



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 16, 2026

Gary Ray  
Genesee Manor, Inc.  
30002 Saint Martins  
Livonia, MI 48152

RE: License #: AS630417946  
Investigation #: 2026A0605011  
Nat West Home 1

Dear Gary Ray:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 "Frodet Dawisha".

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**

<b>License #:</b>	AS630417946
<b>Investigation #:</b>	2026A0605011
<b>Complaint Receipt Date:</b>	02/17/2026
<b>Investigation Initiation Date:</b>	02/17/2026
<b>Report Due Date:</b>	04/18/2026
<b>Licensee Name:</b>	Genesee Manor, Inc.
<b>Licensee Address:</b>	30002 Saint Martins Livonia, MI 48152
<b>Licensee Telephone #:</b>	(313) 949-2501
<b>Administrator:</b>	Michele Ray
<b>Licensee Designee:</b>	Gary Ray
<b>Name of Facility:</b>	Nat West Home 1
<b>Facility Address:</b>	31835 Alameda Farmington Hills, MI 48336
<b>Facility Telephone #:</b>	(313) 949-2501
<b>Original Issuance Date:</b>	01/29/2025
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/29/2025
<b>Expiration Date:</b>	07/28/2027
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL



**II. ALLEGATION(S)**

	<b>Violation Established?</b>
<b>On 02/17/2026, Resident D, a resident of Nat West Home 1, was allegedly verbally threatened by two staff members, though no physical harm occurred.</b>	No

**III. METHODOLOGY**

02/17/2026	Special Investigation Intake 2026A0605011
02/17/2026	Special Investigation Initiated - Telephone Call made with the home manager (HM) Steven Price
02/17/2026	APS Referral Adult Protective Services (APS) made referral but will not be investigating
02/17/2026	Contact - Telephone call made Discussed allegations with administrator Michele Ray
02/18/2026	Contact - Telephone call made Discussed allegations with Kayla Jones
02/18/2026	Contact - Telephone call made Discussed allegations with DCS Saleena Travis
02/26/2026	Contact - Telephone call made With Resident D
03/02/2026	Contact - Face to Face With Resident D regarding the allegations
03/02/2026	Contact - Telephone call made Discussed allegations with direct care staff (DCS) Tierra Vance, team lead Shauna Minter and left message for DCS Kianna Kid
03/04/2026	Contact - Telephone call made Discussed allegations with DCS Andrea Jackson and HM Steven Price stated he will call back later. Left another message for Kianna Kid.
03/05/2026	Contact - Telephone call made

	Left messages for HM Steven Price and DCS Pearl Wynn
03/09/2026	Exit Conference Left detailed message for licensee designee Gary Ray with my findings and then contacted administrator Michele Ray and advised her of my findings.

**ALLEGATION:**

**On 02/17/2026, Resident D, a resident of Nat West Home 1, was allegedly verbally threatened by two staff members, though no physical harm occurred.**

**INVESTIGATION:**

On 02/17/2026, intake #209388 were referred by Adult Protective Services (APS) who denied their referral. I was alleged that Resident D was verbally threatened by direct care staff (DCS), Pearl Wynn and Kayla Jones.

On 02/17/2026, I contacted the home manager (HM) Steven Price who stated that Resident D moved out of the home, and he does not know where she moved too and to call the administrator Michele Ray.

On 02/17/2026, I contacted the administrator Michele Ray regarding the allegations. Ms. Ray confirmed that Resident D moved out of Nat West Home 1 but does not know the placement of her current group home. She stated that Resident D went back to the same placement in Wayne County where she was prior to moving into Nat West Home 1. Ms. Ray denied the allegations that DCS Pearl Wynn or DCS Kayla Jones threatened Resident D in any way. The morning of the alleged incident, Resident D woke up and went into the kitchen to make coffee. Ms. Wynn said, "good morning, Resident D," but Resident D did not respond. Ms. Wynn again said, "good morning, Resident D," which then Resident D was belligerent and calling Ms. Wynn names, cursing at Ms. Wynn and using racial slurs. Ms. Jones asked Resident D if "anything was wrong?" Resident D then began cursing and using racial slurs towards Ms. Jones. Resident D then went into her bedroom and Ms. Jones called Ms. Ray. Ms. Ray advised staff to allow Resident D to remain in her bedroom to calm down, which she eventually did. Ms. Ray believes this incident stemmed from the current group home where Resident D is currently at because the group home called Resident D directly advised her that she would be moving into their home. However, the move did not occur when Resident D was advised it would and that upset Resident D, so she was taking it out on the staff. Ms. Ray will contact Wayne County placement case coordinator to find out where Resident D moved to and will email me the information.

On 02/18/2026, I contacted DCS Kayla Jones via telephone regarding the allegations. Ms. Jones stated that on 02/12/2026, Resident D got up, showered and came into the kitchen to make coffee. DCS Pearl Wynn said, "good morning, Resident D," but

Resident D did not respond. Ms. Wynn again said, "good morning, Resident D," and Resident D reluctantly said, "good morning," back. Ms. Wynn did not say anything to Resident D. Ms. Jones asked Resident D, if "she was ok," and told Resident D, "she shouldn't feel uncomfortable in her own home," and that Ms. Jones felt like "Resident D was upset about something." Resident D began using vulgar profanity, the "F," word and gave both Ms. Wynn and Ms. Jones, "the middle finger." Resident D then began cursing and using racial slurs. Ms. Jones denied that she or Ms. Wynn threatened Resident D in any way. She never heard Ms. Wynn threaten Resident D and she denied it too. Ms. Jones also denied following Resident D to her bedroom and threatening to hit her. Ms. Jones stated that she has witnessed Resident D threaten other residents at the home, cursing them out. Resident D went into her bedroom and Ms. Jones called Ms. Ray who advised her to leave Resident D alone to calm down, which both Ms. Jones and Ms. Wynn did.

On 02/18/2026, I interviewed DCS Saleena Travis regarding the allegations via telephone. Ms. Travis stated she was not present but has witnessed Resident D threaten other consumers. One-time Resident A spit on Resident D and Resident D "went off." Ms. Travis has never heard or witnessed either Pearl Wynn or Kayla Jones threaten Resident D or go off on Resident D. She stated, "both Pearl and Kayla are sweet girls." Ms. Travis stated she tried asking Resident D what happened, and all Resident D said, "I'm tired of the house and of the midnight staff." Ms. Travis tried asking for specifics, but Resident D would not say.

On 02/26/2026, I contacted Resident D via telephone. Resident D is residing at a group home in Canton. She agreed for me to stop by and interview her regarding the allegations. She provided me with the address and agreed to the visit on 03/02/2026.

On 03/02/2026, I made a face-to-face contact with Resident D at Oakview group home located in Canton to discuss the allegations. Resident D moved out of Nat West Home 1 on 02/16/2026 and this move was her choice. On 02/12/2026, around 6:30AM, after Resident D finished showering, she went into the kitchen to make coffee. DCS Pearl Wynn greeted her "rudely," multiple times. Resident D said, "good morning," back, but Ms. Wynn kept greeting her rudely. Kayla Jones asked Resident D, "What's the problem? It's like you have an attitude." Resident D told Ms. Jones, "Pearl got aggressive greeting me." Ms. Jones then replied, "staff shouldn't walk on eggshells because of how you "F-in feel." Resident D walked away but Ms. Wynn followed her screaming at her. Resident D replied to Ms. Wynn, "I haven't said anything to you." Resident D tried avoiding them but both Ms. Wynn and Ms. Jones are following her, cursing her. At this point, Resident D stated, "I'm mad so I went into my bedroom and Pearl followed me, so I closed the door at her. Pearl said, "Hell no you don't close the F-in door on me." Resident D tried calling the assistant HM Shakita Lloyd, but Ms. Lloyd did not answer. She stated she is unsure if she tried calling HM Steven Price but reported that this was an isolated incident with these staff members. Resident D then came out of her bedroom and heard Ms. Jones say, "she doesn't know me. I'm from the streets and I'll smack the "F," out of her." Resident D believes this incident occurred because there was some talk between staff that Resident D was talking about the

midnight staff to team lead Shauna Minter. Resident D denied talking about the midnight staff but stated that a week prior to this incident, Ms. Minter also threatened Resident D. She stated, "Shauna said, I don't give a "F," about this job and I'm going to "F-in" slap her." Resident D stated that this was said in front of DCS Tierra Vance and DCS Kianna Kidd. Resident D denied being slapped by Ms. Minter or hit by Ms. Wynn or Ms. Jones or any other staff member. She denied that this incident occurred because she was promised by her current group home that she would move one day and then the date changed. She stated, "it was already in the works that I was going to move, and I was fine that morning and not upset about anything. I was in a good mood. They (Ms. Jones and Ms. Wynn) were snapping at me."

On 03/02/2026, I briefly spoke with DCS Nora Duru at Oakview group home who stated that Resident D had not reported anything to her regarding these allegations.

On 03/02/2026, I interviewed DCS Tierra Vance via telephone regarding the allegations. Ms. Vance stated she arrived for her shift in the morning of 02/21/2026 and saw that Resident D was upset. Resident D told Ms. Vance that Pearl Wynn and Kayla Jones "were mad at Resident D because Resident D did not want to talk." One of the staff said, "good morning," and that staff wanted Resident D to "say it back," which Resident D stated, "she did." Resident D told Ms. Vance that staff asked Resident D "if she had an attitude." Ms. Vance does not know the name of the staff as Resident D did not state. Ms. Vance has worked with both Ms. Wynn and Ms. Jones and has never heard either staff threaten Resident D or any of the residents.

On 03/02/2026, I interviewed team lead Shuana Minter via telephone regarding the allegations. Ms. Minter stated that she was approached by assistant HM Chakita Lloyd advising Ms. Minter that Resident D told Ms. Lloyd that Ms. Minter said, "I don't have time for this shit." Ms. Minter was shocked to hear this because she never said that to anyone, including Resident D. Ms. Minter went to Resident D, pulled her to the side and informed Resident D that if Resident D had anything that was bothering her, then she could come to Ms. Minter and talk about it. Ms. Minter stated she never told Resident D she was going to slap the "F," out of her. Ms. Minter stated that Resident D told HM Steven Price that Resident D did not hear this statement said, but that Resident D's aunt, who was on the speaker phone with Resident D, heard this statement and told Resident D. Ms. Minter has not worked with Pearl Wynn or Kayla Jones as they work the midnight shifts. However, she did hear about the incident when Ms. Wynn said good morning to Resident D, but Resident D did not say it back. Ms. Minter asked Resident D about it and Resident D stated she said good morning back. Ms. Minter stated that no one, including Resident D, informed her that she was threatened by Ms. Wynn or Ms. Jones. She has never heard any staff, including Ms. Wynn or Ms. Jones', threaten a resident. Ms. Minter said, "Resident D kept up with a lot of drama at this home. Resident D would sit in the living room, gathering information and turns that information into drama and sometimes misconstrues the information to fit the drama."

On 03/04/2026, I contacted HM Steven Price to discuss the allegations, but he stated he will call me later today. He did not return the call.

On 03/04/2026, I interviewed DCS Andrea Jackson regarding the allegations via telephone. Ms. Jackson works the midnight shifts. On 02/12/2026, Resident D woke up, took a shower and came out to the kitchen for coffee. Pearl Wynn said, "good morning," to Resident D, but Resident D did not hear Ms. Wynn. Ms. Wynn said, "good morning," again and Resident D "mumbled good morning under her breath." Kayla Jones asked Resident D, "is everything ok?" Then Resident D began cursing and using racial slurs towards Ms. Wynn and Ms. Jones. HM Steven Price was called and informed of this incident. Ms. Jackson stated she was with another resident, so she did not see any staff go into Resident D's bedroom but stated that she never heard Ms. Wynn nor Ms. Jones make any verbal threats towards Resident D. Ms. Jackson stated, "I could hear Resident D yelling in her bedroom and staff tried to redirect her, but she continued. She was on the phone with someone, and Ms. Jackson heard Resident D say, "F," them up." Ms. Jackson has never heard Ms. Wynn or Ms. Jones become verbally aggressive or threatening towards any resident. She never heard Ms. Wynn or Ms. Jones threaten to hit Resident D.

On 03/04/2026, I made several attempts to interview DCS Kianna Kid, but she never returned any of my calls.

On 03/09/2026, I left detailed message for licensee designee Gary Ray with my findings and then contacted administrator Michele Ray and advised her of my findings.

<b>APPLICABLE RULE</b>	
<b>R 400.641</b>	<b>Resident behavior interventions.</b>
	<b>(6) A licensee, staff, volunteers, or any person who lives in the facility shall not do any of the following:</b> <b>(f) Subject a resident to any of the following:</b> <b>(iv) Threats.</b>
<b>ANALYSIS:</b>	Based on my investigation and information gathered, DCS Kayla Jones and Pearl Wynn did not subject Resident D to verbal threats on 02/12/2026. Resident D reported on 02/12/2026 she woke up in the morning, and while making coffee, she was rudely greeted by Pearl Wynn and verbally threatened by Kayla Jones. Ms. Jones along with other DCS on shift, Tierra Vance and Andrea Jackson denied Ms. Jones or Ms. Wynn verbally threatening Resident D. All DCS reported that Resident D was yelling racial slurs and cursing staff. Resident D moved out of Nat West Home 1 on 02/17/2026.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend this investigation to be closed.

*Frodet Dawisha*

03/09/2026

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Frodet Dawisha  
Licensing Consultant

Date

Approved By:

*Jay Caluwart*

For

03/16/2026

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Denise Y. Nunn  
Area Manager

Date