



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

April 6, 2026

Good Touch Group Home LLC  
439 Sibley St  
Trenton, MI 48183

RE: License #: AS820418171  
Investigation #: 2026A0116020  
Good Touch Group Home LLC

Dear Ms. Kahler:

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 (313) 456-0380.

Sincerely,

A handwritten signature in blue ink that reads "Pandrea Robinson". The signature is written in a cursive, flowing style.

Pandrea Robinson, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 319-9682

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820418171
<b>Investigation #:</b>	2026A0116020
<b>Complaint Receipt Date:</b>	03/12/2026
<b>Investigation Initiation Date:</b>	03/12/2026
<b>Report Due Date:</b>	05/11/2026
<b>Licensee Name:</b>	Good Touch Group Home LLC
<b>Licensee Address:</b>	21071 Tiffany Dr Woodhaven, MI 48183
<b>Licensee Telephone #:</b>	(313) 418-0019
<b>Administrator:</b>	Teresita Kahler
<b>Licensee Designee:</b>	Teresita Kahler
<b>Name of Facility:</b>	Good Touch Group Home LLC
<b>Facility Address:</b>	21071 Tiffany Dr Woodhaven, MI 48183
<b>Facility Telephone #:</b>	(734) 304-4984
<b>Original Issuance Date:</b>	08/07/2024
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	02/07/2025
<b>Expiration Date:</b>	02/06/2027
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED AGED



**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A alleged that licensee designee, Ms. Kahler, used her debit card from May 2026 until January 30, 2026, totaling \$1513.25.	No
Additional Findings	Yes

**III. METHODOLOGY**

03/12/2026	Special Investigation Intake 2026A0116020
03/12/2026	APS Referral Received.
03/12/2026	Special Investigation Initiated - Telephone Left a message on Resident A's cell phone requesting a return call.
03/17/2026	Inspection Completed On-site Licensee designee, Teresita Kahler, and reviewed Resident A's records.
03/17/2026	Contact - Face to Face Resident A and her current home care aide, Cindy Goreke.
03/19/2026	Inspection Completed On-site Reviewed resident register.
03/26/2026	Contact - Telephone call made APS investigator, Staysha Ellison, left a message requesting a return call.
03/26/2026	Inspection Completed-BCAL Sub. Compliance
03/26/2026	Exit Conference Licensee designee, Teresita Kahler.
03/27/2026	Contact - Telephone call made Staysha Ellison, APS. Left a message requesting a return call.

## **ALLEGATION:**

**Resident A alleged that licensee designee, Ms. Kahler, used her debit card from May 2026 until January 30, 2026, totaling \$1513.25.**

## **INVESTIGATION:**

On 03/17/26, I conducted an unscheduled onsite inspection and interviewed licensee designee, Teresita Kahler, and reviewed Resident A's records. Ms. Kahler reported that Resident A was admitted into the home on 03/31/25 and she left on 01/15/26, as she needed something more affordable. Ms. Kahler denied the allegations and reported that Resident A is her own guardian and handled her own funds. Ms. Kahler reported that Resident A was always on her phone ordering things and having them delivered to the house, she played games on her phone that she believed were free, although Ms. Kahler tried to tell her that she was likely being charged for them. Ms. Kahler reported that Resident A had all types of subscriptions and automatic deductions coming from her bank accounts and reported that is some of the reason she couldn't afford to live in the home because she was spending money on other things. Ms. Kahler reported that Resident A was unable to pay her cost of care in November 2025 and that is when she started discussing the need for her to either stop spending money on things she doesn't need so that she will have her monthly rent or she would be discharged. Ms. Kahler reported that Resident A would complain about the overdraft fees and subscriptions fees after reviewing her bank statements. Ms. Kahler reported that she tried to help Resident A understand that she likely was signing up for things through her phone and she was being charged for them. Ms. Kahler reported her belief that Resident A needs a guardian to assist her with her finances.

Ms. Kahler reported that this was her first time hearing about her allegedly taking money from Resident A as she never spoke to her about missing funds. Ms. Kahler denied having access to any of Resident A's accounts. Ms. Kahler reported that Resident A lives in a senior living apartment in Brownstown, however, is currently in Aerius Rehabilitation Center in Riverview.

I reviewed Resident A's records and confirmed that she was her own guardian and that she wrote out checks out of her bank account for her monthly cost of care. I reviewed the funds part II form and observed that no cost of care was received in November 2025 as reported by Ms. Kahler.

On 03/17/26, I interviewed Resident A at Aerius Rehabilitation Center. Ms. Cindy Goerke was present in the room as Resident A requested that she be present during the interview. Resident A reported that Ms. Goerke is her paid aid that used to work at the AFC home that she has since hired to provide daily assistance to her when she returns back to her senior apartment today. Resident A reported that all she

knows is her account had several deductions, mostly from apple.com with most of the transactions happening on 02/26/26. Resident A reported that she doesn't know who is messing with her account but the theft from her accounts didn't start happening until she moved into the group home. Resident A reported that Ms. Goerke has been a great help to her as she has contacted the banks, got both accounts closed and had new account numbers and debit cards issued. Ms. Goerke reported that she was able to cancel all subscriptions and games etc. off Resident A's phone and the bank reported, after looking at her cellphone and seeing that she did not have active apple account that the transactions appeared fraudulent. Ms. Goerke reported the bank has issued the full \$1513.25 back to Resident A 's account. Ms. Goerke reported that Resident A is being discharged back home today and she will be providing direct care services to her a few hours per day. Resident A reported that she is glad she is in a place she can afford and has the help and support of Ms. Goerke.

On 03/23/26, I conducted the exit conference with licensee designee, Teresita Kahler and informed her of the findings of the investigation. Ms. Kahler agreed with the findings.

On 03/27/26, I called APS investigator Staysha Ellison. Ms. Ellison had completed an investigation in October of 2025 and I contacted her in efforts to gain additional information. I left a message requesting a return call.

<b>APPLICABLE RULE</b>	
<b>R 400.637</b>	<b>Handling of resident funds and valuables.</b>
	<b>(11) A licensee, staff, volunteers, members of the household, and their family members cannot accept, take, or borrow money, resident funds, or valuables from a resident, even with the consent of the resident.</b>

<b>ANALYSIS:</b>	<p>Based on the findings of the investigation, which included interviews with licensee designee, Teresita Kahler, Resident A and Cindy Goerke, there is not a preponderance of evidence to substantiate that Ms. Kahler took Resident A's funds through use of her bank account or debit cards.</p> <p>Although there were several recurring debits on Resident A's bank statements from apple.com, most of them occurred on 02/26/26, over a month after Resident A had left the home. Additionally, the bank determined the activity was fraudulent and issued a full refund to Resident A's account.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

On 03/17/26, I conducted an unscheduled onsite inspection and observed that there were 7 residents in the home. I interviewed licensee designee Teresita Kahler and she reported that one of the ladies was her mother and the other was her sister. They were both observed in wheelchairs sitting at the table. Ms. Kahler reported that a relative was coming to pick them up later that day and reported she had been helping take care of them for a few days. I reminded Ms. Kahler that she is only licensed for 6 residents and cannot go over capacity, even for family members. Ms. Kahler reported an understanding and reiterated that they would be picked up later the same evening.

I reviewed the resident register and observed that Ms. Kahler's mother and sister names were documented on the resident register with an admission date of 02/11/26. Ms. Kahler then reported that they had been visiting the home on and off and had not been in the home on a daily basis. I informed Ms. Kahler that if she was not at her licensed capacity that would have been ok, however, admitting them even on a part time/respite basis put her over capacity and is prohibited. Ms. Kahler reported an understanding.

During my review of the resident register I also observed that it did not document discharge dates of residents who no longer resided in the home, nor did it document the name and admission date of Resident B, the newest resident, who moved into

the home on 03/01/26. Ms. Kahler reported that she would update the register to reflect all of the required information.

On 03/19/26, I conducted an unscheduled onsite inspection and asked to review the updated resident register and interviewed staff, Anna Navoy. The resident register had not been updated and Ms. Kahler's mother and sister were still in the home. Ms. Navoy reported that she had been taking care of the seven residents and reported that Ms. Kahler's sister was supposed to pick their mother and sister up today.

On 03/26/26, I conducted the exit conference with licensee designee Teresita Kahler and informed her of the findings of the investigation and the specific rules cited. Ms. Kahler reported an understanding and reported that her mother and sister were picked up on 03/19/26. Ms. Kahler reported desire to maintain compliance with the rules moving forward.

<b>APPLICABLE RULE</b>	
<b>R 400.613</b>	<b>Licensed capacity, occupants.</b>
	<b>(1) The number of residents and number of resident beds must not be greater than the capacity authorized on the license.</b>
<b>ANALYSIS:</b>	Based on the findings of the investigation, which included my observation and interviews with licensee designee, Teresita Kahler, staff Anna Navoy, there is a preponderance of evidence to substantiate that during my onsite inspections on 03/17/26 and 03/19/26, the number of residents was greater than the capacity authorized on the license. During both onsite inspections there were seven residents in the home.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.615</b>	<b>Resident register.</b>
	<b>A licensee shall maintain a chronological register of all residents admitted that includes the following information for each resident:</b> <b>(a) Resident full name.</b> <b>(b) Resident date of birth.</b> <b>(c) Date of admission.</b> <b>(d) Date of discharge and location, if known, where the resident moved.</b>

<b>ANALYSIS:</b>	<p>Based on the findings of the investigation, which included my observation and interview with licensee designee, Teresita Kahler, there is a preponderance of evidence to substantiate that the licensee did not maintain a chronological register of all residents admitted that includes all of the aforementioned.</p> <p>I observed the resident register, and it did not contain discharge dates for residents who no longer lived in the home, nor did it contain the name, date of birth and date of admission for Resident B.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



Pandrea Robinson  
Licensing Consultant

04/03/26  
Date

Approved By:



04/06/26

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Ardra Hunter  
Area Manager

Date