



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 5, 2025

William Gross
Haven Adult Foster Care Limited
73600 Church Road
Armada, MI 48005

RE: License #: AL500066534
Investigation #: 2025A0617010
Haven Adult Foster Care Home

Dear Mr. Gross:

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,

Eric Johnson
Adult Foster Care Licensing Consultant
Department of Licensing and Regulatory Affairs
Bureau of Community and Health Systems
3026 Cadillac Place, Ste 9-100
Detroit, MI 48202

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL500066534
Investigation #:	2025A0617010
Complaint Receipt Date:	04/08/2025
Investigation Initiation Date:	04/09/2025
Report Due Date:	06/07/2025
Licensee Name:	Haven Adult Foster Care Limited
Licensee Address:	73600 Church Road Armada, MI 48005
Licensee Telephone #:	(586) 784-8890
Administrator:	William Gross, Designee
Licensee Designee:	William Gross, Designee
Name of Facility:	Haven Adult Foster Care Home
Facility Address:	58483 Pasco New Haven, MI 48048
Facility Telephone #:	(586) 749-3822
Original Issuance Date:	07/11/1995
License Status:	REGULAR
Effective Date:	11/02/2023
Expiration Date:	11/01/2025
Capacity:	20
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
The AFC home has been without heat and hot water for 6 days. The residents have been taking cold showers for 6 days.	No

III. METHODOLOGY

04/08/2025	Special Investigation Intake 2025A0617010
04/08/2025	APS Referral Adult Protective Services Referral received - Denied
04/09/2025	Special Investigation Initiated - On Site Investigation initiated onsite with unannounced investigation
04/09/2025	Inspection Completed On-site I completed an unannounced onsite investigation. I interviewed the home manager Tammy Forfa, staff Maha Ibrahim, Resident A, Resident B, Resident C, and Resident D.
04/12/2025	Contact - Document Received I received an invoice for services from Mr. William Gross, Licensee Designee.
05/15/2025	Exit Conference I conducted an exit conference with Licensee Designee William Gross to discuss the findings of this report.

ALLEGATION:

The AFC home has been without heat and hot water for 6 days. The residents have been taking cold showers for 6 days.

INVESTIGATION:

On 04/08/25, I received a complaint on the Haven Adult Foster Care Home. According to the complaint, there are numerous residents in the facility. The AFC home has been without heat and hot water for 6 days. The residents have been taking cold showers for 6 days. It is unknown why there is no heat or hot water in the facility.

On 04/09/25, I completed an unannounced onsite investigation. I interviewed the home manager Tammy Forfa, staff Maha Ibrahim, Resident A, Resident B, Resident C, and Resident D.

According to Ms. Tammy Forfa, there was a storm on 04/02/25 and it flooded the basement of the home, causing the furnace and hot water heater to stop working. Ms. Tammy stated that the facility called for a repair worker to come out to the facility but he was unable to come until Friday 4/04/25. Ms. Forfa stated that the repair worker was not able to immediately get the furnace and hot water heater working due to needing to replace parts. He had to order the parts and the necessary part for the furnace came in and was installed on 04/07/25. Ms. Forfa stated that for the time period that the heat was out, the staff used space heaters to warm the home the best they could. I observed the heat to be working during the onsite investigation. Ms. Forfa stated that the part needed to fix the hot water heater has not come in yet, therefore the hot water is still not working. Ms. Forfa stated that the part is supposed to be here the next day or two. I checked the water, and the water was below 105 degrees Fahrenheit.

According to Ms. Maha Ibrahim, staff brought in several space heaters to warm the home. Staff also gave the residents extra blankets and dressed them in layers to keep them warm. Ms. Ibrahim stated that staff have been boiling water so the residents can wash up with warm water.

According to Resident A, the hot water and heat went out due to the storm last week. Resident A stated that the heat was fixed but the hot water was still out. According to Resident A, the home was still very cold, even with space heaters. Resident A stated that staff boils water to allow residents to wash up with warm water.

According to Resident B, he is very upset that the hot water is still not fixed, and he can't take a shower. He stated that he is glad the heat is working again but it was very cold in the home when it broke.

According to Resident C, the heat was broken for a few days but is fixed now. Resident C stated that the home was very cold when the heat was broke. The hot water is still not working, and he can't take a shower. Resident C stated that he finds that annoying.

According to Resident D, the heat is fixed now but it was very cold when it wasn't. Resident D stated that he had to put on a lot of clothes to keep warm. Resident D stated that the hot water is still not working, and the staff has to boil water so he can have warm water to wash up.

On 04/12/25, I received an invoice for services from Mr. William Gross, Licensee Designee. According to the invoice from Bergen Air Conditioning and Heating, the furnace was damaged due to flooding. The Furnace required parts to be ordered, when the parts arrived, they were installed, and the furnace was fixed. According to the invoice, the heat and hot water is now working. The date of the invoice was 04/11/25.

On 05/15/25, I conducted an exit conference with Licensee Designee William Gross to discuss the findings of this report.

APPLICABLE RULE	
R 400.15401	Environmental health.
	(2) Hot and cold running water that is under pressure shall be provided. A licensee shall maintain the hot water temperature for a resident's use at a range of 105 degrees Fahrenheit to 120 degrees Fahrenheit at the faucet.
ANALYSIS:	Based on the information gathered through my interviews and documentation reviews, the hot water was below the range of 105 degrees Fahrenheit but that was due to a natural disaster which caused the basement of the home to flood. The flooding caused the hot water and heat to go out. The facility immediately called for a repair worker and the worker came within 24 hours. There was a delay in repairing the issues but that was due to having to wait for the needed parts to arrive.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	Based on the information gathered through my interviews and documentation reviews, the hot water was below the range of 105 degrees Fahrenheit and the heat did not work but that was due to a natural disaster which caused the basement of the home to flood. The flooding caused the hot water and heat to go out. The facility immediately called for a repair worker and the worker came within 24 hours. There was a delay in repairing the issues but that was due to having to wait for the needed parts to arrive.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.15406	Room temperature.
	All resident-occupied rooms of a home shall be heated at a temperature range between 68 and 72 degrees Fahrenheit during non-sleeping hours. Precautions shall be taken to prevent prolonged resident exposure to stale, noncirculating air that is at a temperature of 90 degrees Fahrenheit or above. Variations from the requirements of this rule shall be based upon a resident's health care appraisal and shall be addressed in the resident's written assessment plan. The resident care agreement shall address the resident's preferences for variations from the temperatures and requirements specified in this rule.
ANALYSIS:	Based on the information gathered through my interviews and documentation reviews the heat did not work but that was due to a natural disaster which caused the basement of the home to flood. The flooding caused the hot water and heat to go out. The facility immediately called for a repair worker and the worker came within 24 hours. There was a delay in repairing the issues but that was due to having to wait for the needed parts to arrive.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend that the special investigation be closed with no change to the status of the license.

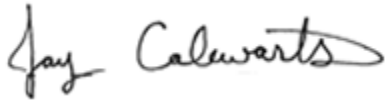


05/14/25

Eric Johnson
Licensing Consultant

Date

Approved By:



For

06/05/2025

Denise Y. Nunn
Area Manager

Date