



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 1, 2026

Morgan Turner
Serenity Homes - North, L.L.C.
747 Tamarack Ave NW
Grand Rapids, MI 49504

RE: License #: AL700382076
Investigation #: 2026A0467038
Serenity Homes - North

Dear Mrs. Turner:

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 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 (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL700382076
Investigation #:	2026A0467038
Complaint Receipt Date:	06/01/2026
Investigation Initiation Date:	06/05/2026
Report Due Date:	07/31/2026
Licensee Name:	Serenity Homes - North, L.L.C.
Licensee Address:	747 Tamarack Ave NW Grand Rapids, MI 49504
Licensee Telephone #:	(419) 494-4008
Administrator:	Morgan Turner
Licensee Designee:	Morgan Turner
Name of Facility:	Serenity Homes - North
Facility Address:	830 Hayes Street Marne, MI 49435
Facility Telephone #:	(616) 677-6015
Original Issuance Date:	06/02/2016
License Status:	1ST PROVISIONAL
Effective Date:	06/18/2026
Expiration Date:	12/17/2026
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Staff member Mark Jones was threatening Resident A.	Yes

III. METHODOLOGY

06/01/2026	Special Investigation Intake 2026A0467038
06/01/2026	APS Referral complaint received from Ottawa County APS
06/05/2026	Special Investigation Initiated - On Site
06/08/2026	Contact – telephone call made to AFC staff member Rashida Brown
07/01/2026	Exit conference with licensee designee Morgan Turner and chief operations officer Jess Engstrom.

ALLEGATION: Staff member Mark Jones was threatening Resident A.

INVESTIGATION: On 06/01/26, I received a complaint from Ottawa County Adult Protective Services (APS) alleging that staff member Mark Jones had been intimidating Resident A by being verbally abusive, and that he continued working in the home despite reports that his employment had ended.

On 06/05/26, I conducted an unannounced onsite investigation at the facility. Upon arrival, I interviewed staff member Kimberly Doctor. Ms. Doctor reported that she was not present during the recent altercation between Resident A and Mark Jones, but she had heard that the two “got into a pushing match.” According to what she was told, Mr. Jones stood up and ran to the kitchen door to block Resident A from entering. Ms. Doctor stated that Resident A claimed he was pushed by Mr. Jones although she did not witness the incident and is unsure if any other staff had. Ms. Doctor also stated that Resident A and Mr. Jones “never liked each other,” and both had expressed this to her. She reported that Mr. Jones was ultimately terminated due to his language and behavior toward Resident A. A colleague of hers had recorded a conversation in which Mr. Jones spoke poorly about Resident A, and the recording was provided to the manager, Kailey Bailey, leading to Mr. Jones termination.

I then interviewed home manager Kayla Bailey regarding the allegation. Ms. Bailey was not present during the incident but stated that she had been informed that Mr. Jones closed the kitchen door to prevent Resident A from entering. She denied being told that the door was slammed in Resident A’s face. She reported hearing

that either Resident A bumped into Mr. Jones or both individually bumped into each other, and that Resident A then pushed Mr. Jones.

Ms. Bailey stated that Mr. Jones has a short temper and Resident A “knows how to get under his skin and push his buttons.” Ms. Bailey stated she did not witness the interaction. She confirmed that Mr. Jones was terminated on 06/02/26 due to physical contact between the two (bumping into each other), although Mr. Jones reportedly stated the contact was unintentional. Ms. Bailey did not know what initiated the dispute between the two.

Prior to concluding the onsite investigation, I spoke to Resident A outside the facility. Resident A could not recall the date of the incident but stated he was attempting to put pizza in the refrigerator when Mr. Jones “slammed the door in my face.” He reported that this occurred twice, which led to him telling Mr. Jones that he would “kick his ass.” Resident A stated that Mr. Jones was rude and disrespectful toward him but had difficulty recalling specific statements. The interview concluded as Resident A was unable to be redirected and began discussing unrelated matters.

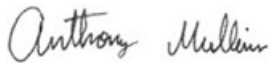
On 06/08/26, I spoke to staff member Rashida Brown via phone regarding the allegation. Ms. Brown denied witnessing any physical altercation between Resident A and Mr. Jones. However, she acknowledged that she has witnessed verbal disrespect from Mr. Jones toward Resident A. Ms. Brown stated that recently, Mr. Jones called Resident A “nigger, punk motherfucker,” and told him he would “beat his ass.” She also noted that when she first started working at the facility, staff indicated that Mr. Jones can’t be on a 1 to 1 with Resident A due to “issues” between the two.

On 07/01/26, I conducted an exit conference with licensee designee Morgan Turner and chief operations officer Jess Engstrom. They were informed of the investigative findings and agreed to complete a CAP within 15 days of receiving this report.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.
ANALYSIS:	Resident A reported that Mr. Jones was verbally abusive to him. Staff confirmed that Mr. Jones had a known temper and a poor relationship with Resident A, including being verbally disrespectful towards him. Mr. Jones was ultimately terminated due to his behavior towards Resident A. Based on the information obtained, there is a preponderance of evidence to support this applicable licensing rule violation.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

The rule violation cited in this report occurred prior to the receipt of a Corrective Action Plan in response to SIR #2026A0467030, which resulted in a recommendation and issuance of a Provisional License. Therefore, upon receipt of an acceptable corrective action plan, I recommend that the license remain on its current provisional status, which is valid through 12/17/2026.



07/01/2026

Anthony Mullins
Licensing Consultant

Date

Approved By:



07/01/2026

Jerry Hendrick
Area Manager

Date