



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 17, 2026

May Kinnard
Mecca House
5433 Sashabaw
Clarkston, MI 48346

RE: License #: AS630012321
Investigation #: 2026A0605012
Mecca House

Dear May Kinnard:

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 black ink that reads "Frodet Dawisha". The signature is written in a cursive, flowing style.

Frodet Dawisha, Licensing Consultant
Bureau of Community and Health Systems
3026 W. Grand Blvd., Ste 9-100
Cadillac Place
Detroit, MI 48202
(248) 303-6348

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630012321
Investigation #:	2026A0605012
Complaint Receipt Date:	02/25/2026
Investigation Initiation Date:	02/25/2026
Report Due Date:	04/26/2026
Licensee Name:	Mecca House
Licensee Address:	5433 Sashabaw Clarkston, MI 48346
Licensee Telephone #:	(248) 335-3547
Administrator/ Licensee Designee	May Kinnard
Name of Facility:	Mecca House
Facility Address:	2278 Richardson Court Waterford, MI 48327
Facility Telephone #:	(248) 666-9278
Original Issuance Date:	01/28/1981
License Status:	REGULAR
Effective Date:	02/01/2025
Expiration Date:	01/31/2027
Capacity:	6
Program Type:	MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A was found outside in 20-degree weather with hypothermia after walking for hours, and the caregiver responded rudely and did not appear concerned.	No
Resident A has poor hygiene and is a hoarder that resulted in bedbugs.	Yes
Additional Findings	Yes

III. METHODOLOGY

02/25/2026	Special Investigation Intake 2026A0605012
02/25/2026	Special Investigation Initiated - Telephone Left message for reporting person (RP)
02/25/2026	Contact - Document Sent Email to Oakland County Office of Recipient Rights (ORR)
02/25/2026	Contact - Telephone call received Discussed allegations with ORR Katie Garcia
02/26/2026	Inspection Completed On-site Conducted unannounced on-site investigation
02/26/2026	Contact - Telephone call made Discussed allegations with CNS Healthcare support coordinator Brenda Peterson and ORR Katie Garcia
02/26/2026	Contact - Telephone call made Discussed allegations with HM Alberta Jones and left message for licensee designee May Kinnard
02/26/2026	Contact - Document Sent Email to May Kinnard
03/02/2026	Contact - Document Received Email from licensee designee May Kinnard
03/03/2026	Contact - Telephone call received From ORR Katie Garcia

03/04/2026	Contact - Telephone call made Discussed allegations with direct care staff (DCS)
03/04/2026	Contact - Document Sent Email to May Kinnard regarding Workforce Background Check (WBC) as staff list, she provided does not match the employees on WBC site for Mecca House
03/04/2026	APS Referral Adult Protective Services (APS) referral made
03/05/2026	Contact - Telephone call made Left second message for DCS Christopher Crump
03/09/2026	Contact - Telephone call received Interviewed DCS Christopher Crump regarding allegations
03/11/2026	Contact - Document Received Email from May Kinnard
03/12/2026	Contact - Telephone call made Followed up with HM Alberta Jones
03/12/2026	Exit Conference Conducted with licensee designee May Kinnard with my findings

ALLEGATION:

Resident A was found outside in 20-degree weather with hypothermia after walking for hours, and the caregiver responded rudely and did not appear concerned.

INVESTIGATION:

On 02/25/2026, intake 209549 was received regarding Resident A walking outside in the morning for two hours in the frigid cold and direct care staff (DCS) was rude and not concerned of the condition of Resident A.

On 02/25/2026, I contacted via telephone reporting person (RP) regarding the allegations. The reporting person stated on Monday 02/23/2026, RP was driving her daughter along Williams Lake Road and noticed Resident A walking along the sidewalk. RP stated she dropped her daughter at Detroit Airport returned and Resident A was still walking, covered in snow, had icicles on his and was shaking. It was below 20 degrees outside that morning. RP stated it took him a while to get into her vehicle but eventually did. Resident A told the RP where the group home was, so she drove him to the home,

knocked on the door and a caregiver who was African American woman wearing a headwrap answered the door. The RP told the DCS that she found Resident A walking outside for two hours covered in snow, freezing. The DCS was rude and said, "you try telling him not to leave the house." The RP asked the DCS twice to help Resident A, but she refused. Resident A said, "I think the cold is affecting my brain." Resident A went inside the home. RP said that Resident A was wearing a coat, mittens, and a hat but his shoes were open.

On 02/26/2026, I conducted an unannounced on-site investigation. Present was DCS Kelly Hood, Residents A, B, C, and D. I interviewed Resident A regarding the allegations. Resident A wanted to talk in the living room. Resident A stated he was walking to the store with the RP approaching him, asking if he wanted a ride. He told her yes and she brought him home. Resident A said he did not want to talk anymore that that "he's good."

I interviewed Resident B regarding the allegations. Resident B has community access like Resident A. Resident B signs out and walks to Dollar Tree. He buys soda and returns home. He does not know anything about a woman dropping Resident A off at this home. He stated that Resident A also walks to the store and must sign out. He then said, "Resident A doesn't smell right."

I interviewed Resident C regarding the allegations. Resident C also has community access and must sign out. He stated he was present when a woman dropped Resident A off at the group home, but he does not know anything else. He stated that the transport van was not working so when Resident C asks to be driven to the store, staff can't drive him there, so he must walk. The transport van has not been working for "a while."

I interviewed Resident D regarding the allegations. Resident D also has community access and must sign out. He too reported that he asks DCS to take him to the store but because the transportation van does not work, he must walk to the store. He was present when Resident A was dropped off by a woman, but he was in his bedroom, so he does not know what happened. He stated, "everything was good."

I interviewed DCS Kelly Cook regarding the allegations. Ms. Cook has been working for this corporation for 26 years. She was the DCS that was working on 02/23/2026, when a woman brought Resident A home. Resident A has community access and must sign out whenever he leaves, which Resident A always does. Resident A asked to be taken to the store, but due to the transport van not working, he walked to the store. He signed out and Ms. Cook told him to "be careful." According to the sign-out book, he left at 10AM on 02/23/2026. He returned to the group home with a woman who had picked him up and drove him back to the group home. Ms. Cook stated, "this woman was talking to me like I did something wrong. The woman kept telling me to come and help Resident A, but Resident A kept saying, I'm ok to the woman. Resident A was trying to back away from the woman who was trying to touch his arm to get him inside." Resident A does not like to be touched nor does he like his belongings to be touched. Resident A

came into the house and the woman left. Ms. Cook stated that Resident A always leaves the house to go for walks and he is allowed community access according to his individual plan of service (IPOS). He must sign out when he leaves and Resident A always returns. His curfew is 9PM but he is never out for longer than a couple of hours.

On 02/26/2026, I interviewed via telephone with ORR Katie Garcia, CNS Healthcare support coordinator Brenda Peterson regarding the allegations. DCS should be transporting residents including Resident A to the store. Ms. Peterson was at the home on 02/18/2026 and was aware that the transport van had been “down,” for a while. Resident A has community access without any curfew; however, Resident A must sign out. Before the incident on 02/23/2026, Ms. Peterson discussed with the group home that CNS Healthcare is paying Mecca House to transport Resident A to the store; therefore, there must be transportation available for Resident A, which there is not at this time.

On 02/26/2026, ORR Katie Garcia stated she will not be investigating these allegations since Resident A’s IPOS stated he has community access and DCS can only prompt and/or remind him regarding his hygiene and showering, which staff are doing.

On 02/26/2026, I interviewed via telephone the HM Alberta Jones regarding the allegations. Ms. Jones was not working on 02/23/2026 but was informed by DCS Kelly Cook what happened. A woman brought Resident A back to the home reporting to Ms. Cook that Resident A was “walking in the snow for two hours.” The woman told Ms. Cook to “help Resident A,” but Ms. Cook said, “Resident A told the lady he didn’t want help.” The woman said something and then left. Ms. Jones stated that Resident A does not have community access; but because staff cannot force him to not go, he must sign out which he does and always returns about one to two hours later. Ms. Jones never had a problem with Resident A not returning home. Ms. Jones acknowledged that the transport van has not been working for a while and stated that staff from this corporation’s other group homes transport all the residents from Mecca House to their doctor appointments. She does not know why the transport van is not operating.

On 02/26/2026, I sent licensee designee May Kinnard an email requesting staff contact list, names and numbers, bedbug treatment invoices and transport van repair invoices.

On 03/02/2026, I received an email from May Kinnard with staff contact list, bedbug treatment from Rose Pest Solutions dated 07/13/2024, 07/23/2024, 09/30/2024, and 01/29/2025. I also received transportation schedules for January, February, and March regarding appointments for residents. I did not receive any transport van repair invoices.

On 03/04/2026, I interviewed DCS Kevin Topp regarding the allegations via telephone. Mr. Topp has been working for this corporation since May 2025. He works from 3PM-11PM. When Mr. Topp began working at Mecca House, Resident A would sign out and walk to the gas station and back. He always returns home. Resident A does not have any community restrictions. He leaves home and always returns. Mecca House had a white transport van that was working, then it stopped so a blue transport van was

brought to Mecca House and now the blue transport van no longer works. There has not been a transport van for the residents in a while since Thanksgiving holiday. Mecca House currently uses other group homes' transport vans for doctor appointments.

On 03/04/2026, I interviewed DCS Arthur Watson regarding the allegations via telephone. Mr. Watson has been with this corporation for one year. He works midnight from 11PM-7AM. When he arrives, Resident A is sleeping in bed. He does not have any issues with Resident A leaving the home during the midnight shift. Mr. Watson does not transport any residents to appointments during the midnight shift, so he does not know anything about the transport van not working. He stated, "I check on the residents every hour and not a lot goes on during my shift."

On 03/04/2026, I interviewed DCS Sonya Adams regarding the allegations via telephone. Ms. Adams has been working for this corporation for over 20 years. She works afternoon shifts from 3PM-11PM. Resident A has community access and must sign out when he leaves. He leaves for a couple of hours and always returns home. She was not present when a woman brought Resident A home, but she heard that licensing stopped by Mecca House stating that Resident A was found walking outside for hours and was dirty. She does not know anything else about what happened. Residents ask to go to the store, but there is no transport van. Ms. Adams stated that the transport van has not been working for the past nine to 10 months. A loaner van was brought to the home and that stopped working. When residents have doctor appointments, Mecca House has staff from another group home transport residents to their appointments.

On 03/09/2026, I received a return call from DCS Christopher Crump regarding the allegations. Mr. Crump has been working for this corporation since February 2025. He works midnight shift from 11PM-7AM. When Mr. Crump arrives at his shift, Resident A is usually asleep, but sometimes he is awake. When Resident A is awake, he likes stepping outside and smoking a cigarette. Mr. Crump was told by DCS Kelly Cook that a woman brought Resident A home when Resident A was walking outside. Resident A has community access and cannot be refused to leave the home. He frequently takes walks during the day but always returns home. There was a white and blue transport van for the residents, but both transport vans stopped working. Both have been down for the past six months. Without the transport vans, staff are unable to transport residents to their appointments or take residents to the store.

APPLICABLE RULE	
R 400.671	Resident care.
	(4) A licensee shall provide supervision, protection, and personal care as specified in a resident's assessment plan. A hospice service plan, do-not resuscitate order, or any other advance directive must be included as an addendum to the resident assessment and maintained with the assessment plan in the resident's record.

ANALYSIS:	Based on my investigation and information gathered, DCS Kelly Cook provided supervision and protection as specified in Resident A's IPOS amended on 07/23/2025. On 02/23/2026, Resident A was observed by a concerned citizen walking outside for about two hours. The concerned citizen picked Resident A up and dropped him off at the group home. Ms. Cook stated that the woman who dropped him off was upset with Ms. Cook because Resident A was walking outside in the cold. Resident A has community access and no restrictions when out in the community. He signs out and always returns home. I discussed the IPOS with Resident A's support coordinator Brenda Peterson who confirmed that Resident A has no community restrictions and Ms. Cook nor any other staff can refuse him to leave the home. I reviewed the sign out sheet and on 02/23/2026, Resident A signed out at 10AM.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A has poor hygiene and is a hoarder that resulted in bedbugs.

INVESTIGATION:

On 02/26/2026, I observed Resident A to have poor hygiene. There was a strong odor coming from him and his clothes appeared two sizes too big on his very frail stature and were extremely dirty.

On 02/26/2026, I interviewed DCS Kelly Cook regarding the allegations. Ms. Cook stated that Resident A does not like taking showers or keeping up with his hygiene. Staff can only prompt him and encourage him to shower and to change his clothes.

On 02/26/2026, I interviewed CNS Healthcare support coordinator Brenda Peterson regarding the allegations. Resident A urinates on himself. He has poor hygiene, is a hoarder and does not like to be touched. When someone tries to help him or touch him to help, he acts out. He only requires a lot of prompts and reminders regarding his hygiene and showering. Resident A has new clothes, but he only wears old clothes that are dirty and dingy. He hoards various items in his bedroom he gets from outside which attributed to Mecca House getting bed bugs. Resident A is no longer able to attend workshop because when he was at workshop, his teacher saw bed bugs falling out of his backpack. Mecca House has been dealing with the bedbug issue since Resident A moved into the home. Resident A is not following his protocol regarding his personal hygiene and hoarding so as of 02/18/2026, bedbugs were still present in the home. The home was heat treated for bedbugs about one year ago, but due to Resident A the bedbug issue has not been remedied. There is no intervention plan in place regarding Resident A's hygiene or hoarding.

On 02/26/2026, I interviewed HM Alberta Jones regarding the allegations. Resident A always has had poor hygiene. He does not like to be touched and DCS can only give him prompts and reminders to take a shower, to change his clothes, and to take care of his hygiene. Resident A "just won't do it." He gets angry when he is redirected to shower and when he is prompted to shower, he will take a towel, go into the bathroom, turn the shower on and then come out five minutes later stating he was done. He never showered. He always wears the same clothing, which are extremely dirty and will not allow staff to launder them. Ms. Jones reported these issues to Resident A's support coordinator Brenda Peterson who informed Ms. Jones that "staff cannot force Resident A to shower," and "staff can only prompt and remind Resident A to shower and to meet his hygiene." Ms. Jones stated staff does that but due to his poor hygiene and hoarding issues, Mecca House has had bed bugs ever since Resident A moved in. Resident A was kicked out of workshop because bedbugs were observed falling out of his bag. The home has been treated multiple times for bedbugs, but they won't go away and continue to return. These concerns have also been discussed with licensee designee May Kinnard.

On 03/04/2026, I interviewed DCS Kevin Topp regarding Resident A's hygiene. Resident A does not like taking showers. He also does not like to be touched. Staff can only give him prompts and reminders, but he refuses. Mr. Topp asks to launder Resident A's clothes, but sometimes Resident A refuses and other times he says yes. When he refuses, Resident A says, "I don't need my clothes washed." Resident A is independent and wants to do things on his own, even though he refuses to shower, change his clothes, or take care of his hygiene. Due to Resident A's poor hygiene and being a hoarder of things he brings from outside, there has been bedbugs in the home. The home has been treated multiple times, but because Resident A is not following good hygiene and continues to hoard, the bedbugs are still in the home. Mr. Topp believes pest control is coming out on 03/06/2026 to treat the home again.

On 03/04/2026, I interviewed DCS Arthur Watson regarding these allegations. Residents do not shower during midnight shift and he does not know much about Resident A's hygiene nor has he seen any bedbugs. He heard from other staff there are bedbugs in the home but again he stated he has never seen them.

On 03/04/2026, I interviewed DCS Sonya Adams regarding the allegations. Resident A does not like taking showers since he moved into Mecca House. Staff are only to prompt him and remind him to take showers, to change his clothes, and to do his hygiene, but Resident A refuses. He always wears the same clothes that are extremely dirty even though he has clean clothes to wear. Resident A does not like to be touched, so staff can only do so much to get Resident A to meet his hygiene. Due to Resident A's poor hygiene and hoarding stuff in his bedroom, workshop saw bedbugs falling off him. Resident A is no longer allowed to go to workshop until the bedbugs have been remedied, but the bedbugs continue to be present in the home because Resident A refuses to follow his IPOS. The home was sprayed for bedbug's multiple times, but they still exist. Ms. Adams stated, "I saw bedbugs fall off Resident A this past Saturday."

On 03/06/2026, I interviewed DCS Christopher Crump regarding the allegations. Resident A has poor hygiene and refuses to shower or change his clothes. When he first arrived at Mecca House, bedbugs were found in his bedroom. Resident A cannot return to workshop because bedbugs were seen falling off him. Mr. Crump has not seen the bedbugs because Resident A is sleeping in his bed and he does not go in there other than checking on him during the night. Day shift and afternoon shift are required to complete spot checks for bedbugs and according to staff, the bedbugs are still present. Mr. Crump heard that because the “heat treatment is too expensive,” Ms. Kinnard does not want to treat the home for bedbugs.

On 03/10/2026, I received an email from May Kinnard with another invoice from Rose Pest Solutions dated 03/06/2026 for a bedbug treatment at Mecca House.

On 03/12/2026, I followed up with HM Alberta Jones. Ms. Jones discussed concerns about Resident A’s poor hygiene and hoarding with his support coordinator Brenda Peterson. Ms. Jones told Ms. Peterson that Resident A refuses to shower and hoard stuff and due to those issues, bedbugs are still present. There has not been any intervention put in place by Ms. Peterson to address Resident A’s poor hygiene or hoarding other than staff just prompting and reminding Resident A to shower and to change his clothes. Ms. Peterson told Ms. Jones, “if Resident A does not cooperate and do what he is supposed to do, then Ms. Peterson will have Ms. Kinnard issue a 30-day notice.” Ms. Peterson said this when she visited on 02/18/2026. Ms. Jones goes into Resident A’s bedroom daily, removes all his linens and places them in the dryer on high heat. Resident A puts his coats on the bed and when Ms. Jones wants to take his coats and put them in the dryer, he verbally fights with her. He becomes angry and does not want anyone touching his things even though these things are dirty and have bedbugs on them. Ms. Kinnard had another bedbug treatment completed on 03/06/2026 at Mecca House.

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(2) Interventions must be specified in the resident's assessment plan and performed in accordance with that plan. Interventions must ensure that the safety, welfare, and rights of the resident are adequately protected. If an intervention is needed to address the unique programmatic needs of a resident, the intervention must be developed in consultation with, or obtained from, a professional or professionals licensed, certified, or registered in that scope of practice.

ANALYSIS:	Based on my investigation and information gathered, interventions for Resident A's poor hygiene and hoarding was not specified in his IPOS amended on 07/25/2026. Resident A does not like taking showers or changing his clothes. He is a hoarder as he brings things from outside and hoards them in his bedroom. Staff have been trying to address these issues with Resident A who refuses to cooperate. However, there are no interventions in place to address these unacceptable behaviors other than staff prompting and reminding Resident A to take a shower or change his clothes.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.645	Environmental health.
	(6) An insect, rodent, or pest control program must be maintained and carried out in a manner that continually protects the health of residents.
ANALYSIS:	Based on my investigation and information gathered, the bedbugs were not controlled or addressed at Mecca House. Due to Resident A's poor hygiene and hoarding concerns, there have been bedbugs in this home since 2024. The home had been treated three separate times in 2024 and once in 2025, but the bedbugs were still present at Mecca House. Licensee designee May Kinnard did not treat the home again for bedbugs until 03/06/2026, after licensing was involved with this investigation.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.677	Resident hygiene, clothing.
	(1) A licensee shall offer a resident appropriate opportunity, access to, and instructions for the following daily: (a) Bathing or showering, or both. (b) Shaving. (c) Oral care. (d) Grooming. (e) Peri-care.

ANALYSIS:	Based on my investigation and information gathered, DCS and licensee designee May Kinnard were instructing Resident A to shower and change his clothes, but he refused. According to his IPOS amended on 07/23/2026, staff will prompt and remind Resident A to shower, which staff do but Resident A refuses. Resident A does not like to be touched and have clean clothes but continues to be non-compliant with his plan of care.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

During the on-site investigation on 02/26/2026, I observed the sidewalk leading to the entrance of the home packed with snow and ice.

APPLICABLE RULE	
R 400.647	Safety and maintenance of premises.
	(15) Sidewalks, fire escape routes, and entrances must be kept reasonably free of hazards, such as ice, snow, and debris.
ANALYSIS:	Based on my observations on 02/26/2026, the sidewalk to the entrance of the home was not free of hazards as the sidewalk was packed with snow and ice.
CONCLUSION:	VIOLATION ESTABLISHED

INVESTIGATION:

During my investigation and interviews with all DCS at Mecca House, the transport van that was being used for Residents A, B, C, and D had not been operating for about six months. All the staff reported that residents are transported by another group home for doctor appointments only and staff cannot transport residents to the store when residents ask to go.

On 03/12/2026, I conducted the exit conference with licensee designee May Kinnard via telephone with my findings. Resident A does not cooperate with staff regarding showering and hoarding. Staff can only prompt and remind him to meet his hygiene needs and Ms. Kinnard stated she has been addressing these issues with the case coordinator to no avail. Ms. Kinnard stated that she treated the home again for bedbugs but due to Resident A carrying bags he brings from outside, the bedbugs will not remedy. She will be issuing a 30-day notice for Resident A since he has been non-compliant with his plan of care. She agreed to submit a corrective action plan.

APPLICABLE RULE	
R 400.697	Resident transportation.
	(2) A licensee shall ensure all of the following when providing transportation services: (a) The vehicle is in good operating condition and insured.
ANALYSIS:	Based on my investigation and information gathered, Mecca House is not providing transportation to Resident A, Resident B, Resident C and Resident D due to the transport vans not operating. According to staff, the transport van has not been operating for at least six months. Residents are transported to their appointments by utilizing transportation from this corporation's other group homes however no transportation is available to bring residents to the store.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receiving an acceptable corrective action plan, I recommend no change to the status of the license.

Frodet Dawisha

03/17/2026

Frodet Dawisha
Licensing Consultant

Date

Approved By:

Jay Caluverts

For

03/17/2026

Denise Y. Nunn
Area Manager

Date