



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 5, 2025

Jennifer Lockhart
Hope Network, S.E.
PO Box 190179
Burton, MI 48519

RE: License #: AS500251970
Investigation #: 2025A0604010
Fairfield

Dear Ms. Lockhart:

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 (248) 972-9136.

Sincerely,

A handwritten signature in cursive script that reads "Kristine Cilluffo".

Kristine Cilluffo, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3026 West Grand Blvd Ste 9-100
Detroit, MI 48202
(248) 285-1703

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS500251970
Investigation #:	2025A0604010
Complaint Receipt Date:	04/18/2025
Investigation Initiation Date:	04/18/2025
Report Due Date:	06/17/2025
Licensee Name:	Hope Network, S.E.
Licensee Address:	PO Box 190179 Burton, MI 48519
Licensee Telephone #:	(586) 206-8869
Administrator:	Janice McPherson
Licensee Designee:	Jennifer Lockhart
Name of Facility:	Fairfield
Facility Address:	30183 Fairfield Chesterfield, MI 48051-1799
Facility Telephone #:	(586) 749-9032
Original Issuance Date:	12/11/2002
License Status:	REGULAR
Effective Date:	07/25/2023
Expiration Date:	07/24/2025
Capacity:	6
Program Type:	MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Male resident yelled racist derogatory comments at neighbors outside. Resident called neighbor the N- word unprovoked. This was captured on camera. He remains unsupervised and it affects the neighbors due to this behavior.	No

III. METHODOLOGY

04/18/2025	Special Investigation Intake 2025A0604010
04/18/2025	Special Investigation Initiated - Telephone TC to Fairfield Home. Spoke to Staff, Timothy Miles. He is unaware of any incidents re: derogatory comments being made to neighbors.
04/18/2025	Contact - Document Sent Email to Licensee Designee, Jennifer Lockhart
04/21/2025	Contact - Document Received Email from Jennifer Lockhart. Resident unknown. Will speak to manager.
04/23/2025	Contact - Document Sent Email to and from Jennier Lockhart. No one has actually witnessed this incident. Possibly Resident A.
04/23/2025	APS Referral Referral to Adult Protective Services (APS). Referral denied.
04/23/2025	Contact - Telephone call received Returned call from APS Centralized Intake re: additional information
04/23/2025	Inspection Completed On-site Completed unannounced onsite investigation. No one present or observed at home.
04/29/2025	Contact- Document Sent Email to Jennifer Lockhart. Received return email.

05/06/2025	Inspection Completed On-site Completed unannounced onsite investigation. Interviewed Staff, Lisa Townsend, Resident B and Resident D. I attempted to interview Resident A and Resident C.
05/29/2025	Exit Conference Completed exit conference by phone with Licensee Designee, Jennifer Lockhart

ALLEGATION: Male resident yelled racist derogatory comments at neighbors outside. Resident called neighbor the N- word unprovoked. This was captured on camera. He remains unsupervised and it affects the neighbors due to this behavior.

INVESTIGATION:

I received a licensing complaint regarding the Fairfield Home on 04/18/2025. The Complainant alleged that a male resident yelled racist derogatory comments at neighbors outside. Resident called neighbor the N- word unprovoked. This was captured on camera. He remains unsupervised and it affects the neighbors due to this behavior. Complainant and resident information are unknown. Complaint indicates that the incident was on camera, however, video was not provided to licensing.

On 04/18/2025, I contacted the Fairfield Home. I spoke to Staff, Timothy Miles. He stated that he was not aware of any incidents regarding a resident yelling racist or derogatory comments at neighbors, however, indicated he only occasionally works at home.

On 04/21/2025, I received email from Licensee Designee, Jennifer Lockhart. She indicated that she was not aware of any incidents and would speak to home manager. On 04/23/2025, I received email from Ms. Lockhart. She indicated that complaint could possibly be regarding Resident A, however, no one she has spoken to has actually witnessed this occurring.

I completed an unannounced onsite investigation on 04/23/2025. No one was present at home. I did not observe any residents outside of the home unsupervised. The home is in a subdivision with several neighbors nearby.

I completed an unannounced onsite investigation on 05/06/2025. I interviewed Staff, Lisa Townsend, Resident B and Resident D. I attempted to interview Resident A and Resident C. Resident E was not present during investigation.

On 05/06/2025, I interviewed Staff, Lisa Townsend. Ms. Townsend stated that there are five residents who reside at the home. All the residents have community access and can go out on their own. She stated that residents sign out and are free to go where they want. Ms. Townsend stated that she was not aware of any recent incident where a resident made racist or derogatory comments to neighbors. She believes neighbors would say something to staff. Ms. Townsend stated that she has heard Resident E use the N- word. Resident E is currently on a leave of absence from the home. Ms. Townsend stated that on Halloween the residents were passing out candy to kids and Resident E was heard using the N- word. Staff then stopped residents from passing out the candy.

On 05/06/2025, I attempted to interview Resident A. He indicated that the did not want to be interviewed. He stated that he was tired and was lying in bed.

On 05/06/2025, I interviewed Resident B. He stated that he has lived in the home for four years. Resident B indicated that he has community access and can leave whenever he wants between the hours of 7:00 am- 11:00 pm. Resident B indicated that he has not had any altercations with neighbors and has not seen other residents have any altercations with neighbors.

On 05/06/2025, I attempted to interview Resident C. He indicated he was doing ok in the home. Resident C had limited verbal ability and Ms. Townsend indicated that he cannot hear well.

On 05/06/2025, I interviewed Resident D. He stated that he can come and go from the house. He has not seen anything. Resident D stated that he has no issues with anyone in the neighborhood. He indicated that the has not seen other residents have altercations with anyone in the neighborhood.

I completed an exit conference with Licensee Designee, Jennifer Lockhart, by phone on 05/29/2025. I informed her that no violations were found at this time and that a copy of the special investigation report would be mailed once approved.

APPLICABLE RULE	
R 400.14206	Staffing requirements.
	(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.

ANALYSIS:	There is not enough information at this time to determine that residents are being left unsupervised. Names of individuals involved in alleged incident remain unknown. No staff or residents interviewed reported that they were aware of any recent incidents where racist or derogatory comments were made to neighbors. It is possible that incident occurred while no staff were present. Staff, Lisa Townsend, indicated that all residents at the Fairfield Home have community access. Ms. Townsend stated that Resident E was heard using N- word on Halloween. Staff were present and stopped resident from passing out candy.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change in license status.

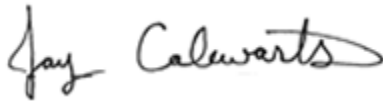


05/29/2025

Kristine Cilluffo
Licensing Consultant

Date

Approved By:



For

06/04/2025

Denise Y. Nunn
Area Manager

Date