



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 23, 2026

Stephanie Herzhaft
Hope Network Behavioral Health Services
PO Box 890
3075 Orchard Vista Drive
Grand Rapids, MI 49518-0890

RE: License #: AS340089084
Investigation #: 2026A0464061
Westlake VI

Dear Mrs. Herzhaft:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 blue ink that reads "Megan Leavitt, LMSW".

Megan Leavitt, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 438-3036

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS340089084
Investigation #:	2026A0464061
Complaint Receipt Date:	08/18/2026
Investigation Initiation Date:	08/18/2026
Report Due Date:	10/17/2026
Licensee Name:	Hope Network Behavioral Health Services
Licensee Address:	PO Box 890 3075 Orchard Vista Drive Grand Rapids, MI 49518-0890
Licensee Telephone #:	(616) 301-8000
Administrator:	Stephanie Herzhaft
Licensee Designee:	Stephanie Herzhaft
Name of Facility:	Westlake VI
Facility Address:	11652 Grand River Lowell, MI 49331
Facility Telephone #:	(616) 897-5900
Original Issuance Date:	11/09/1999
License Status:	REGULAR
Effective Date:	06/09/2025
Expiration Date:	06/08/2027
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff Vicki Thelen Combs kissed Resident A and touched his groin area.	No

III. METHODOLOGY

08/18/2026	Special Investigation Intake 2026A0464061
08/18/2026	APS Referral
08/18/2026	Special Investigation Initiated - Telephone Brandi Moore, Program Manager
08/27/2026	Inspection Completed On-site Brandi Moore (Program Manager), Vicki Thelen Combs (Staff) and Resident A
09/23/2026	Exit Conference Stephanie Herzhaft, Licensee Designee

ALLEGATION: Staff, Vicki Thelen Combs kissed Resident A and touched his groin area.

INVESTIGATION: On 08/18/2026, I received a complaint from the Office of Recipient Rights (ORR) which alleged on 08/17/2026, staff Vicki Thelen Combs was seen kissing Resident A and putting her hand on his groin area.

On 08/18/2026, I contacted the Department of Health and Human Services (DHHS) Centralized Intake to complete an Adult Protective Services (APS) referral per policy.

On 08/18/2026, I exchanged emails with program manager Brandi Moore to coordinate the investigation. Mrs. Moore reported that Mrs. Thelen Combs is currently suspended pending the investigation.

On 08/27/2026, I completed an onsite inspection at the facility. I interviewed Mrs. Moore. She reported the incident was reported to her and then she suspended Mrs. Thelen Combs until the investigation is completed. Mrs. Moore reported that Mrs. Thelen Combs has worked for Hope Network for several years and there have never been any issues related to her employment.

I then interviewed Mrs. Thelen Combs. She adamantly denied the allegations. She denied having any inappropriate contact with Resident A or any other Resident. She is not sure why such allegations have been reported.

I then interviewed Resident A. Resident A reported he gets along well with facility staff, including Mrs. Thelen Combs. Resident A denied Mrs. Thelen Combs has ever kissed him or touched his groin area. Resident A stated the complaint was made by another resident who is jealous of him and who was trying to cause issues for him and staff.

On 09/23/2026, I received and reviewed a copy of Kalamazoo County Office of Recipient Rights investigation reported completed by Kate Koyak. The report reflected Ms. Koyak interviewed Resident A and Mrs. Thelen Combs. Both denied the allegation. Ms. Koyak also interviewed staff Aubrey Hillard who works with Mrs. Thelen Combs. Ms. Hillard informed Ms. Koyak that she had never witnessed Mrs. Thelen Combs touch any resident inappropriately. Ms. Koyak closed her investigation due to lack of evidence.

On 09/23/2026, I completed an exit conference with licensee designee, Stephanie Herzhaft. She was informed of the investigation findings and recommendations.

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:	On 08/18/2026, a referral was received alleging staff, Vicki Thelen Combs was seen kissing Resident A and putting her hand on his groin area. Mrs. Thelen Combs denied the allegation. Resident A also denied the allegation. The Office of Recipient Rights closed their investigation due to lack of evidence. Based on the investigative findings there is insufficient evidence to support a rule violation that Mrs. Thelen Combs touched Resident A inappropriately.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend that the licensing status remain unchanged.

Megan Leavitt, LMSW

09/23/2026

Megan Leavitt
Licensing Consultant

Date

Approved By:

Jerry Hendrick

09/23/2026

Jerry Hendrick
Area Manager

Date