GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 29, 2026

Nichole Taylor
CMHB Of CEI Counties
Suite 115
812 E Jolly Road
Lansing, MI 48910

RE: License #: AL330015396
Investigation #: 2027A1033002
M.A.C. House

Dear Ms. Taylor:

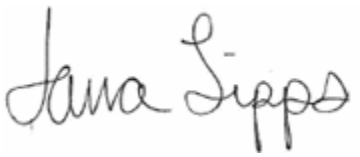
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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,



Jana Lipps, 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 #:	AL330015396
Investigation #:	2027A1033002
Complaint Receipt Date:	10/05/2026
Investigation Initiation Date:	10/05/2026
Report Due Date:	12/04/2026
Licensee Name:	CMHB Of CEI Counties
Licensee Address:	Suite 115 812 E Jolly Road Lansing, MI 48910
Licensee Telephone #:	(517) 346-8200
Administrator:	Nichole Taylor
Licensee Designee:	Nichole Taylor
Name of Facility:	M.A.C. House
Facility Address:	634 M.A.C. East Lansing, MI 48823
Facility Telephone #:	(517) 337-9340
Original Issuance Date:	05/23/1994
License Status:	REGULAR
Effective Date:	03/12/2026
Expiration Date:	03/11/2028
Capacity:	16
Program Type:	MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Required adult foster care licensing paperwork is not completed upon admission.	Yes
Resident A was not informed of the room and board costs upon admission. The *Resident Care Agreement* document was not completed with expected room and board costs identified.	Yes

III. METHODOLOGY

10/05/2026	Special Investigation Intake 2027A1033002
10/05/2026	Special Investigation Initiated - Telephone Interview conducted with Complainant, via telephone.
10/05/2026	Contact – Telephone call made Interview conducted with Resident A, via telephone.
10/06/2026	APS Referral Referral made per protocol.
10/06/2026	Inspection Completed On-site Interview conducted with direct care staff/home manager, Matt Murphy. Review of resident records initiated.
10/06/2026	Contact - Telephone call made Interview conducted with licensee designee, Nichole Taylor, via telephone.
10/06/2026	Contact - Telephone call made Attempt to interview Clinton-Eaton-Ingham Community Mental Health, case manager, Taylor Ronk, via telephone. Voicemail message left, awaiting response.
10/6/2026	Exit Conference Telephone conversation with licensee designee, Nichole Taylor.

ALLEGATION:

- **Required adult foster care licensing paperwork is not completed upon admission.**

- **Resident A was not informed of the room and board costs upon admission. The *Resident Care Agreement* document was not completed with expected room and board costs identified.**

INVESTIGATION:

On 10/5/26 I received an online complaint regarding the MAC House, adult foster care facility (the facility). The complaint alleged that resident paperwork is not completed upon admission, and residents are not being informed of the required room and board charges upon admission. On 10/5/26 I interviewed Complainant via telephone. Complainant reported that Resident A had more detailed information regarding the complaint.

On 10/5/26 I interviewed Resident A via telephone regarding the allegations. Resident A reported that she is currently her own guardian and payee. She reported she does not have a legal representative assigned to assist with her finances. Resident A reported that she moved into the facility a couple months prior. She reported she could not recall the exact date of the move, but she thought it was around June or July 2026. Resident A reported that she was not asked to sign admission paperwork upon moving into the facility. She reported that no one explained to her what her responsibility for paying for the room and board charges would be when she was admitted. Resident A reported that she had no idea what her room and board charge would be or how to pay this bill. She reported that her Clinton-Eaton-Ingham Community Mental Health (CEI-CMH) case worker had a discussion with her about paying room and board but did not tell her what the cost would be or how to pay this bill. She reported she received no written information from Taylor Ronk. Resident A reported that she received a 30-day discharge notice on 9/3/26 due to non-payment of room and board charges. Resident A reported that she was presented documents by direct care staff/home manager, Matt Murphy, to sign about two months after she admitted to the facility. She reported that Mr. Murphy told her these were documents she was supposed to sign upon admission and that he would “back date” the documents to reflect the correct admission date. Resident A reported that she refused to sign these documents with a date that was not the current date. She reported she was not given a copy of the documents that Mr. Murphy requested that she sign.

On 10/6/26 I conducted an unannounced, on-site investigation at the facility. I interviewed Mr. Murphy regarding the allegations. Mr. Murphy reported that Resident A moved into the facility on 6/30/26. He reported that she just signed her admission documents, including the *Assessment Plan for AFC Residents* and the *Resident Care Agreement*, yesterday (10/5/26). Mr. Murphy reported that he has been trying to get Resident A to sign her admission paperwork since she moved into the facility, but she

has refused to sign the documents. He reported that he has attempted to obtain Resident A's signature once per month since 7/2/26. In reviewing the *Resident Care Agreement* for Resident A Mr. Murphy signed this document with the date, 7/2/26. Licensee designee, Nichole Taylor, signed this document dated 9/3/26, and Resident A signed this document dated 10/5/26. Under the section, *I agree to pay the basic fee of $*, this section is marked with an asterisk. The document has the following disclaimer connected with an asterisk symbol, "Basic fee is adjusted based on residents ability to pay as outlined in the attached fee agreement." I asked Mr. Murphy for the fee agreement document that coincides with this *Resident Care Agreement*. Mr. Murphy could not produce a fee agreement for Resident A. He reported that one had not been created yet. I inquired how Resident A would know what her monthly room and board charges would be if she was never provided with a fee agreement. Mr. Murphy reported that he is not responsible for assigning room and board charges or fee agreements that this is something handled by CEI-CMH financial department. Mr. Murphy reported that when he had Resident A sign this *Resident Care Agreement* he had no information to provide her with to address what her expected room and board charges would be each month. Mr. Murphy was able to print the fee agreements for three additional resident records reviewed today, but not for Resident A. Mr. Murphy reported that he thought Resident A's CEI-CMH, case manager, Taylor Ronk, had a conversation with Resident A about her monthly room and board charges for the facility, but he could not be certain this conversation took place. Mr. Murphy confirmed that Resident A was given a 30-day discharge notice for non-payment of room and board charges, despite Resident A not being provided, in writing, what these room and board expectations would be each month. Mr. Murphy reported that recently a meeting was held and a decision was made to rescind the 30-day discharge notice for Resident A if she agreed to pay, in full, the back charges for her room and board going back to July 2026. Mr. Murphy reported that licensee designee Nichole Taylor was also under the impression that room and board conversation was held with Resident A by Ms. Ronk. When questioned why Ms. Taylor had not signed the *Resident Care Agreement* until 9/3/26, Mr. Murphy reported that he had waited to obtain Ms. Taylor's signature until Resident A signed the document, but once he realized Resident A was not going to sign the document then he had Ms. Taylor sign the document.

On 10/6/26 I interviewed licensee designee, Nichole Taylor, regarding the allegations. Ms. Taylor reported that she was under the impression that Ms. Ronk had conversations with Resident A about the room and board expectations prior to Resident A admitting to the facility. Ms. Taylor reported that she did not have any conversation with Resident A prior to her moving to the facility about room and board expectations. Ms. Taylor reported that after Resident A was admitted to the facility they discovered that Resident A was unwilling to provide her monthly income information to the licensee designee to establish a monthly room and board charge. She reported that Resident A is currently her own guardian and payee and does not have a legal representative for finances. Ms. Taylor reported that Ms. Ronk took Resident A to the bank on the first of every month in effort to obtain payment for room and board charges and this was unsuccessful. Ms. Taylor reported that this is why the 30-day discharge notice was issued because Resident A would not cooperate with their efforts to obtain room and

board payment. I inquired what room and board payment was expected of Resident A. Ms. Taylor reported that she does not know what Resident A's income is and therefore could not provide a fee statement or anything in writing about the room and board expectations for Resident A. Ms. Taylor was asked about the delay in her signature of Resident A's *Resident Care Agreement* and she reported that she is not certain why there was a delay. Ms. Taylor reported that she had zero conversations with Resident A prior to admission or at the time of admission about the room and board expectations to reside at the facility. She reported that she relied on Ms. Ronk to have these conversations.

During the on-site investigation on 10/6/26 I reviewed the following documents:

- *Assessment Plan for AFC Residents*, for Resident A. This document was signed and dated by Mr. Murphy on 7/2/26, Ms. Taylor on 9/3/26, and Resident A on 10/6/26.
- *Resident Care Agreement*, for Resident A. This document was signed by Mr. Murphy on 7/2/26, Ms. Taylor on 9/3/26, and Resident A on 10/5/26.
- *Resident Register.* This document identified that Resident A was admitted on 6/30/26.

APPLICABLE RULE	
R 400.685	**Resident admission; resident assessment plan; resident care agreement; health care appraisal.**
	(4) A written assessment plan must be completed with and signed by the resident or the resident's designated representative, responsible agency if applicable, and the licensee at the time of admission and annually thereafter. A licensee shall maintain a copy of the resident's most recent assessment plan on file at the facility for up to 2 years after discharge.
ANALYSIS:	Based upon interviews conducted and documentation reviewed during the unannounced, on-site investigation, it can be determined that Resident A's assessment plan was not completed upon admission with the resident and the licensee designee. Resident A was admitted to the facility on 6/30/26. Ms. Taylor signed the document on 9/3/26 and Resident A signed the document on 10/6/26. If this had been completed with all parties upon admission the dates would reflect this compliance. Therefore, a violation has been established.
CONCLUSION:	**VIOLATION ESTABLISHED**

APPLICABLE RULE	
R 400.685	**Resident admission; resident assessment plan; resident care agreement; health care appraisal.**
	(6) A licensee shall complete a written resident care agreement at the time of a resident's admission that includes all of the following: **(b) The services to be provided and the fee for those services.** **(c) Any additional costs in addition to the basic fee that is charged.**
ANALYSIS:	Based upon interviews conducted and documentation reviewed during the unannounced on-site investigation it can be determined that Ms. Taylor did not complete a written resident care agreement with Resident A upon admission to the facility. Resident A was admitted to the facility on 6/30/26. The *Resident Care Agreement* was not signed by Ms. Taylor until 9/3/26 and Resident A on 10/5/26. The fee agreement noting the expected room and board payments per month was not completed or attached to this document to properly identify what monthly charges Resident A would be responsible for paying. Ms. Taylor acknowledged that she did not have any verbal or written correspondence with Resident A prior to admission or at the time of admission identifying what her room and board fee responsibilities would be each month. Ms. Taylor is solely responsible for ensuring this document is completed and the resident is informed of any expected charges. Therefore, a violation has been established.
CONCLUSION:	**VIOLATION ESTABLISHED**

IV. RECOMMENDATION

Contingent upon receipt of an approved corrective action plan, no change to the current status of the license is recommended.



10/28/26

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Jana Lipps Date
Licensing Consultant

Approved By:



10/29/2026

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Dawn N. Timm Date
Area Manager