



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 20, 2026

Jennifer Lockhart  
Hope Network, S.E.  
PO Box 190179  
Burton, MI 48519

RE: License #: AS500251970  
Investigation #: 2026A0604011  
Fairfield

Dear Ms. Lockhart:

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**

**THIS REPORT CONTAINS QUOTED PROFANITY**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS500251970
<b>Investigation #:</b>	2026A0604011
<b>Complaint Receipt Date:</b>	01/21/2026
<b>Investigation Initiation Date:</b>	01/21/2026
<b>Report Due Date:</b>	03/22/2026
<b>Licensee Name:</b>	Hope Network, S.E.
<b>Licensee Address:</b>	PO Box 190179 Burton, MI 48519
<b>Licensee Telephone #:</b>	(517) 256-2939
<b>Administrator:</b>	Janice McPherson
<b>Licensee Designee:</b>	Jennifer Lockhart
<b>Name of Facility:</b>	Fairfield
<b>Facility Address:</b>	30183 Fairfield Chesterfield, MI 48051-1799
<b>Facility Telephone #:</b>	(517) 256-2939
<b>Original Issuance Date:</b>	12/11/2002
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/25/2025
<b>Expiration Date:</b>	07/24/2027
<b>Capacity:</b>	6
<b>Program Type:</b>	MENTALLY ILL



## II. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A got into an argument with Manager, Dwaynna Parler. Resident A was arrested after throwing stones at her car. Staff are threatening Resident A.	Yes
Manager, Dwaynna Parler, hit Resident A while he was doing dishes.	No

## III. METHODOLOGY

01/21/2026	Special Investigation Intake 2026A0604011
01/21/2026	APS Referral Referral received from Adult Protective Services (APS). APS denied referral and sent to licensing
01/21/2026	Special Investigation Initiated - Letter Sent email to licensee designee and administrator requesting employee and resident records
01/22/2026	Contact - Telephone call received Received message from Janice McPherson
01/22/2026	Contact - Document Received Email from Janice McPherson
01/23/2026	Contact - Telephone call made Returned call from Janice McPherson and left message
01/23/2026	Inspection Completed On-site Completed unannounced onsite investigation. Interviewed staff, Queen Wiggins, Satoya Stevenson, Resident A, Resident B, Resident C and Resident D.
01/26/2026	Contact - Document Received Received email from Janice McPherson with resident records
01/27/2026	Contact - Document Sent Email to and from Janice McPherson

01/27/2026	Contact - Document Received Received copy of recipient rights investigation by email from Janice McPherson. Staff, Dwaynna Parler, is no longer employed with Hope Network
01/27/2026	Contact - Document Sent Email to and from Janice McPherson
01/29/2026	Contact - Document Sent Email to and from Jeni Lockhart
03/13/2026	Contact- Document Email to Janice McPherson. Received return email with incident report.
03/16/2026	Exit Conference Completed exit conference with Administrator, Janice McPherson

**ALLEGATION:**

- **Resident A got into an argument with Manager, Dwaynna Parler. Resident A was arrested after throwing stones at her car. Staff are threatening Resident A.**
- **Manager, Dwaynna Parler, hit Resident A while he was doing dishes.**

**INVESTIGATION:**

I received a licensing complaint regarding Fairfield home on 01/21/2026. It was alleged that Resident A is diagnosed with depression, has anger issues, and appears to be located on the spectrum. On an unknown date, Resident A was completing chores (dishes) in the group home. Resident A got into an argument with Manager, Dwaynna Parler. Dwaynna hit Resident A on the head while Resident A was doing the dishes. Resident A threw stones at Delayna's car and law enforcement was contacted. Resident A went to jail, is out on personal bond, and has a court date scheduled for 02/10/2026. Group home staff will not allow Resident A to contact his guardian. Group home staff are threatening Resident A with jail or a mental health hospital if he doesn't complete chores in the group home. Resident A has been to a mental health hospital and was informed (Resident A) has a "clean bill of health".

On 01/22/2026, I received a message from Administrator, Janice McPherson. She stated that there were two incidents that occurred and she would send information. Incidents occurred in October 2025 and November 2025. Staff, Dwaynna Parler, has been suspended pending outcome of recipient rights investigation.

On 01/23/2026, I completed an unannounced onsite investigation. I interviewed Staff, Queen Wiggins, Satoya Stevenson, Resident A, Resident B, Resident C and Resident D.

On 01/23/2026, I interviewed Team Leader, Satoya Stevenson. She stated that she was not present when the incident occurred as she was on leave for eight to nine months, however, was aware of incident. Resident A told her that he did not assault Ms. Parler. Program Manager, Dwaynna Parler, was placed on a leave of absence in November 2025 when the incident occurred. She is still on leave pending results of investigation. Resident A is being charged with assault and has a court date scheduled for 02/10/2026. No one saw Resident A hit Ms. Parler. Resident A did damage Ms. Parler's vehicle. Ms. Stevenson indicated that Ms. Parler and Resident A got into an argument at Texas Roadhouse prior to the incident where he was arrested. The home went to Texas Roadhouse as each resident gets to pick a restaurant for their birthday dinner. Ms. Parler was picking at Resident A. Resident A asked the waiter for birthday dessert and Ms. Parler told waiter not to bring him one because it was not actually his birthday that day. Things escalated and they had a verbal altercation. Ms. Stevenson stated that Resident A does not have to do the dishes or other chores around the house. She believed that Dwaynna was staff threatening Resident A with jail or hospital if he did not do chores. Staff had not heard Dwaynna make these threats, however, resident said she does. There was also report that Dwaynna pushed Resident B while at Texas Roadhouse. She wanted him to walk and would not let staff bring van around for him.

On 01/23/2026, I interviewed Direct Care Staff, Queen Wiggins. She stated that she was contacted when Resident A and Program Manager, Dwaynna Parler, had an altercation. Ms. Parler indicated that Resident A assaulted her twice but did not go to hospital. He did damage her vehicle. Resident A busted out her car windows and hit car with rocks. Ms. Wiggins came in to relieve Ms. Parler, however, Ms. Parler was the only staff on shift when the incident occurred. Ms. Wiggins believes things escalated while Resident A was doing the dishes and that they were arguing all day. She believes that things snowballed from incident at restaurant.

On 01/23/2026, I interviewed Resident A. He stated that he has lived at the home for four years. Resident A indicated that he got into an argument with Ms. Parler at Texas Roadhouse. They went there to eat for his birthday dinner and she said it wasn't his birthday when he asked the waiter for his birthday dessert. He wanted his free brownie and cake. The waiter still brought it for him. He never saw Ms. Parler push Resident B at Texas Roadhouse. He stated that Ms. Parler was also telling guardian he cannot have his clothes. Resident A stated that he was scrubbing dishes at sink and Ms. Parler told him to scrub more or a white ring would appear. He told Ms. Taylor he was going to "pray badly for you". He stated that Ms. Parler became upset when he made this comment and called the police and said he had to go to "mental hospital". Resident A stated that he then when outside and broke her car window and threw rocks at her car. He stated that Ms. Parler swung at him and tried to hit him but fell to ground. She got up and he knocked her phone out of her hand. Resident A stated that Ms. Parler's phone did break but he never hit her. Resident A denied having altercations with any other

staff at home. He did not report any other staff making threats regarding jail, hospitalization, contacting guardian or chores. Resident A indicated that Dwaynna is only staff that is mean to him and tells him he is going to be stuck in a group home.

On 01/23/2026, I interviewed Resident B. He stated that he is new and moved into the home last year. He stated that they went to dinner at Texas Roadhouse and Dwaynna was yelling at Resident A. He does not remember what was said. He stated that Staff, Queen, was trying to calm down Dwaynna. He stated that Dwaynna pushed him on shoulder because she wanted him to walk. He has a walker but was not using it that day. Resident B stated that he was present when police came to the home and they were taking pictures of Dwaynna's car. He did not see what happened as he was inside playing a game. He stated that he gets along with Dwaynna. He has seen her yell at other residents. He stated that she has yelled at him when he is having bad days and is not listening. He did not report any concerns regarding the home or issues with other staff.

On 01/23/2026, I interviewed Resident C. He stated that he has lived at the home a couple years. He was present at Texas Roadhouse when there was a disagreement between Dwaynna and Resident A. He stated that Resident A said something about her son or family. They were arguing back and forth and started calling each other names and using racial slurs. He never saw Dwaynna push Resident B. She was trying to assist him. Resident C stated that Resident A later damaged Dwaynna's car and threw rocks at it. He never saw Dwaynna hit Resident A. He stated that Dwaynna and Resident A were arguing throughout the day. He indicated that Resident A and Dwaynna do not get along. He stated that he did see Resident A throw rocks at car, however, never saw Resident A hit or touch Dwaynna. He stated that Dwaynna has been decent to clients and he has "not really" seen her yell at clients. They are never forced to do chores and can say no. Staff never threaten consequences.

On 01/23/2026, I interviewed Resident D. He stated that he has lived at the home for two years. He stated that they were at Texas Roadhouse and Resident A said he was there to celebrate his birthday. Dwaynna said, "No it ain't" and Resident A said, "Fuck you". Dwaynna then said something about his mom or grandma and he told her to "shut the F up" and became upset. They had a verbal altercation at restaurant. He did not see Dwaynna push Resident B. She put her hand on his shoulder. Resident D stated that on day of incident Dwaynna told Resident A to "clean up your fucking mess" and said she would call the hospital and he can go. Resident A got so mad that he started throwing rocks at her car and windows. Resident D never saw either of them hit each other. Dwaynna was saying, "I'm gonna beat his ass", however, he has never seen her physically assault a resident. He stated that Dwaynna also speaks poorly to Resident B and has said things such as, "take a shower, you stink". Resident D stated that he does not want Dwaynna to return to the home because of how she speaks to people.

On 01/26/2026, I received copy of Resident A's assessment plan dated 01/30/2025. The plan indicates that Resident A does participate in household chores.

On 01/27/2026, I received copy of Macomb County Recipient Rights' investigation regarding incident that occurred at Texas Roadhouse on 10/25/2025 from Janice McPherson. The allegations were substantiated due Ms. Parler yelling at Resident A and making inappropriate comments. Ms. McPherson confirmed that Ms. Parler was removed from schedule on 11/03/2025 and officially terminated as of 01/23/2026.

On 03/13/2026, I received copy of incident report for incident that occurred at Texas Roadhouse on 10/25/2025 from Janice McPherson by email. The report states, "Clients, and DSP and home manager went to Texas Roadhouse for an early Birthday dinner for (Resident A). So, the waitress came over to the table and asked about what drinks everyone wanted. (Resident A) said to the waitress it was his birthday. Dwyanna told the waitress it was not his birthday today, it's next week. (Resident A) got upset and said Dwyanna it's my birthday. She once again said it's not. So (Resident A) got upset and said Dwyanna I am sick of your shit and your always down my back even at the house. So they started arguing back and forth with each other. (Resident A) then said to Dwyanna that's why your son wants to kill himself because of you. So Dwyanna got very upset from that comment and said it's no more respect once you put my son in it. So Dwyanna jumped up and was hollering so loud the whole restaurant stopped what they were doing and started staring at us. She then pointed her finger across the table and said it very loud told (Resident A) fuck your momma, and fuck the coochie your momma came out of." Incident report was completed by Staff, Lisa Townsend. Ms. McPherson stated that second altercation with vehicle where Resident A was arrested occurred on 11/02/2025, however, Ms. Parler did not complete an incident report.

I completed an exit conference with Administrator, Janice McPherson on 03/16/2026. I sent email to Ms. McPherson and informed her of the violations found. I also informed her that a copy of the special investigation report would be mailed once approved and that a corrective action plan would be requested. I requested Ms. McPherson to contact me if she had any questions.

<b>APPLICABLE RULE</b>	
<b>R 400.641</b>	<b>Resident behavior interventions.</b>
	<p><b>(6) A licensee, staff, volunteers, or any person who lives in the facility shall not do any of the following:</b></p> <ul style="list-style-type: none"> <li><b>(a) Use any form of punishment.</b></li> <li><b>(b) Use any form of restraint without an order from an appropriately licensed health care professional or physical force, other than physical restraint for crisis intervention.</b></li> <li><b>(f) Subject a resident to any of the following:</b> <ul style="list-style-type: none"> <li><b>(i) Mental or emotional cruelty.</b></li> <li><b>(ii) Verbal abuse.</b></li> <li><b>(iii) Derogatory remarks.</b></li> <li><b>(iv) Threats.</b></li> </ul> </li> </ul>

<b>ANALYSIS:</b>	<p>There is not enough information to determine that Home Manager, Dwaynna Parler, hit Resident A while he was doing the dishes on 11/03/2025. Resident A did not report being hit and none of the other residents or staff interviewed witnessed this occur. Resident A stated that he broke her car window and threw rocks at her car. He stated that Ms. Parler swung at him and tried to hit him but fell to ground. She got up and he knocked her phone out of her hand. Resident A stated that Ms. Parler's phone did break but he never hit her. Staff indicated that Resident A is being charged with assault and has a court date scheduled. There is also not enough information to determine that Ms. Parler hit or pushed Resident B while at Texas Roadhouse on 11/03/2025. Residents interviewed did observe Ms. Parler touched Resident B's shoulder but did not describe it as a hit or push.</p> <p>It was reported that Dwaynna Parler has been observed being verbally abusive and has made threats and derogatory remarks to Resident A. On 10/25/2025, A verbal altercation began between Ms. Parler and Resident A after she said it was not his birthday at Texas Roadhouse when he asked for birthday dessert. On 11/02/2025, the argument continued and resulted in Resident A's arrest when he broke Ms. Parler's car windows and threw rocks at car. On 01/27/2026, I received copy of Macomb County Recipient Rights investigation regarding incident that occurred at Texas Roadhouse from Administrator, Janice McPherson. The allegations were substantiated due Ms. Parler yelling at Resident A and making inappropriate comments. Administrator, Janice McPherson confirmed that that Ms. Parler was removed from schedule on 11/03/2025 and officially terminated as of 01/23/2026.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<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>	Resident A was not treated with dignity and respect by Program Manager, Dwaynna Parler. Resident A is a vulnerable adult and Ms. Parler engaged in verbal altercations with Resident A on 10/25/2025 and 11/03/2025. It was reported that Dwaynna Parler has been observed being verbally abusive and has made threats and derogatory remarks to Resident A. Ms. Parler was terminated on 01/23/2026 due to outcome of recipient rights investigation and her treatment of Resident A.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.681</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(2) Work that is performed by a resident must be in accordance with the resident's assessment plan.</b>
<b>ANALYSIS:</b>	There is not enough information to determine that staff are threatening Resident A if he does not do chores. On 01/26/2026, I received copy of Resident A's assessment plan dated 01/30/2025. The plan indicates that Resident A does participate in household chores. Resident A did report that previous Program Manager, Dwaynna Parler, had made threats towards him and that they got into an alteration while he was doing the dishes. Ms. Parler has since been terminated.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

#### IV. RECOMMENDATION

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


*Kristine Cilluffo*

03/16/2026

Kristine Cilluffo  
Licensing Consultant

Date

Approved By:



For

03/20/2026

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Denise Y. Nunn  
Area Manager

Date