



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 20, 2026

Hope Lovell
LoveJoy Special Needs Center Corporation
17101 Dolores St
Livonia, MI 48152

RE: License #: AS820294204
Investigation #: 2026A0121018
Dolores Residential Care

Dear Ms. Lovell:

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 "K. Robinson". The signature is written in a cursive, flowing style.

K. Robinson, MSW, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place Ste 2-730
3044 W Grand Blvd, Annex
Detroit, MI 48202
(313) 919-0574

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820294204
Investigation #:	2026A0121018
Complaint Receipt Date:	06/09/2026
Investigation Initiation Date:	06/09/2026
Report Due Date:	08/08/2026
Licensee Name:	LoveJoy Special Needs Center Corporation
Licensee Address:	17101 Dolores St, Livonia, MI 48152
Licensee Telephone #:	(517) 574-4693
Administrator:	Hope Lovell
Licensee Designee:	Hope Lovell
Name of Facility:	Dolores Residential Care
Facility Address:	17101 Dolores St., Livonia, MI 48152
Facility Telephone #:	(517) 574-4693
Original Issuance Date:	04/07/2008
License Status:	REGULAR
Effective Date:	08/14/2025
Expiration Date:	08/13/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Direct care staff, Terri Whitsett abused Resident A while other staff failed to intervene.	Yes
Home has bed bugs.	No

III. METHODOLOGY

06/09/2026	Special Investigation Intake 2026A0121018
06/09/2026	Special Investigation Initiated - On Site Interviewed Resident A and Program Manager, Diane Allen
06/09/2026	APS (Adult Protective Services) Referral Eryn Sherman
06/09/2026	Referral - Recipient Rights Alexus Horton
06/09/2026	Contact - Telephone call received Message from Eryn Sherman with APS
06/10/2026	Contact - Telephone call received Latonya Wilson, DCS (direct care staff)
06/10/2026	Contact - Telephone call received DCS Jasmine Smith
06/10/2026	Contact - Telephone call received Witness 1
06/10/2026	Contact - Telephone call made Left message for licensee designee, Hope Lovell
06/11/2026	Contact - Telephone call made Follow up call to Diane Allen
06/11/2026	Contact - Telephone call received DCS Brittany Meadows

06/12/2026	Contact - Telephone call made Return call to Ms. Sherman with APS
06/12/2026	Contact - Telephone call made Left two messages for Hope Lovell
06/12/2026	Contact - Telephone call made Left message for Kathleen Redmer, Operations Director
06/12/2026	Contact - Telephone call received Return call from Ms. Redmer
06/12/2026	Contact - Telephone call received Return call from Ms. Lovell
06/12/2026	Contact - Telephone call made DCS Terri Whitsett
06/12/2026	Contact - Telephone call made DCS Nakecia Brace
06/15/2026	Contact - Telephone call received Ms. Lovell
06/18/2026	Contact - Telephone call received DCS Nicole Hairston
06/18/2026	Contact - Telephone call made DCS Latonya Wilson
06/18/2026	Contact - Telephone call received Detective Scott with Livonia PD
06/25/2026	Inspection Completed-BCAL Sub. Compliance Interviewed Resident A and B, DCS Maria Atkinson, Ms. Wilson, and Ms. Allen.
07/02/2026	Contact - Document Sent Email to Ms. Lovell
07/06/2026	Contact - Telephone call received Ms. Lovell
07/06/2026	Contact - Telephone call made Musammat Akter with Community Living Services (CLS)

07/06/2026	Contact - Telephone call made DCS Maria Atkinson
07/06/2026	Contact - Telephone call made Left message for Ms. Hairston
07/06/2026	Contact - Telephone call made DCS Natasha Simpson
07/10/2026	Contact - Telephone call made Ms. Wilson
07/10/2026	Contact – Document received Pest control report
07/24/2026	Exit Conference Hope Lovell and Heidi Morton

ALLEGATION: Direct care staff, Terri Whitsett abused Resident A while other staff failed to intervene.

INVESTIGATION: On 6/9/26, I initiated the complaint with an unannounced onsite inspection at the facility. Upon entering the home, I observed Resident A having a behavior. Resident A was repeatedly screaming and insisting on going in the basement. I made several attempts to interview Resident A, but she would not stay focused on the interview questions and instead she talked about her desire to wear “kiddie clothes.” I interviewed Program Manager, Diane Allen who acknowledged she was working on the day of the incident. However, Ms. Allen denied witnessing any resident abuse. In fact, Ms. Allen stated that she does not believe direct care staff (DCS), Terri Whitsett would harm Resident A as alleged.

The following day, I received phone calls from former Assistant Program Manager, Latonya Wilson, DCS Jasmine Smith, and Witness 1. Witness 1 is an independent contractor that has no affiliation with the licensee. Witness 1 reported he was at the facility in the afternoon on 6/3/26 and that’s when he observed DCS Terri verbally and physically abuse Resident A. Per Witness 1, DCS Terri placed Resident A in “time-out” for misbehaving, however, Resident A would not comply. When Resident A didn’t go to her room as instructed, DCS Terri “shoved her on the ground” per Witness 1. Witness 1 further explained DCS Terri then dragged Resident A to her bedroom and “tossed” her in there. Witness 1 described the incident as “violent” and very upsetting. Witness 1 voiced concern that he could literally hear Resident A “gagging” as DCS Terri forcibly pulled her by the hoodie. Witness 1 reported that

both Ms. Allen and DCS Nakecia Brace witnessed the attack but failed to intervene. In fact, Witness 1 said when confronted about the abuse, Ms. Allen informed him that she's going to make sure DCS Terri "ain't going nowhere." DCS Latonya and Jasmine confirmed DCS Terri returned to work following the incident on 6/8/26, giving her continued access to the resident. On 6/12/26, I interviewed Operations Director, Kathleen Redmer. Ms. Redmer reported DCS Terri was subsequently suspended from work pursuant to the outcome of this investigation. I asked Ms. Redmer why DCS Terri was allowed to work on 6/8/26 and Ms. Redmer replied, "Diane instead of having her go home, allowed her to work the shift on Monday" because Ms. Allen didn't want to cover the shift and couldn't find staff to cover Terri's shift. Ms. Redmer expressed concern with Ms. Allen's "lack of judgement in character."

On 6/12/26, I interviewed DCS Terri Whitsett by phone. DCS Terri denied having ever harmed or abused Resident A in any way. According to DCS Terri, DCS Nakecia left the basement door open and Resident A "sprinted" down the stairs to reach Ms. Allen who was in the basement working. DCS Terri said she quickly reacted by grabbing the back of Resident A's vest to prevent her from falling down the stairs. DCS Terri referred to it as "The Mama Grab." DCS Terri also denied that Resident A began to choke when she grabbed her. I also interviewed DCS Nakecia by phone on 6/12/26. DCS Nakecia stated, "I didn't witness what happened," because she was downstairs in the basement when the alleged abuse occurred. However, DCS Nakecia acknowledged Witness 1 informed both her and Ms. Allen that DCS Terri dragged Resident A. On 6/11/26, Ms. Allen verified Witness 1 told her that DCS Terri was being "rough" with Resident A. Yet, Ms. Allen failed to complete an incident report immediately following the incident. Ms. Allen informed me the delay happened because Witness 1 failed to submit a timely written summary. I explained to Ms. Allen that it is unreasonable to expect a witness not affiliated with the company to provide written statements.

On 6/25/26, I made a follow up onsite inspection at the facility. Resident A appeared calmer. Resident A engaged in an interview with short answers. When asked about the incident, Resident A stated, "Terri grabbed me off the steps and dragged me to my room ... She was trying to make me act right."

On 6/12/2, Adult Protective Services worker, Eryn Sherman reported she is substantiating her case for physical abuse of Resident A caused by DCS Terri, as well as she's substantiating neglect caused by Ms. Allen and DCS Nakecia for failing to protect Resident A. On 6/18/26, I received a phone call from Detective Scott with the Livonia Police Department. Detective Scott explained she's been assigned to investigate the case for possible criminal charges related to the alleged physical abuse.

On 7/24/26, I completed an exit conference with licensee designee, Hope Lovell. Ms. Lovell emphasized that Resident A has been placed in the home since 2008 to demonstrate her deep commitment to resident care. According to Ms. Lovell,

Witness 1 is a credible witness who has “no reason to lie.” Ms. Lovell acknowledged staffing changes were necessary to help stabilize operations at the home. Per Ms. Lovell, both “Terri and Kathleen” were terminated from employment during the course of this investigation. Ms. Lovell guaranteed that additional training will be made available to all staff to ensure residents are not mistreated. Staff training is scheduled for 7/28/06 at 2:00PM.

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(5) Staff, volunteers, visitors, or other occupants of the facility shall not mistreat a resident. Mistreatment includes any intentional action or omission that exposes a resident to a serious risk, physical or emotional harm, or the deliberate infliction of pain by any means.
ANALYSIS:	Based on witness statements from Witness 1 and Resident A, DCS Terri Whitsett exposed Resident A to serious physical and emotional harm on the afternoon of 6/3/26. In addition, Diane Allen and Nakecia Brace’s inaction did not meet the licensing standards for resident safety and mandatory reporting.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Home has bed bugs.

INVESTIGATION: On 7/10/26, Heidi Morton submitted a pest control receipt from Terry’s Exterminating Service “The Bed Bug Buster” noting there are “no bed bugs” at the home. The receipt is dated 7/8/26. Ms. Morton indicated DCS Latonya texted her a photo of a bug found at the home. Ms. Morton confirmed the bug was indeed a bed bug. However, Ms. Morton believes the incident is isolated because no additional bed bugs were ever spotted on the premises. Ms. Morton suspects that DCS Natasha Simpson brought the bug in the home accidentally after catching the bus to work. DCS Latonya also reported DCS Natasha most likely brought the bed bug to work with her. On 7/6/26, I interviewed DCS Natasha by phone. DCS Natasha said she thinks it was “just a bug”, not a bed bug. DCS Natasha indicated that she thinks DCS Nicole Hairston brought the bug in to work with her. DCS Natasha reported no one had been bitten by the bug nor had she seen any bed bugs on the home’s surfaces. DCS Latonya confirmed no more bed bugs have been cited at the facility since the complaint was made.

On 7/24/26, I completed an exit conference with Ms. Lovell who reported the home hasn’t had a problem with bed bugs in over a year. Although Ms. Lovell does not

think the home has bed bugs, she expressed a willingness to have the home inspected and professionally treated, as needed.

APPLICABLE RULE	
R 400.645	Environmental health.
	(6) An insect, rodent, or pest control program must be maintained and carried out in a manner that continually protects the health of residents.
ANALYSIS:	Ms. Lovell employed Terry's Exterminating Service to inspect the home for bed bugs on 7/8/26. The pest control findings noted "no bed bugs". Therefore, Ms. Lovell has a pest control program that does continually protect the health of residents.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

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



08/05/26

Kara Robinson
Licensing Consultant

Date

Approved By:



08/20/26

Ardra Hunter
Area Manager

Date