



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

August 25, 2025

Bianca Wilson  
Umbrellex Behavioral Health Services, LLC  
13854 Lakeside Circle Ste  
Sterling Heights, MI 48313

RE: License #: AS380418713  
Investigation #: 2025A0007035  
Umbrellex 203

Dear Bianca Wilson:

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 party responsible 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) 284-9720.

Sincerely,

A handwritten signature in black ink, appearing to read "Mahtina Rubritius". The signature is written in a cursive, slightly slanted style.

Mahtina Rubritius, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa  
P.O. Box 30664  
Lansing, MI 48909  
(517) 262-8604

Enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT  
THIS REPORT CONTAINS QUOTED PROFANITY & DEROGATORY LANGUAGE**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS380418713
<b>Investigation #:</b>	2025A0007035
<b>Complaint Receipt Date:</b>	06/26/2025
<b>Investigation Initiation Date:</b>	06/27/2025
<b>Report Due Date:</b>	08/25/2025
<b>Licensee Name:</b>	Umbrellex Behavioral Health Services, LLC
<b>Licensee Address:</b>	13854 Lakeside Circle Ste Sterling Heights, MI 48313
<b>Licensee Telephone #:</b>	(586) 765-4342
<b>Administrator:</b>	Bianca Wilson
<b>Licensee Designee:</b>	Bianca Wilson
<b>Name of Facility:</b>	Umbrellex 203
<b>Facility Address:</b>	621 Royal Drive Jackson, MI 49202
<b>Facility Telephone #:</b>	(517) 435-4997
<b>Original Issuance Date:</b>	03/11/2025
<b>License Status:</b>	TEMPORARY
<b>Effective Date:</b>	03/11/2025
<b>Expiration Date:</b>	09/10/2025
<b>Capacity:</b>	3
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
On 6/7/25, direct care workers Johnae Jones and Dakota Wasch took Resident A to Food Establishment #1, where they got into an altercation with the restaurant staff; and spit at them.	Yes

## III. METHODOLOGY

06/26/2025	Special Investigation Intake - 2025A0007035
06/26/2025	Contact - Telephone call made to Ashlee Griffes, ORR. Discussion.
06/27/2025	Special Investigation Initiated – Letter - APS Referral made.
06/27/2025	APS Referral made.
06/27/2025	Contact - Telephone call made to Guardian A1. I requested a return phone call.
06/30/2025	Contact - Telephone call received from Guardian A1. Discussion.
08/18/2025	Contact - Document Sent - Email to LaShanda Walker, ORR. Status update requested.
08/19/2025	Contact - Document Received - Emails to and from LaShanda Walker, ORR. Update and information provided.
08/22/2025	Contact - Telephone call made to Food Establishment #1. Interview with General Manager #1.
08/22/2025	Contact - Telephone call made to Johnae Jones. Interview.
08/22/2025	Contact – Telephone call made to Bianca Wilson, Licensee Designee, regarding the exit conference.
08/22/2025	Contact – Telephone call made to Robert Wilson. He will give Bianca Wilson the message regarding the exit conference.
08/22/2025	Exit Conference conducted with Bianca Wilson, Licensee Designee.

**ALLEGATION: On 6/7/25, direct care worker Johnae Jones and Dakota Wasch took Resident A to Food Establishment #1, where they got into an altercation with the restaurant staff; and spit at them.**

**INVESTIGATION:**

On June 26, 2025, I spoke with Ashlee Griffes, Office of Recipient Rights Officer (ORR) and she informed me that they would be investigating the allegations and that LaShanda Walker, ORR had been assigned the investigation. In addition, LaShanda Walker had been to Food Establishment #1 (FE #1) and spoke to the restaurant staff regarding the incident.

On June 30, 2025, I spoke Guardian A1. Guardian A1 informed me that she was aware of the incident and had spoken to Resident A. The Office of Recipient Rights is also investigating and discovered that the Umbrellex direct care staff were spitting on the FE #1 staff. There were no known physical injuries to Resident A, and she appeared to be fine during the recent Zoom call.

On July 2, 2025, I conducted an unannounced on-site investigation and made face to face contact with Serena Riely, DCW, Tierra Cowper, DCW, and Resident A.

I interviewed Resident A, and she recalled that on the day in question, they (Resident A, Johnae Jones, and Dakota [Taylor] Wasch), went for a car ride and to pick up a pizza for them to share. When they arrived, they had to wait until 11:00 a.m. for FE #1 to open the drive thru. The staff placed an order and asked for an application. Johnae Jones said that the general manager had an attitude problem. At one point Resident A stated the general manager said, "Good luck getting a job, you Bitch!" They ended up going into FE #1. Once in the building, Resident A stated Johnae Jones grabbed two sauces off the counter, without paying, and asked to speak to the general manager. According to Resident A, the general manager was calling them the "N-word." Johnae Jones then "hawked a loogie," and spit in the general managers face. Resident A reported that a fight broke out and she had to defend her staff. Resident A reported that as they were leaving, they put the vehicle in reverse and did a "Hit and run," and the guy was on the ground. Resident A stated the guy was in critical condition. Resident A stated that they then sped off before the police arrived. Resident A informed me that she was not hurt during the incident. She also stated that her staff were fired, and they should have known better than to act like that.

As a part of this investigation, I received and reviewed the interview conducted by LaShanda Walker, ORR and the following was noted:

"On 6/16/2025, ORR completed a face-to-face interview with [FE #1 Manager], who reported the following:

[FE #1 Manager] reported three women were the first customers to arrive at [Food Establishment #1] on 6/7/2025, and the [General Manager] [GM

#1] waited on the ladies in the drive-thru. [FE #1 Manager] reported the two women with scrubs ordered in a strange way, and once they pulled up, both women started tapping on the window and asking for different sauces and other things like a job application. [FE #1 Manager] reported the women became extremely annoying and pulled around to the front door and came into the building.

[FE #1 Manager] reported once the three women came into the building, they were yelling at him and shouting about how one of the women had a disability. [FE #1 Manager] reported the situation was very stressful, and he stated to the woman that this was causing him anxiety. One of the women asked if it was because of her, referring to [GM #1]. [FE #1 Manager] reported [GM #1] came up front and stated they've blown any chance of getting a job and asked them to leave then one of the women spit in her face and all three ran off to their car.

[FE #1 Manager] reported when the women took off, an employee that was coming on shift tried to take a picture of their license plate and was almost hit by their car, and they almost hit a parked car in the parking lot, too. [FE #1 Manager] reported the police were called and a report was filed."

LaShanda Walker, ORR, also informed me that Dakota Wasch's phone had been disconnected; therefore, a letter was sent to her last known address. In addition, she was waiting for Umbrellex to submit a written corrective action plan.

On August 22, 2025, I interviewed General Manager #1 from Food Establishment #1. She confirmed that she was the individual spit on. She stated that she was spit on when she was trying to lock the door, as the women were leaving the building. She stated there was not a physical altercation and none of her staff were injured. Once in the parking lot, she stated that another manager was trying to get a photo of the license plate, and they put the vehicle in reverse, while the manager was behind the vehicle. No one was injured. GM #1 stated that she was later contacted by the owner who apologized. GM #1 stated that she felt bad for the resident, and it didn't seem worth it, to prosecute. She was fine with them being banned from the property.

On August 22, 2025, I interviewed Johnae Jones. She informed me that they were the first ones at Establishment #1 and went through the drive-thru. Johnae Jones stated Resident A asked for a job application and the lady at the window was rude. Johnae Jones stated the lady threw the application at Resident A and said, "Good luck getting a job." According to Johnae Jones, the lady did not curse at that point but slammed the window shut. Dakota Wasch, who was in the drivers' seat said, "She was rude as hell" as she was pulling off. Johnae Jones stated she then said "but wait, I didn't get my stuff. I paid for the sauces but didn't get them." Johnae Jones stated that they pulled around and they all went into FE #1, as they could not leave the consumer in the car. Johnae Jones stated that she told Resident A to just

let her talk because she could already see that Resident A was getting worked up, stating “That Mother Fucker said good luck with getting a job.” Once inside the building, Johnae Jones stated there was a guy at the register, who was the son of the lady at the window. Johnae Jones stated this person told them that the general manager was the lady at the window, and she was in charge of hiring; further that they were being really annoying. According to Johnae Jones, the FE #1 staff started antagonizing Resident A. Johnae Jones stated that she was trying to de-escalate the situation, redirect, and trying to pull Resident A away. She was trying to let them know that Resident A had a disability. Then the lady (from the window) comes out and says, “Why don’t you Niggers just get out of the store!” Johnae Jones stated that after being called the derogatory name she didn’t remember exactly what she said but she was yelling, and that spit came out while she was yelling; defending the consumer, which was also an African American female. She informed me that she did not “Hawk a loogie.” Johnae Jones stated that if someone had spit on her, she would be pressing charges, and that she’s free, and there are no charges pending against her. Johnae Jones stated that the lady was chasing them out of the building, getting extremely close to them. Once in the vehicle, they drove away. According to Johnae Jones, there was no physical altercation, no one was hit, and they did not put the vehicle in reverse (while someone was standing behind the vehicle). She stated that Dakota Wasch was assigned and responsible for documentation that day, and she told Dakota Wasch they needed to report the incident. Resident A was begging them not to report because it would impact her behavior treatment plan, and she didn’t want to lose them as staff. Therefore, the information was not documented, and as soon as they left, “[Resident A] flipped the story.” Johnae Jones stated that they were warned that Resident A had a pattern of this behavior. Johnae Jones stated that the entire situation was unfortunate and should not have happened. She was fired for failure to report.

On August 22, 2025, I conducted the exit conference with Bianca Wilson, Licensee Designee. We discussed the investigation and my recommendations. Bianca Wilson informed me that both staff were terminated, and she agreed to submit a written corrective action plan to address the established violation.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(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.</b>

<b>ANALYSIS:</b>	Based upon my investigation, which consisted of an on-site investigation, interviews with direct care staff, ORR, Guardian A1, and Resident A, it's concluded that there is a 51% preponderance of the evidence to support the allegations. On June 7, 2025, direct care staff and Resident A were at Food Establishment #1 and there was conflict between the visitors and restaurant staff, resulting in a verbal disagreement, and the FE #1 staff getting spit on, whether directly or indirectly. Based on the information gathered and included above, it's concluded that the amount of supervision, protection, and safety that Resident A required was not provided during the incident that occurred at Food Establishment #1.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable written corrective act plan, it's recommended that the status of the license remains unchanged.

*Mahtina Rubritius*

08/22/2025

Mahtina Rubritius  
Licensing Consultant

Date

Approved By:

*Dawn Timm*

08/25/2025

Dawn N. Timm  
Area Manager

Date