



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 15, 2025

Jessica Kross
Pine Rest Christian Mental Health Services
300 68th Street SE
Grand Rapids, MI 49548

RE: License #: AM410008685
Investigation #: 2025A0340042
Sequoia

Dear Mrs. Kross:

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.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

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,

A handwritten signature in blue ink that reads "Rebecca Piccard". The signature is fluid and cursive, with the first name "Rebecca" and last name "Piccard" clearly distinguishable.

Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM410008685
Investigation #:	2025A0340042
Complaint Receipt Date:	05/28/2025
Investigation Initiation Date:	05/28/2025
Report Due Date:	07/27/2025
Licensee Name:	Pine Rest Christian Mental Health Services
Licensee Address:	300 68th Street SE Grand Rapids, MI 49548
Licensee Telephone #:	(616) 455-5000
Administrator:	Candy McKenney
Licensee Designee:	Jessica Kross
Name of Facility:	Sequoia
Facility Address:	7051 Madison Avenue, SE Grand Rapids, MI 49548-7707
Facility Telephone #:	(616) 455-5000
Original Issuance Date:	05/26/1982
License Status:	REGULAR
Effective Date:	03/17/2024
Expiration Date:	03/16/2026
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED

II. ALLEGATION(S)

	Violation Established?
Staff Daniel Molero physically assaulted Resident A.	Yes

III. METHODOLOGY

05/28/2025	Special Investigation Intake 2025A0340042
05/28/2025	APS Referral
05/28/2025	Special Investigation Initiated - Telephone Jessica Kross
06/03/2025	Inspection Completed On-site
07/14/2025	Contact – Telephone Call Made Staff Kamia Jones
07/14/2025	Exit Conference Designee Jessica Kross

ALLEGATION: Staff Daniel Molero physically assaulted Resident A.

INVESTIGATION: On May 28, 2025, I received a complaint from the BCHS Online complaints. It stated that staff Kamia Jones was speaking with Pine Rest Security, Home Supervisor Jasmine Estes, and staff Daniel Molero and reported that Resident A has assaulted her. They were waiting for Kent County Sheriff's Department to arrive when Mr. Molera ran outside to where Resident A was sitting on the porch bench and Mr. Molera repeatedly punched her. Ms. Estes and KCSD Deputies separated Mr. Molero and Resident A. Mr. Molero was arrested, and Resident A was taken to the hospital.

On May 28, 2025, the allegations were forwarded to Adult Protective Services.

On May 28, 2025, I spoke with Designee Jessica Kross. She was aware of the events which occurred. She stated that Mr. Molero was immediately terminated. Ms. Kross sent me the Incident Report (IR), along with Resident A's Health Care Appraisal and Assessment Plan.

The IR was received and reviewed on 5/29/25. It was completed by Jasmine Estes, Supervisor, on 5/27/2025. It stated: *'Support was called over the radio for Sequoia. Security Andrew Gawrych and I, Jasmine Estes arrived. Kamia Jones reported that*

(Resident A) had physically assaulted her. Daniel Molero came into the office and Kamia informed him of what happened. Daniel Molero proceeded to walk outside on the porch where (Resident A) was sitting and punched (Resident A) repeatedly. Daniel Molero was taken into Kent County Sheriff's Office custody as they were already on the scene. (Resident A) had redness and bruising but was able to move around and talk. Mr. Molero was terminated and taken into police custody.'

Resident A's Health Care Appraisal was completed on 2/19/25 by James Fitzgerald, DO. Resident A is diagnosed with schizoaffective disorder, bipolar, Cocaine use disorder, TBI, PTSD, Alcohol use disorder.

Resident A's Assessment Plan was signed by Jessica Kross on 5/28/25. Under "Controls Aggressive Behavior" it states, *'(Resident A) does have a history of displaying aggression. Staff will educate and coach on utilizing positive coping skills and to manage her emotions in an appropriate manner. See BSP for assistance in this area and additional support.'*

Ms. Kross also provided contact information for staff.

On June 3, 2025, I conducted an unannounced home inspection. I met privately with Resident A who agreed to speak with me. I asked Resident A to tell me what happened. She pointed to bruises still visible on her face where Mr. Molero had punched her. She stated they still hurt. She showed me court papers she had received to press charges against him.

Resident A stated she was arguing over the use of the phone with Ms. Jones. Resident A stated she threw the phone at Ms. Jones and went outside. Mr. Molero then came outside and "came at me". He did not say anything "he just hit me in the face". Resident A did not know how many times Mr. Molero hit her. The police were there and they got him away from Resident A and arrested him. She stated she then went to the hospital to get checked out. Resident A knew Mr. Molero went to jail so he could not come back so she felt safe.

I asked Resident A why she was fighting with Ms. Jones. She stated she wanted to use the phone. I asked Resident A if she had gotten in a physical fight with Ms. Jones and she said "no". She stated she did not touch Ms. Jones.

On July 14, 2025, I contacted Ms. Jones. I informed her of the allegations and the reason for my call and asked her to tell me what happened the day of the incident. She stated she was assaulted by Resident A and had called for security and she also called 911 because she felt her assault by Resident A "needed to be addressed more than just an IR to be written". I asked Ms. Jones to clarify what had happened prior to Mr. Molero getting arrested. She stated that she "heard" that Resident A had been "having behaviors" earlier in the day and had assaulted another staff. Ms. Jones, who is pregnant, stated she locked herself in the Med room to stay away from residents. Resident A had requested to use the phone in the med room but

Ms. Jones stated that phone is not for resident use. The resident phone is in the common area of the home. She believes that Resident A then used another resident, who is a friend of hers, to pretend to need something and knock on the med room door (she asked for a fork). It was an odd request, so Ms. Jones answered the door. Resident A then pushed her friend aside and attempted to enter the med room by pushing the door open. Ms. Jones engaged in a physical altercation with Resident A by attempted to keep Resident A from entering the med room by use of physical force of the door, pushing it against Resident A, attempting to shut it on her. Ms. Jones was being overpowered by Resident A so Ms. Jones let go of the door and the doorknob hit her in the belly. Resident A then grabbed the phone which Ms. Jones attempted to take away from Resident A. Resident A then threw the phone down. Resident A also threw something else, maybe a piece of the phone, which hit Ms. Jones in the head. Ms. Jones attempted to grab the radio to call for help and Resident A tried to grab that from her but she was able to radio for security. Security arrived. Ms. Jones also called 911 for the Kent County Sheriff's Department. At no time did Ms. Jones indicate to me that she tried to de-escalate the situation with Resident A. Ms. Jones repeatedly stated she was the one assaulted and wondered what was being done about that.

Ms. Estes and Mr. Molero were in the home speaking with Ms. Jones as she told them what happened. It was at that time that she witnessed Mr. Molero leave abruptly. She remained in the home and stated did not witness Mr. Molero assault Resident A but knew that deputies had arrived and separated him from Resident A and took him to jail. Ms. Jones stated she went to the ER to be checked out after she was assaulted, since she is pregnant.

It is noted that Resident A called back shortly after the interview concluded. She was indignant, again stating her concern that I was not investigating her being assaulted by Resident A. I explained that Licensing rules do not include rules for staff protections from residents. The phone call became belligerent, including Ms. Jones' mother taking the phone from her daughter and making threats about taking action against Pine Rest, until I explained that I do not work for Pine Rest and then they hung up the phone on me.

On July 14, 2014, I contacted Administrator Candy McKenney. I informed her of the concerning statement given to me by Ms. Jones. She stated she was not aware that this occurred. Ms. McKenney informed me that she has since learned that Mr. Molero is the father of Ms. Jones's unborn child. This is likely the reason for the extreme reaction Mr. Molero had against Resident A.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be

	attended to at all times in accordance with the provisions of the act.
ANALYSIS:	<p>The allegation was made that staff David Molero physically assaulted Resident A.</p> <p>Program Manager Jasmine Estes documented in an IR that she and Pine Rest Security witnessed Mr. Molero walk up to Resident A and begin to punch her in the face. They also witnessed Kent County Sheriff's Dept remove Mr. Molero from Resident A and arrest him for assault.</p> <p>Ms. Jones witnessed deputies remove Mr. Molero from Resident A and arrest him for physically assaulting her.</p> <p>There is a preponderance of evidence to support a rule violation that Mr. Molero did physically assault Resident A. There is additional evidence to support a preponderance of evidence that Ms. Jones was also assaultive toward Resident A, which is a violation of her dignity, protection and safety.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On July 14, 2025, I conducted an exit conference with Designee Jessica Kross. I informed her of the phone call with Ms. Jones as well as the findings of a rule violation. She understood and agreed to send a corrective action plan which will also address the concerns of Ms. Jones in addition to Mr. Molero. Ms. Kross had no further questions.

IV. RECOMMENDATION

Upon receipt of an acceptable Corrective Action Plan, I recommend no change to the current license status.



July 15, 2025

Rebecca Piccard
Licensing Consultant

Date

Approved By:



July 15, 2025

Jerry Hendrick
Area Manager

Date