



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 12, 2026

Marla Garchow
Heart and Soul Living, LLC
1855 Carlisle Road
Traverse City, MI 49696

RE: License #: AS280417032
Investigation #: 2026A0009031
Heart And Soul Living, LLC

Dear Ms. Garchow:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frame 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, reading "Adam Robarge".

Adam Robarge, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 350-0939

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS280417032
Investigation #:	2026A0009031
Complaint Receipt Date:	07/28/2026
Investigation Initiation Date:	07/29/2026
Report Due Date:	08/27/2026
Licensee Name:	Heart and Soul Living, LLC
Licensee Address:	1855 Carlisle Road Traverse City, MI 49696
Licensee Telephone #:	(231) 342-4878
Administrator:	Shirley Garchow
Licensee Designee:	Marla Garchow
Name of Facility:	Heart And Soul Living, LLC
Facility Address:	1855 Carlisle Road Traverse City, MI 49696
Facility Telephone #:	(231) 342-4878
Original Issuance Date:	10/04/2023
License Status:	REGULAR
Effective Date:	09/12/2024
Expiration Date:	09/11/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A has been observed in the same clothing and undergarments for multiple days in a row. Her hair is matted and she has a strong body odor.	No
A staff person at the facility is Resident A's guardian.	Yes

III. METHODOLOGY

07/28/2026	Special Investigation Intake 2026A0009031
07/29/2026	Special Investigation Initiated – Telephone call made to adult protective services worker Daryl Stallworth
07/29/2026	APS Referral
07/31/2026	Inspection Completed On-site Interview with direct care workers Denise Sanchez and Jennifer Wilson Face to face contact with Resident A
08/05/2026	Contact – Document (email with attachment) received from adult protective services worker Daryl Stallworth
08/11/2026	Contact – Telephone call made to licensee designee Marla Garchow
08/12/2026	Contact – Telephone call made to adult protective services worker Daryl Stallworth
08/12/2026	Contact – Document (email with attachment) received from licensee designee Marla Garchow
08/12/2026	Exit conference with licensee designee Marla Garchow

ALLEGATION: Resident A has been observed in the same clothing and undergarments for multiple days in a row. Her hair is matted and she has a strong body odor.

INVESTIGATION: I spoke with adult protective services (APS) worker Daryl Stallworth by telephone on July 29, 2026. Mr. Stallworth stated that he has an open

APS case with Resident A. He has already visited the facility, spoken with staff and observed Resident A himself. He stated that he saw that she was clean and appropriately dressed at that time. The staff were attending to Resident A when he walked into the facility. She seemed well-cared for. He could not detect any odor from her and she did not seem dirty in any way. Mr. Stallworth said he is familiar with Resident A's ethnicity and that her hair probably looks the way it does because they do wash it. He said that it cannot be washed too much. He wanted me to know that he does not feel it was neglectful in any way but only that the staff probably do not have a lot of experience with her type of hair. Mr. Stallworth said that he has personal experience with her hair type and that he knew of some hair stylists in the area who could work with the facility on this issue. He was willing to pass along their contact information to the owner. In regards to Resident A's clothing, the staff there admitted that she might have worn the same clothing two days in a row. The laundry is done by the night staff and put back into the residents' dressers. It is very likely that her washed clothing was simply put directly on top of her stack of clothing and was chosen by the morning staff for her to wear to school.

I conducted an unannounced site visit at the Heart and Soul Living adult foster care home on July 31, 2026. I observed Resident A at that time. She was in the dining area with one other resident and two staff, Denise Sanchez and Jennifer Wilson. Resident A was eating lunch at the time and seemed content. She looked clean and was wearing clean clothing from what I could tell from my observation of her. I could not detect any discernable odor from her. The staff told me that Resident A's clothing and undergarments are changed on a regular basis and she does not wear the same item of clothing that was not clean two days in a row. Every night her clothing is washed by the night staff. She is dressed by the day staff before school. It is likely, if she was seen in the same outfit or undergarments, that the item was put on the top of her stack of clothing and then taken off the top of that same stack. I was told that Resident A also has several undergarments that are the same due to them being purchased in a multipack. She showed me the clothing inside of Resident A's dresser to prove this fact to me. I observed that there were several identical undergarments in her dresser. I also observed that all her clothing in the dresser appeared clean. The rest of her room also looked clean and her bed seemed to have clean bedding. There was no noticeable odor in the room. The staff insisted that Resident A is well-taken care of and that they spend a great deal of time with her. She is bathed three times a week. They also put lotion on her arms and legs every day. They showed me the posted bathing schedule that indicated that Resident A is to be bathed three times a week "or as needed more often for a B.M. issue". They stated Resident A can have a smell to her at times but this is because of a medication she is taking rather than her not being clean.

I spoke by telephone with licensee designee Marla Garchow on August 11, 2026. She said that she has spoken at length with APS worker Daryl Stallworth about Resident A's care. He indicated that he did not have any concern for her care there and they discussed Resident A's hair. Mr. Stallworth has experience with her hair type. He said that he was closing his case on Resident A but wanted to give them

contact information for hair stylists in the area who have experience with her hair type. Ms. Garchow said that it has been a learning curve for them but they have learned how to care for her. She said that her hair cannot be washed too often or it becomes brittle and breaks off. They give her baths at least three times per week but only wash her hair twice a week. They also keep her hair oiled properly which is something she discussed with Mr. Stallworth. Ms. Garchow said that Resident A will sometimes “break through” her deodorant and that she has ordered a new deodorant for Resident A that someone recently suggested to her. The staff believe it is because of a medication she takes. Another resident also started taking the same medication and the staff have told her that they are smelling the same odor from the other resident.

I spoke with APS worker Daryl Stallworth by telephone on August 12, 2026. He said that he had just closed his case on Resident A and did not substantiate any of the neglect allegations.

I received Resident A’s Assessment Plan for AFC Residents (BCHS-3265) dated July 7, 2026 by email on August 12, 2026. It indicated that Resident A requires assistance with Bathing, Grooming, Dressing, Personal Hygiene and Toileting.

APPLICABLE RULE	
R 400.671	Resident care.
	(4) A licensee shall provide supervision, protection, and personal care as specified in a resident's assessment plan.
ANALYSIS:	An adult protective services (APS) case was opened due to allegations of neglect of Resident A. The APS worker who investigated the case did not feel there was neglect and was satisfied after his site visit with Resident A and with the explanations given to him by staff. He found her to be clean and well-cared for during his visit. I conducted an unannounced site visit at the home and found Resident A to be well-cared for from my observation of her. She seemed clean and I did not detect an odor from her. The clothing in her dresser was clean and her room and bedding seemed clean at the time of the visit. The reason given of how she might have worn the same outfit on multiple days seemed reasonable. Resident A’s assessment plan indicated that Resident A requires assistance with her care needs. These needs are provided by staff at the facility. In consideration of the above information, it is determined that

	the licensee has provided supervision, protection, and personal care as specified in Resident A's assessment plan.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: A staff person at the facility is also Resident A's guardian.

INVESTIGATION: I asked APS worker Daryl Stallworth about Resident A's guardian. He requested the guardianship papers from the court and received those promptly. Mr. Stallworth said that he was having trouble sending those to me but could see that guardianship had been granted to Shirley Garchow. I knew Ms. Shirley Garchow to be the same Shirley "Diane" Garchow who was the administrator at the facility. I told Mr. Stallworth that licensing rules prohibit any staff at the facility to also be the legal guardian of any resident. He said that he knew that professional guardians are in short supply at this time.

I received an email with an attachment from APS worker Daryl Stallworth on August 5, 2026. The attachment was a copy of Letters of Guardianship from the Probate Court of Grand Traverse County dated February 10, 2026. The order granted guardianship to Shirley Garchow over Resident A.

On August 11, 2026, I asked licensee designee Marla Garchow about administrator Shirley "Diane" Garchow being Resident A's guardian. She said that they had searched for over a year to try to find a guardian for Resident A before Ms. Shirley Garchow took over. They have just not been able to find anyone to take on the responsibility of being her guardian. I told her that Ms. Shirley Garchow would need to petition the Court to have herself removed as guardian if she continued to work at the facility.

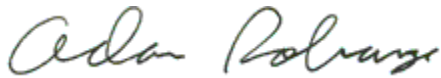
APPLICABLE RULE	
R 400.623	Applicant, licensee and administrator qualifications; licensee, administrator and staff requirements.
	(8) A licensee, administrator, and staff shall not be the legal guardian or conservator of a resident who lives in the facility, as specified in section 5313 of the estates and protected individuals code, 1998 PA 386, MCL 700.5313. Exceptions to this rule are allowed if an individual is a relative of the resident or if the guardianship or conservatorship of the licensee existed before April 1, 1989.
ANALYSIS:	It was determined through this investigation that Shirley "Diane" Garchow has been granted legal guardianship of Resident A, who is a resident of the Heart and Soul Living adult foster care home. Ms. Shirley Garchow is also the administrator of the

	facility. Therefore, it is determined that the licensee did not prevent the administrator of the facility from also being Resident A's guardian contrary to the above cited rule.
CONCLUSION:	VIOLATION ESTABLISHED

I conducted an exit conference with licensee designee Marla Garchow by telephone on August 12, 2026. I told her of the findings of my investigation and gave her the opportunity to ask questions.

IV. RECOMMENDATION

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



08/12/2026

Adam Robarge
Licensing Consultant

Date

Approved By:



08/12/2026

Jerry Hendrick
Area Manager

Date