



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 21, 2025

Ndeye Ndao
10130 Roger St.
Portage, MI 49002

RE: License #: AF390411385
Investigation #: 2025A0581039
MI Tendercare Homes

Dear Ndeye Ndao:

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 feel free to 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 (517) 335-5985.

Sincerely,

A handwritten signature in black ink that reads "Cathy Cushman". The script is cursive and fluid, with the first name "Cathy" and last name "Cushman" clearly legible.

Cathy Cushman, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(269) 615-5190

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AF390411385
Investigation #:	2025A0581039
Complaint Receipt Date:	07/17/2025
Investigation Initiation Date:	07/17/2025
Report Due Date:	09/15/2025
Licensee Name:	Ndeye Ndao
Licensee Address:	10130 Roger St. Portage, MI 49002
Licensee Telephone #:	(269) 266-2129
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	MI Tendercare Homes
Facility Address:	10130 Roger St. Portage, MI 49002
Facility Telephone #:	(269) 529-0061
Original Issuance Date:	03/22/2023
License Status:	REGULAR
Effective Date:	09/22/2023
Expiration Date:	09/21/2025
Capacity:	3
Program Type:	AGED

II. ALLEGATION

		Violation Established?
The licensee, Ndeye Ndao, does not reside in the facility.		Yes

III. METHODOLOGY

07/17/2025	Special Investigation Intake - 2025A0581039
07/17/2025	Special Investigation Initiated – Letter - Internet search of licensee. Address lookup.
07/22/2025	Inspection Completed On-site - Interviewed residents and staff.
07/22/2025	Contact - Document Sent - Attempted to contact senior services agency, PACE
07/22/2025	Contact - Telephone call made - Interview with licensee, Ndeye Ndao
07/22/2025	Exit conference with the licensee, Ndeye Ndao.
07/24/2025	Contact – Document received – Email from licensee.
07/28/2025	Contact – Document sent – Email to licensee regarding application process.
07/28/2025	Inspection Completed-BCAL Sub. Compliance
08/07/2025	Contact – Document received – Email from licensee containing application for small group home.
08/14/2025	Contact – Document received – Email containing enrollment of small group home application incomplete letter.

ALLEGATION: The licensee, Ndeye Ndao, does not reside in the facility.

INVESTIGATION: On 07/17/2025, the Bureau of Community Health Systems (BCHS) received information the licensee, Ndeye Ndao, was residing in Colorado and not in the facility, which is requirement for a family home adult foster care license.

On 07/17/2025, I conducted a voter registration search and determined Ndeye Ndao had a physical address in Denver, Colorado and was registered to vote in Denver County, Colorado.

I completed a Google search of Ndeye Ndao and determined she was employed for the Colorado Department of Human Services as a Family and Community Engagement Manager. An article published on 07/06/2025 by The Denver Post on 07/06/2025 included an interview with Ndeye Ndao whereas it documented she was a, "Denver resident".

On 07/22/2025, I conducted an unannounced onsite inspection. Papa Ndao was the only direct care staff present during the inspection. He was also the facility's identified responsible person. Papa Ndao stated Ndeye Ndao was not home as she was on her way to Grand Rapids, Michigan to pick up his children for a lake day. Papa Ndao stated Ndeye Ndao resided in the home; however, she goes back and forth to Colorado weekly and/or biweekly. He stated she may be gone for four days at a time or if it was the weekend then she may just be gone for approximately three days. Papa Ndao stated Ndeye Ndao also visits family and friends in Colorado.

I observed two residents during the inspection; however, Resident B could not be interviewed due to her diminished cognitive capacity. Resident A stated Ndeye Ndao resided in the facility; however, she could not recall when she last saw her. She stated she believed Ndeye Ndao was in the facility every week.

I requested Papa Ndao walk me through the facility's basement, which was identified in the original licensing study report as the licensee's living space. The basement consisted of a large open living space and a separate room where a bed was being kept. After walking through this bedroom area, I determined the majority of the clothing belonged to Papa Ndao rather than Ndeye Ndao.

On 07/22/2025, I interviewed Ndeye Ndao via telephone. Ndeye Ndao stated when she originally obtained her family home license she was working remotely from Colorado. She stated she has held her current position with Colorado's Department of Human Services for approximately one year. She confirmed her driver's license was registered with the State of Colorado and not the State of Michigan. I also confirmed Ndeye Ndao had a physical living address in Colorado. She stated when she originally submitted for a family home license she did not have a physical living address in Colorado, but stayed with friends. Ndeye Ndao was informed that in order

to continue having a family home license she would either need to reside in the facility, close her family home license, or obtain a small group home license.

On 07/24/2025, Ndeye Ndao emailed me documenting she submitted a small group home original application. She documented the facility's name would continue being MI Tendercare Homes with herself, Ndeye Ndao, as the licensee.

On 08/07/2025, Ndeye Ndao emailed me a copy of the paper application for a small group home license, which was forwarded to the Licensing Unit.

On 08/14/2025, I was informed by Licensing Unit staff Ndeye Ndao's application was received and the fee was applied; however, she needed to obtain updated fingerprints as the licensee designee, and submit additional documentation.

On 08/15/2025, I emailed Ndeye Ndao the application incomplete letter for the small group home license informing her of the documents needed for her enrollment.

APPLICABLE RULE	
MCL 400.722	Denying, suspending, revoking, refusing to renew, or modifying license; grounds; written notice; hearing; decision; protest; receiving or maintaining adults requiring foster care as felony; penalty; relocation services.
MCL 400.703	Definitions; A.
	(1) The department may deny, suspend, revoke, or refuse to renew a license, or modify a regular license to a provisional license, if the licensee falsifies information on the application for license or willfully and substantially violates this act, the rules promulgated under this act, or the terms of the license. (5) "Adult foster care family home" means a private residence with the approved capacity to receive at least 3 but not more than 6 adults to be provided with foster care. The adult foster care family home licensee must be a member of the household and an occupant of the residence.

ANALYSIS:	<p>The licensee, Ndeye Ndao, is a registered voter in Denver County, Colorado, with a physical address. Though she stated she works remote for Colorado's Department of Human Services, my investigation has determined she primarily resides in Colorado and only visits Michigan. Additionally, this is supported by my observation of the basement of the facility whereas I did not see any of the licensee's belongings or clothing further supporting the allegation she does not reside in the facility on a regular and consistent basis. Additionally, the licensee, Ndeye Ndao's, statement to me was consistent with my findings. By not residing in Michigan, Ndeye Ndao is not in compliance with the required terms to maintain a family home license.</p> <p>On 08/07/2025, the licensee, Ndeye Ndao, forwarded a small group home application, which was then forwarded to BCHS' Licensing Unit for processing, which they were in receipt of on 08/14/2025.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 07/22/2025, I conducted my exit conference with the licensee, Ndeye Ndao. She acknowledged an understanding of the rule violation; however, she stated she had employment with the State of Colorado even when the original family home license was issued in 2023. She stated she would submit a small group home license after discussing details with her responsible person, Papa Ndao.

IV. RECOMMENDATION

Upon receipt of an acceptable plan of correction and submission of a small group home license application, I recommend the closure of this family home license upon the issuance of a small group home license.

In the event there is no issuance of a small group home license, I recommend revocation of this family home license.



08/21/2025

Cathy Cushman
Licensing Consultant

Date

Approved By:



08/21/2025

Dawn N. Timm
Area Manager

Date