident C. Resident B stated that the staff are nice. Resident B stated she likes staff Chloe Igaz. She stated that it is hard for staff Chloe Igaz to get Resident A up from the floor. She stated that in the bathroom, Resident A curses at Staff Igaz. Resident B stated she has never heard Staff Igaz say anything inappropriate or yell at residents. Resident B stated that she has seen Resident A be grabbed by another resident but denied ever seeing staff yank Resident A from the floor. Resident B stated that she has never seen any staff put hands on anyone in an aggressive manner.

Resident C was interviewed. Resident C stated that she gets along with Resident A. Resident C stated that Resident A has moods and will pound her fist in her hand. She stated that Resident A does not hit hard, it's a tap. Resident C stated that Staff Igaz will raise her voice at Resident A. Staff Igaz can be rude with Resident C, when Resident C is having a behavior. Resident C stated that yelling causes sensory issues in her ears. Resident C stated that Staff Igaz yells when Resident A gets aggressive, and that you can tell by Staff Igaz's voice because it sounds irritated. Resident C denied seeing staff put hands on Resident A. Resident C stated that staff are good at getting Resident A off of the floor. Resident C stated that she has not seen it done to other residents either. She stated that she has seen Staff Chloe Igaz tell Resident A to stop doing the fist-punching motion, but Staff Igaz does not touch Resident A. Resident C stated that when Resident A does that motion, it's Resident A's way of telling them she is going to hit someone.

Staff Rita Jenkins was interviewed. Staff Jenkins stated that staff Chloe Igaz has acted ignorant and rude towards Resident A, and she has witnessed it personally. Staff Igaz will run up into Resident A's face pretty fast, and will only do it to Resident A. She stated that it's as though Staff Igaz has no patience for Resident A. Resident A will cry because of Staff Igaz. She stated that Staff Igaz waits until staff Kelly Damsen leaves to act like this. Staff Jenkins denied seeing Staff Igaz put hands on Resident A inappropriately. Staff Jenkins stated that there is a way to get Resident A off the floor without yanking Resident A. Staff Jenkins stated that Staff Igaz is mean towards Resident A.

Staff Gabby Charo was interviewed. Staff Charo stated that she has witnessed Staff Igaz walk toward Resident A fast, get in Resident A's face and yell at Resident A. Staff Charo stated that she has witnessed Staff Igaz yank Resident A, and shove Resident A roughly into the van. Staff Charo stated that Resident A does not say anything to Staff Igaz but will fist-pound at other residents. Staff Charo stated that she has not witnessed Staff Igaz re-direct Resident A from doing the hand gesture. Staff Charo stated that Staff Igaz yanked Resident A about a month ago. Staff Charo checked for marks/bruises and there were none. Staff Charo stated that she told Staff Damsen and it was addressed at a staff meeting. Staff Charo stated that Staff Igaz speaks to Resident A as if Resident A is a child and does tell Resident A to stop.

On 01/30/2026, during this unannounced on-site, I obtained documentation. Resident A has a Bay Arenac Behavioral Health *Psychological Services Behavioral Support Plan* dated 01/27/2026. The target behaviors addressed in the plan are physical aggression, verbal aggression, and lowering self to floor. To prevent target behaviors, the plan notes that staff should positively engage with Resident A regularly talking and doing activities, use genuine statements, stay calm, don't argue, yell, bargain, lecture, or try to prove you are right, etc. It notes that staff should be mindful of their tone and volume, and not talk about Resident A's challenging behaviors to others in front of Resident A.

A copy of Resident A's *Assessment Plan for AFC Residents* dated 01/16/2026, was obtained. For controls aggressive behavior, it notes "*known to shake fist, slap and swear if aggravated.*" Resident A requires some assistance with some personal care activities.

On 02/12/2026, I interviewed staff Chloe Igaz via phone. Staff Igaz stated that she and Resident A get along. Staff Igaz stated that the facility is chaotic at times, and she has to be firm with Resident A. Resident A goes after other residents, will try to hit them. Resident A will punch her own hand if Resident A thinks others are talking about Resident A. Staff Igaz stated that she will get other residents away from Resident A first if possible or get firm with Resident A reassuring Resident A that no one is talking about Resident A. Staff Igaz denied saying "*you do this every day. You need to stop.*" Staff Igaz stated that she has heard staff Rachel Smith say that to Resident A. Staff Igaz stated that Resident A will help staff when Resident A is getting up from the floor. Resident A has "*falls*" that are addressed in the behavioral plan. Staff check Resident A over and help Resident A up. There are times Resident A will get on the floor. Staff Igaz denied that she has yanked Resident A up by the arm, or that anyone else has. Staff Igaz stated that it takes more effort to get Resident A up now, because she has to lift her knees now and not her back because she is currently pregnant. Staff Igaz denied yanking Resident A's arm. Staff Igaz stated that she has heard Staff Smith get firm but not yell. Staff Igaz stated that she also gets firm and "*tries not to yell at anybody.*"

On 02/12/2026, I interviewed staff Rachel Smith via phone. Staff Smith stated that everyone has seen Staff Igaz's behavior in the last few months. Staff Smith stated

she's been told that Staff Igaz's behavior has been like this for a long time. She stated that Staff Igaz will "zero out" on Resident A. Resident A has dementia and does not know what is going on. Staff Smith stated that Staff Igaz will ask Resident A "[Resident A], do we yell at people?!" while yelling at Resident A. Staff Smith stated that Staff Igaz yanked Resident A on the arm, and she had to intervene and asked Staff Igaz to calm down. She stated that this happened on 01/15/2026. She stated that on 01/20/2026, Resident A was agitated and was going after housemates. Staff Igaz took Resident A to a recliner chair and got right into Resident A's face and told Resident A "you do this every single day." Staff Smith stated that she told Staff Igaz she has no patience with Resident A. Staff Smith stated that Resident A's behaviors have increased on Staff Igaz's shifts. She stated that other staff have witnessed this, and complaints have been made to the manager about Staff Igaz yelling prior to 01/15/2026. Staff Smith stated that nothing was done about it at first. Staff Smith stated that Resident A said she lied to recipient rights to not get staff Chloe Igaz in trouble.

On 03/09/2026, I made a call to administrator Melissa Rood. Melissa Rood stated that more than one staff person witnessed Staff Igaz's behavior toward Resident A. Melissa Rood stated that Staff Igaz has since quit. I requested copies of the staff's written statements.

On 03/09/2026, I received requested copies of staff's written statements. Staff Rita Jenkins' statement dated 01/23/2026, states:
"I've seen myself Chloe the assistant manager verbally yelling at [Resident A] a resident here at the Mason House I've seen her run up to [Resident A] really fast and close up to her face. There's other staff who can confirm the same. I was told about the incident from Racheal that Chloe grabbed [Resident A's] wrist. I was not there when it happened."

Staff Gabrielle Charo's written statement dated 01/25/2026, states:
"Regarding the incident that's been investigated, I did not witness that specific matter, but I have witnessed Chloe being rough with [Resident A] and yelling in her face. I cannot recall the exact dates and times it has happened. One incident happened where Chloe was getting ready to take [Resident A] on an outing. [Resident A] needed some assistance getting in the van, and Chloe shoved her in the seat while yelling at her. The second incident [Resident A] was having a behavior and Chloe walked toward her fastly and was yelling in her face. The third incident, [Resident A] put herself on the floor and Chloe was yelling at her while yanking her off the ground."

Staff Chloe Igaz written statement (undated), states:
"In regards to the incident with [Resident A] I spoke firmly towards her while she was trying to get physical with a housemate. I gently grabbed [Resident A's] wrist and lead her away from the housemate. I helped [Resident A] calm down and practiced gentle teaching. I have spoken firmly towards her in the past."

On 03/09/2026, I made a follow-up call to staff Gabby Charo. Staff Charo stated that she witnessed Staff Igaz grab Resident A by the wrists and yanked roughly to get Resident A off the floor. Staff Igaz was frustrated and yanked Resident A. She stated that she could not recall the date it occurred, but it was before the beginning of this year. She stated that it was during a second shift, and that she hardly works second shift unless it is mandated. She stated that she reported this to the home manager. Staff Charo stated that she is new to working in a group home, and thought she had to report it to management. Staff Charo stated that both she and staff Rita Jenkins went to Staff Damsen during a monthly meeting about Staff Igaz yelling and grabbing. Staff Charo stated that Staff Igaz yelled in front of the residents. When Staff Igaz yanked Resident A, the only people present were her, Staff Igaz, and Resident A. Staff Charo stated that she intervened by trying to guide Resident A to her knees and use the bed to get up. Staff Charo stated that she thinks Resident A forgets how to get up from the floor.

On 03/09/2026, I made a follow-up phone call to staff Rachel Smith. Staff Smith stated that it was her, Staff Igaz, and Resident A in the bathroom on 01/15/2026. The bathroom door was shut, so there were no other witnesses. Resident A was on the floor near the bathroom sink. Staff Smith stated that she witnessed Staff Igaz grab Resident A with one hand on Resident A's forearm, and the other hand on Resident A's bicep, yanking Resident A with two hands by the arm. Staff Smith stated that this is when she came into the bathroom. Staff Smith stated that for the incident on 01/20/2026, Staff Igaz grabbed Resident A by the arm, and walked fast with Resident A to the recliner chair.

On 03/09/2026, I conducted an exit conference with administrator/designated person Melissa Rood. I informed Melissa Rood of the findings and conclusions. Melissa Rood stated that staff Chloe Igaz quit her job on 03/02/2026. Staff Chloe Igaz no longer works for the company and will be placed on the do not rehire list.

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:	On 01/30/2026, I conducted an unannounced on-site at the facility. I interviewed residents and staff. Resident A was interviewed and reported that Staff Chloe Igaz yells at her in a mean way. Resident B denied witnessing Staff Igaz yelling. Resident C stated that Staff Chloe Igaz yells when Resident A gets aggressive, and Staff Igaz sounded irritated when doing so. Resident C also stated that Staff Igaz has been rude to her as well.

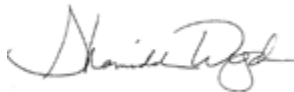
	<p>Staff Rita Jenkins stated that staff Chloe Igaz has acted ignorant, rude and mean towards Resident A. Staff Gabby Charo reported witnessing Staff Igaz yell at Resident A.</p> <p>On 02/12/2026, I interviewed staff Rachel Smith. Staff Smith reported witnessing Staff Igaz yell at Resident A.</p> <p>On 02/12/2026, I interviewed staff Chloe Igaz. Staff Igaz denied the allegations. She stated that she gets firm and <i>“tries not to yell at anybody.”</i></p> <p>There is a preponderance of evidence to substantiate a rule violation.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(5) Staff, volunteers, visitors, or other occupants of the facility shall not mistreat a resident. Mistreatment includes any intentional action or omission that exposes a resident to a serious risk, physical or emotional harm, or the deliberate infliction of pain by any means.
ANALYSIS:	<p>On 01/30/2026, I conducted an unannounced on-site at the facility. I interviewed residents and staff.</p> <p>Resident A denied that any staff have been mean to her when assisting Resident A up from the floor. Resident A denied being yanked. Resident B denied ever seeing staff yank Resident A from the floor. Resident C denied seeing staff put hands on Resident A.</p> <p>Staff Jenkins denied seeing Staff Igaz put hands on Resident A. Staff Gabby Charo stated that she has witness Staff Igaz yank on Resident A. During a follow-up call on 03/09/2026, Staff Charo stated that Staff Igaz yanked Resident A by the wrist.</p> <p>On 02/12/2026, I interviewed staff Rachel Smith. Staff Smith reported witnessing Staff Igaz yank Resident A’s arm on 01/15/2026.</p>

	<p>On 02/12/2026, I interviewed staff Chloe Igaz. Staff Igaz denied the allegations. She denied that she has yanked Resident A up by the arm, or that anyone else has.</p> <p>There is a preponderance of evidence to substantiate a rule violation.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend continuation of the AFC small group home (capacity 3-6).




03/11/2026

Shamidah Wyden
Licensing Consultant

Date

Approved By:



03/11/2026

Mary E. Holton
Area Manager

Date