



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

August 28, 2025

Paul Wyman  
Retirement Living Management of Mt. Pleasant  
1845 Birmingham S.E.  
Lowell, MI 49331

RE: License #: AL370379057  
Investigation #: 2025A1033051  
Green Acres of Mt. Pleasant III

Dear Mr. Wyman:

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 cursive script that reads "Jana Lipps". The signature is written in dark ink on a light background.

Jana Lipps, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL370379057
<b>Investigation #:</b>	2025A1033051
<b>Complaint Receipt Date:</b>	07/30/2025
<b>Investigation Initiation Date:</b>	07/30/2025
<b>Report Due Date:</b>	09/28/2025
<b>Licensee Name:</b>	Retirement Living Management of Mt. Pleasant
<b>Licensee Address:</b>	1845 Birmingham S.E. Lowell, MI 49331
<b>Licensee Telephone #:</b>	(616) 897-8000
<b>Administrator:</b>	Paul Wyman
<b>Licensee Designee:</b>	Paul Wyman
<b>Name of Facility:</b>	Green Acres of Mt. Pleasant III
<b>Facility Address:</b>	1811 E. Remus Road Mt. Pleasant, MI 48858
<b>Facility Telephone #:</b>	(989) 772-3456
<b>Original Issuance Date:</b>	07/29/2016
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	01/29/2025
<b>Expiration Date:</b>	01/28/2027
<b>Capacity:</b>	20
<b>Program Type:</b>	AGED ALZHEIMERS

## II. ALLEGATION(S)

	Violation Established?
Direct care staff, Krystle Willis, took money from Resident A.	Yes

## III. METHODOLOGY

07/30/2025	Special Investigation Intake 2025A1033051
07/30/2025	Special Investigation Initiated – Telephone call made. Interview conducted with adult foster care licensing consultant, Jennifer Browning.
07/30/2025	Contact - Document Received- Email correspondence received from Administrator, Kathleen Onweller.
08/05/2025	Inspection Completed On-site- Interview conducted with Administrator, Janelle Baldwin, review of employee file for direct care staff, Krystle Willis, review of resident funds completed.
08/05/2025	Contact - Document Sent- FOIA requests submitted to Michigan State Police regarding police reports pertaining to the investigation.
08/11/2025	Contact - Document Received- Michigan State Police Report received via email.
08/27/2025	APS Referral- Referral made per protocol.
08/27/2025	Inspection Completed-BCAL Sub. Compliance
08/27/2025	Exit Conference- Conducted via telephone with licensee designee, Paul Wyman.

**ALLEGATION: Direct care staff, Krystle Willis, took money from Resident A.**

### INVESTIGATION:

On 7/30/25 I received an online complaint regarding the Green Acres of Mt. Pleasant III, adult foster care facility (the facility). On 7/30/25 I interviewed Adult Foster Care Licensing Consultant, Jennifer Browning, regarding the allegation. Ms. Browning reported that she received a telephone call from Kathleen Onweller affiliated with the facility. Ms. Browning reported that Ms. Onweller stated that direct care staff, Krystle

Willis, is being charged with Larceny by the Prosecuting Attorney's office related to money that was reported missing at the facility, by Resident A. Ms. Browning stated that it was reported to her that Resident A was keeping her own cash funds in her resident bedroom and it is unknown how much money Resident A had on hand. Ms. Browning reported that it has been reported to her, via Ms. Onweller, that Resident A is not always an accurate historian and does have a diagnosis of dementia. Ms. Browning reported that the Michigan State Police are currently investigating this allegation and have made a visit to Resident A to take her statement. Ms. Browning stated that it was also reported by Ms. Onweller that Ms. Willis has been accused of taking money from another direct care staff member's car while the car was in the parking lot at the facility. Ms. Browning reported that to her knowledge there have been no witnesses to either alleged theft at the facility.

On 7/31/25 I received email communication from Ms. Onweller. Ms. Onweller provided documentation related to the allegation of missing money from Resident A. I reviewed the following documentation:

- Isabella County Prosecuting Attorney, letter addressed to Resident A, dated 7/24/25. This document identified Ms. Willis was being charged with "Count 1: Larceny In A Building."
- Documentation of investigative notes Ms. Onweller took during the course of the internal investigation conducted at the facility regarding Resident A's allegation of theft from her room. These notes identify the following information:
  - Ms. Onweller was notified by Ms. Baldwin on 6/5/25 that Resident A reported \$300 and possibly a gift card missing from her wallet in her apartment.
  - Ms. Onweller directed Ms. Baldwin to search Resident A's apartment for the missing items with another direct care staff present.
  - Ms. Baldwin reported to Ms. Onweller that Resident A requested she and Ms. Curry leave her apartment and did not allow them to search.
  - Ms. Onweller notes Resident A has a history of asking others to purchase items for her, especially former direct care staff members, current direct care staff members, and a friend (unnamed) who comes to visit her.
  - Direct care staff were sent communication on 6/5/25 reminding them they are not to purchase items for residents.
  - Resident A and Relative A1 were advised that they could file a police report.
  - Resident A's wallet was located in her apartment on 6/10/25. Ms. Baldwin reported that Resident A stated all items were present and nothing was missing from the wallet.
  - Relative A1 was notified that the wallet had been located.
  - On 6/20/25 Resident A reported \$300 and a \$100 gift card were missing from her apartment.
  - Resident A accused Ms. Willis of taking the money and stated she does not want her working at the facility.
  - Resident A was advised to use the Resident Funds account through the facility to keep her cash to avoid future issues.

- Resident A and Relative A1 were advised they can make a police report regarding the allegations.
- Ms. Baldwin was informed not to schedule Ms. Willis at the facility per Resident A's request.
- On 6/24/25 Ms. Onweller interviewed direct care staff members regarding the allegations. Ms. Onweller reported that several direct care staff identified that Resident A does ask direct care staff to purchase items for her. Ms. Onweller reported that she followed up with Resident A regarding the allegations and Resident A had little recall of their previous conversation on 6/20/25.
- Ms. Baldwin reports being notified on 7/21/25 that a Michigan State Trooper came to the facility to interview Ms. Willis. Ms. Willis spoke with Ms. Baldwin after the interview and noted that the police officer stated he had enough evidence to arrest her but was going to give the evidence to the Prosecuting Attorney's office. Ms. Willis reported to Ms. Baldwin that she had not committed this crime. Ms. Willis reported to Ms. Baldwin that she had gone to purchase ice cream for the resident and had brought back a receipt for this purchase and Resident A's change.
- *Determination of Capacity*, document for Resident A, signed by medical providers on 8/3/22 & 8/11/22. This document identifies "The resident listed above does not have the cognitive capacity to participate in medical and financial decisions". Under the section, *Diagnosis affecting the resident's decision-making ability is as follows*;, it reads, "Mild Cognitive Impairment R/O Vascular Dementia".

On 8/5/25 I conducted an unannounced, on-site investigation at the facility. I interviewed the facility Administrator, Janelle Baldwin. Ms. Baldwin reported that Ms. Onweller's title is Regional Consultant for the facility. Ms. Baldwin reported that at some point in June 2025, Resident A made a statement that her wallet was missing from her resident bedroom. Ms. Baldwin reported that she spoke with Resident A about the allegation and noted that Resident A and Relative A1 both reported that the wallet had been in Resident A's bedroom and contained Resident A's identification card, insurance card, and around \$300 in cash. Ms. Baldwin reported that Resident A first reported the missing wallet to direct care staff, Kylei Shaner, and Ms. Shaner then reported the allegation to Ms. Baldwin. Ms. Baldwin reported that she and direct care staff, Katelynn Curry, went to Resident A's bedroom and spoke with her about the allegation. Ms. Baldwin reported that she asked Resident A if she could look through her bedroom for the missing wallet and Resident A declined. She reported that Resident A stated that Ms. Shaner had already looked through the room and did not find the wallet or the missing money. Ms. Baldwin reported that Resident A then gave a physical description of the direct care staff member she perceived to have taken her wallet. Ms. Baldwin reported that the physical description provided by Resident A did not match the physical description of Ms. Willis. Ms. Baldwin reported that she then emailed Relative A1 to update her about the allegation and inquired about how much money was in the wallet. Ms. Baldwin reported that Relative A1 acknowledged that there had been money in the wallet but did not know how much and noted that Relative A1 appeared more

concerned about the missing identification and insurance cards than the alleged missing cash. Ms. Baldwin reported that about two days later, direct care staff, Kim Hibbs, was in Resident A's bedroom and found Resident A's wallet in the cabinet under the kitchen sink. Ms. Baldwin reported that Ms. Hibbs informed her of the location of the wallet and Ms. Baldwin went to Resident A's room, located the wallet under the kitchen sink and gave it to Resident A without opening the wallet. Ms. Baldwin reported that Resident A looked inside the wallet and reported that everything was there. Ms. Baldwin did not get a visual on what was in the wallet and stated she took Resident A's word for it that everything was accounted for. Ms. Baldwin reported that Resident A has a history of hiding her personal belongings in her room and that this was not a surprise to her that the wallet was found in the cabinet under the kitchen sink. Ms. Baldwin reported that she thought everything was resolved and then received a letter, provided by Resident A and Relative A1, from the Prosecuting Attorney's Office noting Ms. Willis was being investigated for larceny. Ms. Baldwin reported that direct care staff, Andrea Miller, has also filed charges of theft against Ms. Willis as she believes Ms. Willis took her car keys from the building and let herself into Ms. Miller's car and stole money from Ms. Miller's car. Ms. Baldwin reported that there are no witnesses to this alleged incident. Ms. Baldwin reported that Ms. Miller did file a police report regarding this allegation. She further reported that there have been other allegations within the past year that money has been missing from resident rooms, but there has been no evidence to identify whether these allegations were accurate, or any person of interest identified.

During the on-site investigation on 8/5/25 I reviewed the following documents:

- *Michigan Workforce Background Check* document for Ms. Willis, dated 11/2/22. This document identifies that Ms. Willis, "is eligible" for employment as a direct care staff at an adult foster care facility.
- *Long Term Care Workforce Background Check Consent & Disclosure* document for Ms. Willis. This document was signed and dated by Ms. Willis on 10/27/22. On page four, under section, *Part 3 – Employment Applicant Disclosure Statement*, subsection, *e. A substantiated finding of patient or resident neglect, abuse or misappropriation of property resulting from an investigation conducted in accordance with 42 USC 1395i or 1369r\**, Ms. Willis documented that she had a previous offense of "Retail Fraud 3<sup>rd</sup>", in Mt. Pleasant, MI, for which she did not serve a sentence.
- *Green Acres Orientation Training*, document for Ms. Willis. This document identified Ms. Willis completed her required trainings on 1/27/25.
- *ICHAT* results for Ms. Willis dated 7/29/25. This document identified there had been a warrant requested for Ms. Willis on 6/12/24 for a misdemeanor.
- *Resident Funds Part II* document for Resident A. I counted Resident A's cash funds while on-site and verified against this document. The cash funds matched the document at \$165.91.

On 8/11/25 I received a copy of the Michigan State Police report # 063-0003207-25, dated 7/21/25. The report identified the Complainant as Resident A. Under the section, *Summary*, it reads, "I was dispatched to the listed venue for the report of a larceny. I spoke with the victim, [Resident A] who advised she had \$400.00 in cash and a \$100.00

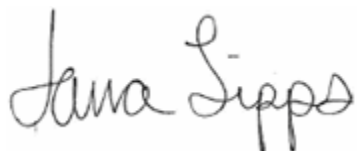
Visa gift card stolen from her room at the listed venue. [Resident A] advised she suspected [Ms. Willis] an employee at the facility of stealing her items. I interviewed [Ms. Willis] who admitted to taking the gift card but said it was with permission. This complaint is open pending prosecutor review.” Under the section, *Venue*, it read, “Isabella County 1811 E. Remus Rd. Apt/Lot 403 Union Twp, MI”. Under the section, *Interview Suspect*, it reads, “I spoke to [Ms. Willis] at the listed venue. [Ms. Willis] advised she did not steal anything from [Resident A]. [Ms. Willis] initially denied taking the Visa gift card, but after being confronted with the fact that those gift card transactions could be traced, she changed her story. [Ms. Willis] said that [Resident A] gave her the gift card to be used on Amazon to purchase items. [Ms. Willis] showed me her Amazon account and showed the funds had been added to her Amazon account on May 22, 2025. When asked why [Ms. Willis] had not purchased the items she claimed were for [Resident A] she said she didn’t know what items were needed. I asked [Ms. Willis] why she would have funds for two months if she was supposed to be purchasing items. [Ms. Willis] again claimed she did not have a list of items from [Resident A]. [Ms. Willis] continued to deny that she stole the cash or the gift card. [Ms. Willis] admitted that she’s been accused of theft by a coworker and by other patients.”

<b>APPLICABLE RULE</b>	
<b>R 400.15315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(10) A licensee, administrator, direct care staff, other employees, volunteers under the direction of the licensee, and members of their families shall not accept, take, or borrow money or valuables from a resident, even with the consent of the resident.</b>
<b>ANALYSIS:</b>	Based upon the interviews conducted and documentation reviewed it can be determined that Ms. Willis admitted to taking Resident A’s Visa gift card and depositing the funds from this gift card into her personal Amazon account. Ms. Willis reported that she did so to purchase requested items for Resident A. Despite Ms. Willis reporting that she did not steal this gift card from Resident A, a direct care staff member cannot accept, take, or borrow money or valuables from a resident, even with the consent of the resident. Therefore, a violation has been established at this time.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>



#### IV. RECOMMENDATION

Contingent upon receipt of an approved corrective action plan, no change to the status of the license recommended at this time.



8/27/25

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Jana Lipps  
Licensing Consultant

Date

Approved By:



08/28/2025

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Dawn N. Timm  
Area Manager

Date