GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 23, 2026

Michael Kirby
Kirby's Adult Foster Care Services Inc.
2285 E. Lily Lake
Harrison, MI 48625

RE: License #: AS370408026
Investigation #: 2026A0466044
Shady Oak

Dear Mr. Kirby:

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) 335-5985.

Sincerely,

Julie Elkins, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS370408026
Investigation #:	2026A0466044
Complaint Receipt Date:	06/10/2026
Investigation Initiation Date:	06/15/2026
Report Due Date:	08/09/2026
Licensee Name:	Kirby's Adult Foster Care Services Inc.
Licensee Address:	2285 E. Lily Lake Harrison, MI 48625
Licensee Telephone #:	(989) 430-8061
Administrator:	Michael Kirby
Licensee Designee:	Michael Kirby
Name of Facility:	Shady Oak
Facility Address:	9320 E Pickard Mt Pleasant, MI 48858
Facility Telephone #:	(989) 317-3940
Original Issuance Date:	06/17/2021
License Status:	REGULAR
Effective Date:	12/17/2025
Expiration Date:	12/16/2027
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION:

	Violation Established?
Direct Care Worker (DCW) Chelsea Schafer was "screaming and yelling" at Resident A.	Yes

III. METHODOLOGY

06/10/2026	Special Investigation Intake 2026A0466044.
06/10/2026	Referral - Recipient Rights Adam Bundy assigned.
06/10/2026	Contact - Document Sent ORR, Adam Bundy.
06/15/2026	Special Investigation Initiated - On Site.
07/09/2026	Contact - Document Sent to/from ORR, Adam Bundy.
7/21/2026	Contact – Telephone call to licensee designee Michael Kirby, message left.
07/22/2026	Contact – Telephone call to DCW Chelsea Schafer interviewed.
07/22/2026	Contact – Telephone call from licensee designee Michael Kirby, interviewed/exit conference.
07/22/2026	Contact - Document Sent to ORR, Adam Bundy.
07/23/2026	APS referral.

ALLEGATION: Direct Care Worker (DCW) Chelsea Schafer was "screaming and yelling" at Resident A.

INVESTIGATION:
On 06/10/2026, Complainant reported that direct care worker (DCW) Adrianna Hunter reported that DCW Chelsea Schafer was "screaming and yelling" at Resident A.

On 6/15/2026, I conducted an unannounced investigation and I interviewed DCW Makenzie Bruner who reported that DCW Chelsea Schaefer routinely yells at all residents. She stated that DCW Schaefer escalates situations by verbally attacking residents, telling them they smell, need to shower, and otherwise speaking to them

in a rude manner. DCW Bruner provided an example in which DCW Schaefer prompted Resident A to put on pajamas; when Resident A instead put on jeans or other clothing, DCW Schaefer yelled loudly at her about what she was wearing. DCW Bruner stated that she has had to intervene in conflicts between DCW Schaefer and residents because DCW Schaefer redirects excessively and continues talking or yelling until residents comply with her demands. She reported that DCW Schaefer's attitude is perceived as "my way or the highway." DCW Bruner stated that the previous manager (Kali Dana) had been aware of staff concerns regarding DCW Schaefer but did not address them, reportedly to protect DCW Schaefer. She noted that the manager is no longer employed with the company and that the assistant manager, Tanja Lalk, is also aware of concerns regarding DCW Schaefer's interactions with residents.

I interviewed DCW Candy Vasquez who reported that she has worked at the facility for two years and works every Saturday with DCW Schafer. She stated that previous complaints have been made regarding DCW Schafer's behavior and yelling. According to DCW Vasquez, DCW Schafer is loud, demanding, and mean, and is very hard on the residents. She reported that DCW Schafer speaks to residents in a rough, harsh tone, continues to badger them, and does not know when to stop. She stated that concerns and issues related to DCW Schafer have been 'swept under the rug.' DCW Vasquez reported that residents have told her they do not like DCW Schafer and have described her as mean. She also stated that DCW Schafer told residents they could no longer have juice, despite none of them having any restrictions on juice intake. DCW Vasquez reported that there is never a peaceful moment when working with DCW Schafer.

I interviewed Resident A who stated that DCW Schafer yells at her and tells her to "be quiet"' or "shut up." She reported that DCW Schafer also orders her to "go to her room" and "get in the shower now." Resident A described DCW Schafer as rude and said the interactions make her feel nervous. She further reported that DCW Schafer does not assist her with selecting clothing, getting dressed, or doing her hair, and that DCW Schafer speaks to her in a rude manner when directing her to eat breakfast.

None of the other residents present during the unannounced investigation were willing or able to be interviewed due to cognitive limitations.

I reviewed Resident A's record which contained a *Health Care Appraisal* dated 10/28/2025. The appraisal noted that Resident A is 36 years and listed the following diagnoses: "adult attention deficit hyperactivity disorder, bipolar I disorder, mild intellectual disability, and nocturnal enuresis."

I reviewed Resident A's written *Assessment Plan for Adult Foster Care (AFC) Residents* that was dated 6/28/2025 and signed Resident A's designated representative and the facilities home manager Kali Dana. The plan indicates that Resident A needs assistance with complex communication and has limited comprehension. It further notes that Resident A has limited comprehension of verbal communication and difficulty maintaining focus. Resident A requires support with all activities of daily living.

On 07/22/2026, I interviewed DCW Schafer. She stated that she maintains positive relationships with all residents and has no difficulty redirecting them. She described herself as calm and quiet, denying that she raises her voice or yells. She reported working with DCW Vasquez and DCW Bruner and indicated that neither coworkers nor residents have ever told her that she is loud, rude, mean, or demanding. She further denied badgering residents or restricting their access to juice.

I interviewed licensee designee Michael Kirby, who stated that on 7/15/2026, Adam Bundy from the Office of Recipient Rights (ORR) visited the facility. After interviewing all staff, ORR Bundy informed licensee designee Kirby that he believed there was a preponderance of evidence supporting the allegations against DCW Schafer. Licensee designee Kirby reported that DCW Schafer performs her duties strictly "by the book," and this approach is not always well-received by her coworkers. He also learned, after former house manager Kali Dana's departure, that staff had been bringing concerns about DCW Schafer to Ms. Dana, which were neither addressed nor communicated to him. Licensee designee Kirby stated he has never personally observed DCW Schafer yelling, being rude, or otherwise mistreating residents. He noted that Resident A frequently reports that staff are "not nice," and while she has complained about DCW Schafer, her concerns were nonspecific and provided no actionable feedback. Licensee designee Kirby acknowledged that DCW Schafer will call out coworkers when charting notes are missing and that she tends to be controlling. He described her demeanor as "intense," offering the example that when requesting time off, she submits the required documentation and repeatedly texts supervisors if they do not respond promptly. Licensee designee Kirby reported that if the allegations against DCW Schafer are substantiated, his corrective action plan will be to terminate her employment.

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:	DCW Schaefer described herself as calm and quiet. She denied raising her voice, being mean or demanding, badgering residents, or restricting juice. However, multiple staff members and Resident A reported concerns about her interactions with residents. According to DCW Bruner and DCW Vasquez, DCW Schaefer frequently speaks loudly, uses a harsh or demanding tone, and continues redirecting residents beyond what they consider appropriate. They also reported that she often makes rude or demeaning comments and does not stop until residents comply. Resident A stated that DCW Schaefer regularly speaks to her in a rude manner, using directives such as “be quiet,” “shut up,” “go to your room,” and “get in the shower now.” Resident A reported that this makes her feel nervous. Based on these statements, a violation has been established.
CONCLUSION:	**VIOLATION ESTABLISHED**

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan I recommend no change in license status.

07/23/2026

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Julie Elkins Date
Licensing Consultant

Approved By:

07/23/2026

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Dawn N. Timm Date
Area Manager