



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

December 27, 2024

Thomas Roy and Gita Roy
9330 Southwind Dr.
Zeeland, MI 49464

RE: License #: AF700391966
Investigation #: 2025A0464003
Glory Care

Dear Thomas Roy and Gita Roy:

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) 356-0183.

Sincerely,

Megan Aukerman, MSW

Megan Aukerman, 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
THIS REPORT CONTAINS SEXUAL CONTENT**

I. IDENTIFYING INFORMATION

License #:	AF700391966
Investigation #:	2025A0464003
Complaint Receipt Date:	10/28/2024
Investigation Initiation Date:	10/28/2024
Report Due Date:	12/27/2024
Licensee Name:	Gita Roy
Licensee Address:	9330 Southwind Dr. Zeeland, MI 49464
Licensee Telephone #:	(616)
Administrator:	Thomas Roy
Licensee Designee:	Gita Roy
Name of Facility:	Glory Care
Facility Address:	9330 Southwind Dr. Zeeland, MI 49464
Facility Telephone #:	(646) 462-5232
Original Issuance Date:	09/10/2018
License Status:	1ST PROVISIONAL
Effective Date:	10/23/2024
Expiration Date:	04/22/2025
Capacity:	6
Program Type:	MENTALLY ILL/AGED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Mark Roy is not suitable or of good moral character to care for residents due to his criminal history.	No

III. METHODOLOGY

10/28/2024	Special Investigation Intake 2025A0464003
10/28/2024	Special Investigation Initiated - Telephone Cassandra Duursma, Licensing Consultant
10/28/2024	Contact-Document received Criminal records
11/20/2024	Inspection completed-onsite Attempted
11/26/2024	Inspection completed-onsite Mark Roy (household member), Gita Roy (licensee)
12/20/2024	Contact-Telephone call received Leah Osterhaven, Ottawa County CMH
12/27/2024	Exit Conference Gita Roy, Licensee

ALLEGATION: Mark Roy is not suitable or of good moral character to care for residents due to his criminal history.

INVESTIGATION: On 10/28/2024, a good moral character investigation was opened due to member of household, Mark Roy being previously convicted of criminal sexual conduct in the fourth degree.

On 10/28/2024, I reviewed the facility file, specifically SIR #2022A0356039, completed on October 21, 2022. The allegations alleged licensee, Gita Roy's son, Mark Roy, lives in the home and is not of good moral character. Ms. Roy, Thomas Roy, and Mark Roy reported Mark Roy is living in the home temporarily. Mr. Roy was added as a household member. An ICHAT record was submitted and resulted in a hit for an exclusionary criminal offense. Mr. Roy's attorney contacted licensing and reported Mark Roy's criminal charges were bound over so he was not criminally charged at the time of the report disposition. Since it was determined Mr. Roy had not been charged with a crime at that time, no violations were substantiated. The licensing consultant informed Mrs. Roy and Mr. Roy that if Mark Roy was charged

with a crime, he was not appropriate to reside in the home and they should follow-up with her.

On 10/28/2024, I completed a Public Sex Offender Registry (SOR) search for Mark Roy. The SOR reflected Mr. Roy was charged with Criminal Sexual Conduct 4th Degree on 08/18/2023. His primary address is listed as the facility's address.

On 10/28/2024, I spoke with licensing consultant, Cassandra Duursma. She stated she recently made collateral contacts, including speaking to Mr. Roy's probation officer, Matthew Alman. Mr. Alman informed Ms. Duursma that Mr. Roy has been compliant with the terms of his probation and scored with the lowest rate of recidivism that an offender could have. He stated he is limited in the documented support he can provide, due to not being able to provide references, but he does wish to assist Mark Roy however he can and will ensure Mark Roy is able to continue to reside in the home. Mr. Alman expressed to Ms. Duursma that he does not want Mark Roy to end up at the mission and deter his progress. He denied having any concerns regarding Mark Roy remaining in the home.

On 10/28/2024, I received and reviewed Mr. Roy's records, specifically the Michigan Department of Corrections Pre-sentence Investigation Report. The report states Mr. Roy pled no contest to Count II-Attempted Criminal Sexual Conduct (CSC) 4th degree (victim 13-15). Under the Description of Offense Narrative, it states that on March 18, 2022, Detective J. Pickard with the Ottawa County Sheriff's Department was dispatched to a sexual conduct complaint. The incident was reported by Mr. Roy's spouse at the time, Farzana Roy. Mrs. Roy reported the alleged victim was Mr. Roy's cousin's daughter. Mrs. Roy stated she had heard the young girl had a "hickey" on her neck, caused by Mark Roy. Mrs. Roy did not suspect her husband of doing anything sexual. Mrs. Roy reported the alleged incident would have occurred on 01/31/2020.

The victim was forensically interviewed at the Children's Advocacy Center of Ottawa County on 04/11/2022. The victim reported the incident happened a year ago and Mark Roy touched her while she was at his house watching movies. A couple of other cousins were present as well. At some point they all got into the car. Mark Roy was sitting by the victim and began playing with her hair, moving it away from her neck. Mark Roy then started giving her a "hickey" on her neck. Mark Roy also touched her stomach. She then stated Mark Roy kissed her lips twice, touched her breasts and stomach. The victim believes Mark Roy was intoxicated during the incident.

Detective Pickard interviewed Mark Roy on April 12, 2022. Mark Roy admitted to having a party at his house. He reported he does not usually drink much alcohol but had 5 to six shots of alcohol that night. Mark Roy informed the detective at some point; a few individuals and the victim were sitting in his car. He stated he does not remember but may have given the victim a "hickey" on her neck. He admitted to getting the victim make-up to cover up the "hickey". Mark Roy denied touching the

victim's breasts. He denied having any sexual attraction to the victim or girls her age.

The report also reflected that during the investigation, Mark Roy attempted to contact the alleged witnesses and family to ask them to recant their statements. As a result, Mark Roy was also charged with a felony charge of witness interference.

On 10/28/2024, I received and reviewed character reference letters in regard to Mark Roy. The first letter was completed by Mr. Alman. Mr. Alman referenced Mark Roy as, "one of the more exceptional models of someone on probation". Mr. Alman continued on to state Mark Roy has been assessed as a Level I on the risk assessment which shows the lowest possible risk of re-offense. Mark Roy has successfully completed his treatment program and is attending college full time. Mr. Alman is in support of Mark Roy to continue residing at the facility.

The second character reference letter was completed by Keegan Ferris, M.A., LPC with Berhus Psychological Services. Mr. Ferris reported that Mark Roy was an active and positive participant during his treatment.

Three other reference letters were submitted by Mark Roy's pastor at Ridge Point Church, Michael Knoll, asocial chaplain with the Ottawa County Jail (Mike Van Laar, and church minister, David DeCook. All three letters speak highly of Mark Roy and support him remaining in the home.

On 11/20/2024, I attempted an unannounced, onsite inspection. No one appeared to be present. I left a business card in the door.

On 11/20/2024, I spoke to licensee, Gita Roy. She stated she was in the basement level of the home and did not hear the door. An onsite inspection was scheduled.

On 11/26/2024, I completed an onsite inspection at the facility. I interviewed Mrs. Roy, who stated that Mark Roy has resided in the home, since his conviction on 08/18/2023. Mrs. Roy stated Mark Roy is currently on probation and going to school full-time. Mrs. Roy denied Mark Roy provides any care to the (all male) residents in the home. She stated he only helps out with cleaning, laundry and tech support issues. Mrs. Roy denied having any concerns regarding Mark Roy residing in the home.

I then interviewed Mark Roy, privately. He appeared to be very honest and candid in his responses. Mr. Roy acknowledged the CSC charge and witness tampering charge. Mr. Roy explained he was intoxicated during the night of the incident. He stated he did not remember the incident occurring, but if the victim stated it happened, then it could have. Mr. Roy denied previously being investigated for CSC or involved in any other incidents. Mr. Roy stated he has been doing everything possible to change his life. He continues to comply with probation, completed all necessary program requirements, participates in therapy, attends college full time

and has refrained from consuming alcohol. Mr. Roy stated he does not provide care to the (all male) residents who reside in the home. He stated he only helps his parents with the cleaning, maintenance, laundry and computer needs.

On 12/20/2024, I spoke to Ottawa County Office of Recipient Rights contract manager, Leah Osterhaven. Ms. Osterhaven stated she manages the specialized certification contract for the home. She reported she has met Mark Roy on various occasions at the facility. Ms. Osterhaven stated she does not feel Mark Roy poses a risk to the (all male) residents in the home and feels it would be appropriate to continue to allow him to reside in the home.

On 12/27/2024, I completed an exit conference with Mrs. Roy. She was informed of the investigation findings and recommendations.

APPLICABLE RULE	
R 400.1404	Licensee, responsible person, and member of the household; qualifications.
	(3) A licensee or responsible person shall possess all of the following qualifications: (a) Be of good moral character to provide for the care and welfare of the residents.
ANALYSIS:	<p>On 10/28/2024, a suitability and good moral character investigation was opened due to household member, Mark Roy being convicted of criminal sexual conduct.</p> <p>A review of Mr. Roy's criminal records revealed he was charged with Criminal Sexual Conduct 4th Degree and witness tampering on 08/18/2023. Mr. Roy continues to remain on probation with Ottawa County.</p> <p>Mr. Roy's probation officer, Matthew Alman reported Mr. Roy is an exemplary role model on his case load. Mr. Roy has complied with all probation requirements and poses a low risk for re-offending. Mr. Alman is in support of Mr. Roy remaining in the home.</p> <p>Ottawa County Office of Recipient Rights contract manager, Leah Osterhaven stated she feels Mr. Roy does not pose a risk to the residents residing in the home.</p> <p>Mr. Roy submitted character reference letters from his therapist as well as his pastor and minister. All of the letters are in support of Mr. Roy remaining in the home.</p>

	<p>Mr. Roy and Gita Roy denied Mark Roy works with the residents in the home.</p> <p>Based on the investigation findings, there is insufficient evidence to support a rule violation that Mr. Roy is not suitable or of good moral character to be around the residents.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend that the licensing status remain unchanged.

Megan Aukerman, MSW

12/27/2024

Megan Aukerman
Licensing Consultant

Date

Approved By:

Jerry Hendrick

12/27/2024

Jerry Hendrick
Area Manager

Date