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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 24, 2026

Karon Lee
Michigan Community Services, Inc.
PO Box 317 Swartz Creek, MI 48473

RE: License #: AS250072681
Investigation #: 2026A0623040
N. Elms Road Afc

Dear Karon Lee:

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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Cynthia Badour". The ink is dark and the signature is fluid.

Cynthia Badour, Licensing Consultant
Bureau of Community and Health Systems
(517) 648-8877

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250072681
Investigation #:	2026A0623040
Complaint Receipt Date:	06/22/2026
Investigation Initiation Date:	06/23/2026
Report Due Date:	08/21/2026
Licensee Name:	Michigan Community Services, Inc.
Licensee Address:	5239 Morrish Rd. Swartz Creek, MI 48473
Licensee Telephone #:	(810) 635-4407
Administrator:	Lena Crosson
Licensee Designee:	Karon Lee
Name of Facility:	N. Elms Road Afc
Facility Address:	11238 N Elms Clio, MI 48420
Facility Telephone #:	(810) 564-0232
Original Issuance Date:	08/03/1997
License Status:	REGULAR
Effective Date:	04/10/2026
Expiration Date:	04/09/2028
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
On 6/16/2026, staff Joshua Gastin was observed using his fingers to "flick" against the side of Resident A's head. Resident A was observed rubbing the spot.	Yes
Additional Findings	No

III. METHODOLOGY

06/22/2026	Special Investigation Intake 2026A0623040
06/23/2026	APS Referral An APS referral was completed.
06/23/2026	Special Investigation Initiated - Telephone I contacted Recipient Rights Officer Kim Nguyen.
06/24/2026	Inspection Completed On-site Observation and interviews.
07/08/2026	Contact - Telephone call made I contacted Administrator Lena Crosson.
07/08/2026	Contact - Telephone call made I contacted Recipient Rights Officer Kim Nguyen.
07/08/2026	Contact – Telephone call made I contacted Administrator Lena Crosson.
07/08/2026	Exit Conference I conducted an exit conference with Administrator Lena Crosson.
07/09/2026	Contact - Document Received AFC documents received.
07/16/2026	Contact - Telephone call made I contacted Staff Tiffany Dunigan.
07/16/2026	Contact - Telephone call made I contacted Recipient Rights Officer Kim Nguyen.

07/17/2026	Contact - Telephone call made I contacted Staff Joshua Gastin.
07/20/2026	Contact - Document Received I received AFC documents.
07/20/2026	Contact - Telephone call made I contacted Guardian A.
07/20/2026	Inspection Completed-BCAL Sub. Compliance

ALLEGATION:

On 6/16/2026, staff Joshua Gastin was observed using his fingers to "flick" against the side of Resident A's head. Resident A was observed rubbing the spot.

INVESTIGATION:

On 06/23/2026, an Adult Protective Service (APS) referral was completed. Information was shared with APS. The referral was denied for APS investigation by Centralized Intake.

On 06/23/2026, I contacted Recipient Rights Officer Kim Nguyen. I left a voice mail message.

On 06/24/2026, I completed an unannounced onsite inspection of the facility. I attempted to interview Resident A. I interviewed Home Manager (HM) Gail Gastin.

On 06/24/2026, I attempted to interview Resident A. Home Manager Gastin stated that Resident A is blind and non-verbal. I observed Resident A was sitting in a chair, he appeared clean, however he could not answer questions.

On 06/24/2026, I interviewed HM Gail Gastin. HM Gastin stated that Staff Tiffany Dunigan witnessed the incident and completed a written statement. HM Gastin stated that Staff Joshua Gastin spoke with Administrator Lena Crosson and his employment was terminated.

On 07/08/2026, I contacted Administrator Lena Crosson. Administrator Crosson stated that she called Staff Joshua Gastin about the incident with Resident A, and he admitted that he "messed with" Resident A and flicked his fingers at Resident A's head. Administrator Crosson stated that due to Staff Joshua Gastin's attitude about the incident she had his employment terminated. Administrator Crosson stated that Resident A has a history of abuse and he has a public guardian, Gordon Sherman. Administrator Crosson stated that Resident A is blind, non-verbal and reactive. Administrator Crosson stated that Staff Joshua Gastin's only discipline on record was falling asleep during a shift in December 2025.

On 07/09/2026, I received AFC documents which were written statements regarding the incident.

On 07/09/2026, I reviewed a written statement signed by Staff Tiffany Dunigan. The statement signed and dated 06/16/2026 stated that on 06/16/2026, she witnessed Staff Joshua Gastin flick his fingers on Resident A's head when Resident A was passing him in the hallway. Staff Tiffany Dunigan stated that she saw Staff Joshua Gastin's finger make contact and Resident A rubbing his head where he was hit.

On 07/09/2026, I reviewed a written statement signed by Administrator Lena Crosson. The statement signed and dated 06/18/2026 stated that on 06/16/2026, she received a report of the incident involving Resident A. Administrator Crosson reported that she call Staff Joshua Gastin and he stated that he did flick his fingers on Resident A's head, however he was just "...messing with him" and that he only touched Resident A's hair. On 06/18/2026 Administrator Crosson called Staff Joshua Gastin and informed him his employment was terminated.

On 07/16/2026, I contacted Staff Tiffany Dunigan. Staff Tiffany Dunigan confirmed the written statement she made regarding the incident. Staff Tiffany Dunigan stated that Staff Joshua Gastin told her he was just playing and she told him that is not how you do that and that she could tell he knew what he did was wrong.

On 07/16/2026, I contacted Recipient Rights Officer (RRO) Kim Nguyen. RRO Nguyen will be substantiating a rights violation.

On 07/17/2026, I contacted Staff Joshua Gastin. Staff Joshua Gastin stated that "What I did do I shouldn't have done it." and that Resident A has difficulty seeing. Staff Joshua Gastin stated that he flicked Resident A's hair on his head with his finger, and that he does not believe he hit his head, just moved his hair. Staff Joshua Gastin stated that Resident A appeared scared and put his hand up to his head. Josh reported that Resident A has difficulty seeing so it may have startled him. Staff Joshua Gastin admitted that he got too comfortable with Resident A and played with him by flicking his hair, which he shouldn't have done. Staff Joshua Gastin stated that he has an uncle with Down Syndrome that he plays like that (flicking his hair) playfully. Staff Joshua Gastin stated that he has worked for the home for 2-3 years. Staff Joshua Gastin stated that he saw another staff looking at him and she had seen what he had done.

On 07/20/2026, I received and reviewed AFC documents. Resident A's Health Care Appraisal and Assessment Plan. Resident A's Health Care Appraisal has the following diagnoses; Autism, Hypothyroidism, Blindness, Intellectual Disabilities and Anxiety. Resident A does not require any assistive devices to walk as he is fully ambulatory. Resident A's Assessment Plan shows that he is blind, autistic, non-verbal and has significant communication challenges. Resident A's most concerning behaviors are physical aggression and self-injurious behavior. Resident A responds to prompting and firm redirection. Resident A has very specific likes and dislikes which can trigger

behavioral concerns. It is important that staff provide positive interaction with Resident A and although he is blind and non-verbal, his hearing is normal and he can understand a great deal and will communicate by raising his hand that he wants something. Resident A likes to hold hands and will do this to feel a sense of connection and safety with staff members.

On 07/20/2026, I contacted Resident A's guardian, Guardian A. Guardian A stated that he has no concerns with the home. Guardian A stated that he was notified of the incident. Guardian A stated that Resident A has resided in the home for over 5 years, and he believes the home has been able to meet his needs.

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:	The allegation stated that on 6/16/26, staff Joshua Gastin was observed using his fingers to "flick" against the side of Resident A's head. Resident A was observed rubbing the spot. The investigation determined that Staff Joshua Gastin made physical contact with Resident A by flicking his fingers against the side of the resident's head. Multiple staff witness statements confirmed the contact, and Mr. Gastin acknowledged that he "messed with" Resident A by flicking his hair. Recipient Rights Officer Kim Nguyen stated she will be substantiating a rights violation. Resident A is blind, non-verbal, autistic, and has a known history of abuse, requiring staff to maintain positive, safe, and predictable interactions. Following the incident, the administrator immediately addressed the situation and terminated Mr. Gastin's employment. I conclude there is sufficient evidence to substantiate this rule violation.
CONCLUSION:	VIOLATION ESTABLISHED

On 07/08/2026, I conducted an exit conference with Administrator Lena Crosson. I explained my investigation and findings. Administrator Crosson stated that she understood the findings and would complete a corrective action plan to address the rule

violation. Administrator Crosson stated that she would contact this consultant if she had any questions.

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change in the status of this license.



07/24/2026

Cynthia Badour
Licensing Consultant

Date

Approved By:



07/24/2026

Mary E. Holton
Area Manager

Date