



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 6, 2026

Nicholas Burnett  
Flatrock Manor, Inc.  
310 W. Oakley  
Flint, MI 48503

RE: License #: AS250418376  
Investigation #: 2026A0572017  
Woodlawn South

Dear Nicholas Burnett:

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 (810) 643-7960.

Sincerely,

A handwritten signature in black ink that reads "Anthony Humphrey". The signature is written in a cursive style with a large, looping flourish at the end of the name.

Anthony Humphrey, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48605  
(810) 280-7718

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250418376
<b>Investigation #:</b>	2026A0572017
<b>Complaint Receipt Date:</b>	01/06/2026
<b>Investigation Initiation Date:</b>	01/07/2026
<b>Report Due Date:</b>	03/07/2026
<b>Licensee Name:</b>	Flatrock Manor, Inc.
<b>Licensee Address:</b>	7012 River Road Flushing, MI 48433
<b>Licensee Telephone #:</b>	(810) 964-1430
<b>Administrator:</b>	Carrie Aldrich
<b>Licensee Designee:</b>	Nicholas Burnett
<b>Name of Facility:</b>	Woodlawn South
<b>Facility Address:</b>	1301 Woodlawn Park Dr. Flint, MI 48503
<b>Facility Telephone #:</b>	(810) 877-6932
<b>Original Issuance Date:</b>	06/02/2025
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	11/29/2025
<b>Expiration Date:</b>	11/28/2027
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL



## II. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A alleged that after a dispute over a chair and missing ottoman, she became upset and threw poop at the wall. Staff Koretta Bell put on some gloves, picked it up and smushed it in Resident A's face for everyone to see.	Yes
Staff, Kaylee Rowe stepped on Resident A's nose	No
Resident B has chronic kidney disease, is in pain and urinating blood, but AFC staff are denying her request to go to the hospital despite her guardian being aware.	No

## III. METHODOLOGY

01/06/2026	Special Investigation Intake 2026A0572017
01/06/2026	APS Referral APS made referral for one of the allegations.
01/07/2026	Special Investigation Initiated - Letter Complainant #1.
01/07/2026	Contact - Document Sent Complainant #2.
01/28/2026	Inspection Completed On-site Staff, Esperanza Piwowar; Staff, Destinay Hall, Resident A, Resident B, Resident C and Resident D.
01/30/2026	Contact - Telephone call made Staff, Koretta Bell.
03/04/2026	Contact - Telephone call made Jessiana Aaron.
03/04/2026	Contact - Telephone call made Staff, Kaylee Rowe.
03/04/2026	Contact - Telephone call received Resident E.

03/04/2026	Contact - Telephone call received APS
03/04/2026	Contact - Telephone call made Staff, Alexius Aguilar
03/04/2026	Contact - Telephone call made Resident B's Guardian #1.
03/04/2026	Contact - Telephone call made Resident B's Guardian #2
03/04/2026	Contact - Telephone call made Resident A's Case Manager.
03/04/2026	Inspection Completed-BCAL Sub. Compliance
03/05/2026	Contact - Telephone call made Resident B's Guardian #1.
03/05/2026	Contact - Telephone call made Resident B's Guardian #2.
03/05/2026	Contact - Telephone call made Resident A's Case Manager.
03/06/2026	Contact - Document Received Reviewed Resident B's file.

**ALLEGATION:**

- **Resident A alleged that after a dispute over a chair and missing ottoman, she became upset and threw poop at the wall. Staff Koretta Bell put on some gloves, picked it up and smushed it in Resident A's face for everyone to see.**
- **Staff, Kaylee Rowe stepped on Resident A's nose.**

**INVESTIGATION:**

On 01/06/2026, the local licensing office received a complaint for investigation. Contact was made with the Complainant and Adult Protective Service (APS).

On 01/28/2026, I made an unannounced onsite at Woodlawn South, located in Genesee County Michigan. I interviewed and/or observed Staff, Esperanza Piowar,

Staff, Destinay Hall, Resident A, Resident B, Resident C and Resident D in the home.

On 01/28/2026, I interviewed Staff, Esperanza Piwowar regarding the allegation. Esperanza Piwowar does not know anything about Resident A having a personal chair and ottoman. Staff Piwowar informed that she did however hear from another staff member that Staff, Koretta Bell picked up Resident A's poop off the ground and said, "Oh, this what we doing now!" and smashed it into Resident A's face. Esperanza Piwowar does not believe that Koretta Bell would do something like this as she is very by the book but also does not know Resident A to make up stories like this. Esperanza Piwowar started working at the home in October of 2025, so she is still learning the residents' behaviors. Esperanza Piwowar also was not aware of any incidents involving Staff, Kaylee Rowe stepping on Resident A's nose.

On 01/28/2026, I interviewed Staff, Destiny Hall regarding the allegations. Destiny Hall informed that she was present when the incident occurred and Staff, Koretta Bell was bragging about what she did. Resident A has a behavior where she will get upset, take off all her clothes and poop on the floor. Staff normally allow Resident A to calm down, but Koretta Bell put on some gloves and said, "Oh, so you want to throw shit!", then told all the resident to come watch, while she shoved it into Resident A's mouth in order to teach them a lesson if they ever decide to have a behavior. Resident A does have a history of making things up, but this allegation was true regarding the feces being shoved into her mouth. Staff Hall had to clean the poop off Resident A's mouth. Destiny Hall does not recall Staff Kaylee Rowe stepping on Resident A's nose and does not believe that this occurred.

On 01/28/2026, I interviewed Resident A regarding the allegations. Resident A described having a behavior and digging poop out of her buttocks and throwing it at the heater vent. The poop did not hit Staff, Koretta Bell. Koretta Bell then put on some gloves, picked up the poop and shoved it all in her mouth and wouldn't allow her to brush her teeth. Resident A believes that Staff Destiny Hall witnessed it and maybe Resident B. Resident A is now afraid of Staff Koretta Bell. When asked about Staff, Kaylee Rowe stepping on her nose, Resident A denied it and kept reverting back to what Koretta Bell had done to her.

On 01/28/2026, I interviewed Resident C regarding the allegations. Resident C informed that normally when Resident A has that type of behavior, staff will put on gloves, discard the poop and clean Resident A's room. Resident A has a behavior where she will poop, urinate and/or vomit on staff and accuse staff of breaking her items. Resident C denied witnessing Koretta Bell picking up poop and smearing it in Resident A's mouth. Resident C does not recall Staff Kaylee Rowe stepping on Resident A's nose.

On 01/28/2026, I interviewed Resident D regarding the allegations. Resident D informed that it's not true that Staff Koretta Bell smeared poop on Resident A or that

Staff Kaylee Rowe stepped on her nose. Resident D informed that everyone knows that Resident A makes up stories about staff and residents.

On 01/28/2026, I interviewed Resident B regarding the allegations. Resident B informed that Staff Koretta Bell put on some gloves, picked up the poop that Resident A threw, lined up all the residents and told them to watch the show. Then she smeared the poop all over Resident A's mouth. Resident B does not recall Staff Kaylee Rowe stepping on Resident A's nose.

On 01/30/2025, I interviewed Staff, Koretta Bell regarding the allegations. Staff Bell denied the allegation and said that's really nasty. Staff Bell informed me that Resident A had a behavior and urinated on the floor and while cleaning up, Resident A busted out a window, then dug poop out of her buttocks and put it in her mouth and then began to smear it onto the vent. Staff Bell does not recall Kaylee Rowe stepping on Resident A's nose. Staff Bell indicated that none of the allegations are true.

On 03/04/2026, I interviewed Staff, Jessiana Aaron regarding the allegations. Jessiana Aaron was on vacation when the alleged incident occurred, but when she returned, Resident A told her about the incident and she told her to file a complaint. Other staff also told her about the incident. Staff Aaron believes there must have been some truth to it as 3<sup>rd</sup> shift had to clean Resident A's hair and mouth and 1<sup>st</sup> shift cleaned her bedroom. Staff told her that Koretta Bell was bragging about what she did to Resident A and some residents also mentioned what happened. Jessiana Aaron does not recall a time where Staff Kaylee Rowe stepped on Resident A's nose.

On 03/04/2026, I interviewed Staff, Kaylee Rowe regarding the allegations. Kaylee Rowe informed that Resident A reported to her that Staff Koretta Bell smeared poop into her mouth, so she told her to report it to management and Adult Protective Services. Staff Rowe did not witness this incident and no one else told her about the incident. In regard to Staff Rowe stepping on Resident A's nose, she denied it and says that at 250 pounds, she would of definitely left some marks and bruises on Resident A if she had done that. Staff Rowe and Resident A get along very well, so she is surprised of the allegation against her.

On 03/04/2026, I interviewed Resident E regarding the allegations. Resident E informed that she observed Staff Koretta Bell put feces into Resident A's face and told her to "eat her S-H-I-T." Resident E does not recall Staff Kaylee Rowe stepping on Resident A's nose.

On 03/04/2026, I made contact with APS. They indicated that they had made a substantiation on their case and that Staff Koretta Bell was taken off the schedule.

On 03/04/2026, I interviewed Staff Alexius Aguilar regarding the allegations. Staff Aguilar does not recall an incident where Staff Koretta Bell smeared poop in

Resident A's mouth. Staff Aguilar informed that she doesn't normally work in that home and was only a fill-in a few times. Staff Aguilar also is not aware of an incident where Staff Kaylee Rowe stepped on Resident A's nose. In the few times she has worked at this home, she has worked 1<sup>st</sup> shift. Staff Koretta Bell and Staff Kaylee Rowe both work 2<sup>nd</sup> shift so she has never worked with them directly and doesn't know them that well.

<b>APPLICABLE RULE</b>	
<b>R 400.623</b>	<b>Applicant, licensee and administrator qualifications; licensee, administrator and staff requirements; parole or probation or convicted of felony.</b>
	<b>(5) A licensee and administrator or their designee shall possess all of the following qualifications:</b> <b>(a) Be capable of meeting the physical, emotional, social, and intellectual needs of each resident.</b>
<b>ANALYSIS:</b>	Based on my interviews with Staff, Residents, Complainant and APS, there is enough evidence to establish a licensing rules violation. A number a residents and staff witnessed Staff, Koretta Bell, putting on gloves and smearing poop into Resident A's mouth. Staff on other shifts had to clean the poop out of Resident A's mouth and clean her room. Koretta Bell denied the allegation.  There is no evidence that Staff, Kaylee Rowe stepped on Resident A's nose.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:**

Resident B has chronic kidney disease, is in pain and urinating blood, but AFC staff are denying her request to go to the hospital despite her guardian being aware.

**INVESTIGATION:**

On 01/28/2026, I interviewed Staff, Esperanza Piwowar regarding the allegation. In regard to Resident B, she has kidney stones and often goes to the hospital back to back to back. Whenever Resident B goes to the hospital, they tell her there's nothing they can do for her, give her the same medications that she is taking at home and suggest being seen by a kidney specialist, which is already done. Staff Piwowar informed that Resident B has never had blood in her urine.

On 01/28/2026, I interviewed Staff, Destiny Hall regarding the allegations. In regard to Resident B, any time Resident B reports blood in her stool, staff contacts the Medical Coordinator, she speaks with the team and then they decide if Resident B needs to go to the hospital. That's the team's decision, not staff on whether or not Resident B goes to the hospital or not. Resident B loves going to the hospital and it's in Resident B's plan. Resident B goes to the hospital approximately once per week.

Destiny Hall also informed that there has never been blood in Resident A's urine. If there was blood in Resident B's urine, Resident B would definitely be taken to the hospital.

On 03/04/2026, I interviewed Staff, Jessiana Aaron regarding the allegations. In regard to Resident B, Resident B goes to the hospital very often. Resident B often contacts the hospital, doctor, and case managers so she can go back to the hospital. Resident B has normal Urology appointments that she goes to. Part of Resident B's behavior is that she seeks constant medical attention. Jessiana Aaron does not recall blood ever being found in Resident B's urine.

On 03/04/2026, I interviewed Staff Kaylee Rowe regarding the allegations. Resident B's behavior Plan indicates that she constantly seeks hospital visits. When Resident B is not feeling well, she lets it be known. Staff Rowe informed that Resident B never had blood in her urine.

On 03/04/2026, I interviewed Staff, Alexius Aguilar regarding the allegations. Staff Aguilar informed that Resident B loves to go to the hospital a lot. It's also in Resident B's Behavior Plan that she tries to go to the hospital whenever she can. Staff Aguilar informed that Resident B went to the hospital while she was working there before.

On 03/04/2026, I interviewed Resident B regarding the allegation. Resident B informed that she has a kidney disease and she's been to the hospital within the last couple of days and was at her doctor's appointment on 02/15/2026. Staff are also administering medications timely. Resident B indicated that staff are not denying her medical treatment.

On 03/04/2026, I reviewed Resident B's Face Sheet and it had 2 different Guardians from different locations and a Case Manager. I called all three phone numbers on 03/04/2026 and 03/05/2026 and each call went to voicemail. I was unable to leave a message as their mailboxes were full.

On 03/06/2026, I reviewed Resident A's records. Resident A's Behavior Plan indicates that Resident B exhibits frequent medical attention seeking behaviors through self-injurious behaviors and also suffers from Calculus of the kidney. Documentation of several hospital visits for kidney stones was also reviewed.

<b>APPLICABLE RULE</b>	
<b>R 400.623</b>	<b>Applicant, licensee and administrator qualifications; licensee, administrator and staff requirements; parole or probation or convicted of felony.</b>
	<b>(5) A licensee and administrator or their designee shall possess all of the following qualifications: (b) Be capable of appropriately handling emergency situations.</b>

<b>ANALYSIS:</b>	Based on my interviews with staff and Resident B, there is not enough evidence to establish a licensing violation. All staff denied that Resident B is urinating blood and being denied request to go to the hospital. They informed that Resident B goes to the hospital quite often. Resident B also informed that she is being taken to the hospital when needed and just went within the last couple of days.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 03/05/2026, an exit conference was held with Licensee Designee, Nick Burnett and Compliance Officer, Chelsay Hamburg regarding the results of the special investigation.

**IV. RECOMMENDATION**

I recommend that no change be made this small adult foster care license, pending the receipt of an acceptable corrective action plan (Capacity 4-6).




03/06/2026

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Anthony Humphrey  
Licensing Consultant

Date

Approved By:



03/06/2026

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Mary E. Holton  
Area Manager

Date