



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

February 12, 2025

Corey Husted
Brightside Living LLC
PO Box 220
Douglas, MI 49406

RE: License #: AS410403035
Investigation #: 2025A0583020
Brightside Living - Whispering Oaks

Dear Mr. Husted:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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,

A handwritten signature in cursive script, appearing to read "Toya Zylstra".

Toya Zylstra, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 333-9702

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS410403035
Investigation #:	2025A0583020
Complaint Receipt Date:	02/06/2025
Investigation Initiation Date:	02/11/2025
Report Due Date:	03/08/2025
Licensee Name:	Brightside Living LLC
Licensee Address:	690 Dunegrass Circle Dr.,Saugatuck, MI 49453
Licensee Telephone #:	(614) 329-8428
Administrator:	Corey Husted
Licensee Designee:	Corey Husted
Name of Facility:	Brightside Living - Whispering Oaks
Facility Address:	6601 Crystal Downes Dr SE, Caledonia, MI 49316
Facility Telephone #:	(616) 803-5338
Original Issuance Date:	04/22/2020
License Status:	REGULAR
Effective Date:	10/22/2024
Expiration Date:	10/21/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED

II. ALLEGATION(S)

	Violation Established?
Resident A is unable to access her personal funds immediately.	No
Additional Findings	Yes

III. METHODOLOGY

02/06/2025	Special Investigation Intake 2025A0583020
02/10/2025	Inspection Completed On-site
02/11/2025	Special Investigation Initiated - Telephone Supports Coordinator Rachel Hurts
02/11/2025	APS Referral
02/12/2025	Exit Conference Kalia Greenhoe

ALLEGATION: Resident A is unable to access her personal funds immediately.

INVESTIGATION: On 02/05/2025 complaint allegations were received from the LARA-BCHS-Complaints system. The complaint alleged that Resident A “stated that house funds are left in the house manager’s Kaylas personal car”.

On 02/07/2025 I interviewed Rachel Herp via telephone. Ms. Herp explained that she is Resident A’s Supports Coordinator. Ms. Herp stated that she had heard secondhand information that licensee designee Kalia Greenhoe stores Resident A’s personal funds in Ms. Greenhoe’s personal vehicle which limits staff’s ability to provide Resident A with cash upon her immediate request. Ms. Herp stated that she has “no idea” if this allegation is accurate.

On 02/10/2025 I completed an unannounced onsite investigation at the facility and privately interviewed staff Teresa Wollen and Resident A.

Staff Teresa Wollen stated that residents’ personal funds are stored in a locked file cabinet located in the staff office. Ms. Wollen stated that Resident A does not currently have any personal spending money.

Resident A stated that she currently has no personal money. She stated that her personal cash is typically stored in the facility’s staff office, and she has access to the funds immediately upon her request.

While onsite I observed a locked cabinet which contains residents' funds. I observed that Resident A currently has no cash to be stored.

On 02/11/2025 I emailed the complaint allegation to Adult Protective Services Centralized Intake.

On 02/11/2025 I interviewed licensee designee Kalia Greenhoe via telephone. Ms. Greenhoe stated that Resident A has a public guardian, Jessica VanHemert, who sends Ms. Greenhoe Resident A's personal spending cash for storage and administration. Ms. Greenhoe stated that for at least the past two months Resident A's guardian has not sent personal spending cash because Resident A had pharmacy bills to pay. Ms. Greenhoe stated that when Resident A does have personal spending money; it is stored in the facility's locked cabinet located in the staff office. Ms. Greenhoe denied storing Resident A's personal spending money in her vehicle.

On 02/12/2025 I received an email from Jessica VanHemert. I observed that the email stated that Ms. VanHemert is Resident A's guardian. Ms. VanHemert stated that she has not sent personal spending money to the facility for the past two months because Resident A has outstanding pharmacy bills.

On 02/12/2025 I completed an exit conference via telephone with licensee Kalia Greenhoe. Ms. Greenhoe stated that she agreed with the findings.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(7) A resident shall have access to and use of personal funds that belong to him or her in reasonable amounts, including immediate access to not less than \$20.00 of his or her personal funds. A resident shall receive up to his or her full amount of personal funds at a time designated by the resident, but not more than 5 days after the request for the funds. Exceptions to this requirement shall be subject to the provisions of the resident's assessment plan and the plan of services.
ANALYSIS:	<p>Resident A stated that she currently has no personal money. She stated that her personal cash is typically stored in the facility's staff office, and she has access to said funds immediately upon her request.</p> <p>Licensee designee Kalia Greenhoe stated that Resident A has a public guardian, Jessica VanHemert, who sends Ms. Greenhoe Resident A's personal spending cash for storage and administration. Ms. Greenhoe stated that for at least the past</p>

	<p>two months Resident A's guardian has not sent personal spending cash because Resident A had pharmacy bills to pay.</p> <p>Jessica VanHemert stated that she has not sent personal spending money to the facility for the past two months because Resident A has outstanding pharmacy bills.</p> <p>A preponderance of evidence was not discovered during the special investigation to substantiate violation of the applicable rule. Resident A has not had personal spending money for the previous two months and therefore staff were not limiting her access to said funds.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS: Staff are utilizing a portable heater inside of the facility.

INVESTIGATION: While onsite on 02/10/2025, I observed staff Teresa Wallen was utilizing a portable heater located in the facility's staff office.

Staff Teresa Wallen stated that the staff use the portable heater during the cold months and stated she was unaware that portable heaters are prohibited in adult foster care facilities.

On 02/12/2025 I completed an exit conference via telephone with licensee Kalia Greenhoe. Ms. Greenhoe stated that she would submit an acceptable corrective action plan. Ms. Greenhoe did not dispute the finding.

APPLICABLE RULE	
R 400.14510	Heating equipment generally.
	(5) Portable heating units shall not be permitted.
ANALYSIS:	<p>While onsite on 02/10/2025, I observed staff Teresa Wallen was utilizing a portable heater located in the facility's staff office.</p> <p>A preponderance of evidence was discovered during the special investigation to substantiate violation of the applicable rule. The facility contains a prohibited portable heating unit in the staff office.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



02/12/2025

Toya Zylstra
Licensing Consultant

Date

Approved By:



02/12/2025

Jerry Hendrick
Area Manager

Date