



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 19, 2025

Karlene Smith
2368 Bankers Road
Hillsdale, MI 49242

RE: License #: AF300082183
Investigation #: 2025A1032029
Smith Afc Home

Dear Karlene Smith:

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,

Dwight Forde, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AF300082183
Investigation #:	2025A1032029
Complaint Receipt Date:	04/11/2025
Investigation Initiation Date:	04/14/2025
Report Due Date:	06/10/2025
Licensee Name:	Jeffrey Smith
Licensee Address:	2368 Bankers Road Hillsdale, MI 49242
Licensee Telephone #:	(517) 437-4277
Name of Facility:	Smith Afc Home
Facility Address:	2368 Bankers Road Hillsdale, MI 49242
Facility Telephone #:	(517) 437-4277
Original Issuance Date:	11/16/1999
License Status:	REGULAR
Effective Date:	04/16/2024
Expiration Date:	04/15/2026
Capacity:	5
Program Type:	DEVELOPMENTALLY DISABLED AGED

II. ALLEGATION(S)

	Violation Established?
The licensee does not allow Resident A to work.	No
The licensee is withholding food.	No
Additional Findings	Yes

III. METHODOLOGY

04/11/2025	Special Investigation Intake 2025A1032029
04/14/2025	Special Investigation Initiated - Telephone
04/25/2025	Inspection Completed On-site
05/08/2025	Contact - Telephone call made Left voicemail for Resident A
05/19/2025	Exit Conference

ALLEGATION:

The licensee does not allow Resident A to work.

INVESTIGATION:

On 4/14/25, I interviewed Adult Protective Services Specialist Betsy Clark by telephone. Ms. Clark advised that she was closing her case due to a lack of evidence to support abuse and neglect violations. Ms. provided some details from her interview with Resident A. According to Ms. Clark, Resident A denied being told by Ms. Smith that she could no longer work at Meijer. Ms. Clark stated that there seems to be misunderstanding of resident rights from the community mental health perspective, regarding how licensees would meet the obligations of all residents, not just the ones under their purview.

On 4/25/25, I interviewed licensee Karlene Smith in the home. Ms. Smith denied telling Resident A that she needed to get a new job or was denying Resident A an opportunity. She explained that Resident A works at a large retail store that

schedules her at odd hours or provided a schedule with little advance notice. This practice began to conflict with already established appointments for the other residents, so she advised Resident A that reliable transportation was going to be an issue going forward.

I was unable to interview Resident A due to Resident A being at work.

On 5/8/25, I left a voicemail for Resident A to make contact with me for the purpose of an interview.

APPLICABLE RULE	
R 400.1409	Resident rights; licensee responsibilities.
	(1) Upon a resident's admission to the home, the licensee shall inform and explain to the resident or the resident's designated representative all of the following resident rights: (o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.
ANALYSIS:	Resident A was at work during the onsite inspection, leading me to conclude that arrangements were still being made to transport her to work. As well, given the need to juggle multiple appointments among residents, it would be practical to either obtain a comprehensive advanced schedule so that all needs could be met.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The licensee is withholding food.

INVESTIGATION:

On 4/25/25, I interviewed Resident B in the home. Resident B denied having food withheld by licensee Karlene Smith.

I interviewed Resident C in the home. Resident C denied that Ms. Smith was withholding food.

I observed the refrigerator used to store the residents' snacks. There was food there and the refrigerator was unlocked.

I interviewed licensee Karlene Smith in the home. Ms. Smith explained that the lock was put on the fridge door because a resident would eat all the other residents' snacks. Initially, the residents had a key but lost it. She would then supply the key upon request.

APPLICABLE RULE	
R 400.1412	Resident behavior management; prohibitions.
	(2) A licensee, responsible person, or any person living in the home shall not use any of the following methods of handling a resident for discipline purposes: (d) Withholding necessary food, rest, or toilet use.
ANALYSIS:	The residents denied having food withheld, and the refrigerator in question contained their snacks. It would appear that the residents had access to their snacks despite the presence of a lock.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 5/19/25, I conducted an exit conference with licensee Karlene Smith, where I shared my findings.

IV. RECOMMENDATION

I recommend no change to the status of this license.

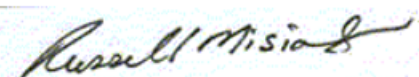


5/19/25

Dwight Forde
Licensing Consultant

Date

Approved By:



5/23/25

Russell B. Misiak
Area Manager

Date