



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

September 3, 2025

Karlene Smith  
2368 Bankers Road  
Hillsdale, MI 49242

RE: License #: AF300082183  
Investigation #: 2025A1032040  
Smith Afc Home

Dear Karlene Smith:

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 (616) 356-0100.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dwight Forde".

Dwight Forde, Licensing Consultant  
Bureau of Community and Health Systems  
350 Ottawa, N.W. Unit 13, 7th Floor  
Grand Rapids, MI 49503

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AF300082183
<b>Investigation #:</b>	2025A1032040
<b>Complaint Receipt Date:</b>	07/17/2025
<b>Investigation Initiation Date:</b>	07/22/2025
<b>Report Due Date:</b>	09/15/2025
<b>Licensee Name:</b>	Karlene Smith
<b>LicenseeAddress:</b>	2368 Bankers Road Hillsdale, MI 49242
<b>Licensee Telephone #:</b>	(517) 437-4277
<b>Name of Facility:</b>	Smith Afc Home
<b>Facility Address:</b>	2368 Bankers Road Hillsdale, MI 49242
<b>Facility Telephone #:</b>	(517) 437-4277
<b>Original Issuance Date:</b>	11/16/1999
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/16/2024
<b>Expiration Date:</b>	04/15/2026
<b>Capacity:</b>	5
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Residents do not have proper access to the telephone.	No
Resident A suffers mistreatment in the home	No
Residents are served expired food.	No
Additional Findings	No

## III. METHODOLOGY

07/17/2025	Special Investigation Intake 2025A1032040
07/22/2025	Special Investigation Initiated - Telephone Phone call from the source
07/24/2025	Contact - Face to Face Interview with Resident A
08/07/2025	Inspection Completed On-site
08/28/2025	Inspection Completed On-site
08/28/2025	Exit Conference

### **ALLEGATION:**

**Residents do not have proper access to the telephone.**

### **INVESTIGATION:**

On 7/22/25, I verified the allegations with the complainant.

On 7/24/25, I interviewed Resident A in the community. Resident A was asked about phone use, and he stated that they are allowed to use the phone. Resident A stated that Mrs. Smith did take away his cell phone temporarily because of 911 use.

On 8/7/25, I interviewed licensee Karlene Smith in the home. Mrs. Smith denied withholding phone use from residents. Mrs. Smith advised that a resident had been misusing emergency services and that she had asked the resident to put away the phone at night, since Resident A had called 911 without her knowledge and when

they showed up, Resident A did not present with any emergency needs, but was having bad dreams. Mrs. Smith advised that she had been in talks with Resident A's treatment team about possible medication changes.

On 8/28/25, I interviewed Resident B in the home. Resident B stated that if she needs to use the phone, Mrs. Smith lets her use it.

I interviewed Resident C regarding access to the phone. Resident C stated that she also has access if needed.

<b>APPLICABLE RULE</b>	
<b>R 400.1409</b>	<b>Resident rights; licensee responsibilities.</b>
	<p><b>(1) Upon a resident's admission to the home, the licensee shall inform and explain to the resident or the resident's designated representative all of the following resident rights:</b></p> <p style="padding-left: 40px;"><b>(e) The right of reasonable access to a telephone for private communications. A licensee may charge a resident for long distance telephone calls. A pay telephone shall not be considered as meeting this requirement.</b></p>
<b>ANALYSIS:</b>	All residents interviewed stated that they have reasonable access to a telephone. Resident A was asked to surrender his phone in light of a misuse of emergency medical services.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Resident A suffers mistreatment in the home**

**INVESTIGATION:**

On 7/24/25, Resident A stated that he had been forced to attend church service. Resident A reported that licensee Karlene Smith had scolded him for throwing away an expired dip. Resident A stated that Mrs. Smith did not handle a situation involving self harm very well, suggesting that Mrs. Smith discarded another resident's belongings with whom Resident A was close. Resident A also stated that Mrs. Smith was not very understanding of the self-harm situation, making hurtful comments.

Resident A did not expand on the comments. Resident A stated that the bathroom is not clean and there is feces in it.

On 8/7/25 I interviewed licensee Karlene Smith in the home. Mrs. Smith denied yelling at anyone in the home. She advised that she was the one who had taken Resident A to the emergency room after he had engaged in self-injurious behavior and had been offering words of encouragement. Mrs. Smith stated that a former resident with whom Resident A had been friendly, was trying to get Resident A to leave by offering untrue expectations of independent housing and access to meet with a potential lover who was a sex-offender, and Mrs. Smith had advised Resident A that this person was not allowed on the property and that it was a dangerous situation. Mrs. Smith provided some context for the expired food concern, stating that the residents have their own fridge for snacks, and they keep their purchases there as well. She stated that she has told the residents that if something is expired, to throw it away. Mrs. Smith denied forcing the residents to attend church. She stated that for the most part, they seem to enjoy attending and don't have to participate if they don't want to.

On 8/28/25, Resident B stated that Mrs. Smith speaks in a soft tone and denied being yelled at or observing others being verbally abused. Resident C stated that she has seen Mrs. Smith provide comforting words to other residents. She advised that if there are arguments among the residents, Mrs. Smith will talk to them about resolving the problem. Resident B denied being forced to attend church and stated that sometimes Mrs. Smith's parents will stay at the home so that Mrs. Smith can attend church. Resident B advised that the bathroom works and is clean.

Resident C stated that most of the yelling comes from another resident, not from Mrs. Smith.

I observed the bathroom to be generally clean. The tub had rust on it from the iron in the water. The shower and toilet had good water pressure.

<b>APPLICABLE RULE</b>	
<b>R 400.1412</b>	<b>Resident behavior management; prohibitions.</b>
	<b>(1) A licensee shall not mistreat or permit the mistreatment of a resident by responsible persons or other occupants of the home. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk of physical or emotional harm.</b>
<b>ANALYSIS:</b>	Based on my interviews with the residents and Mrs. Smith, there seems to be differing views on how Mrs. Smith speaks to residents or attends to their emotional needs. No one came forward to independently support the claim that the residents are mistreated. Also, the restroom was clean and in working order,

	therefore no emotional harm would have come from being exposed to non-functioning utilities.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Residents are served expired food.**

**INVESTIGATION:**

On 7/24/25, Resident A reported that there have been instances where expired food was found in the fridge. I asked if food that was served had expired but Resident A denied that this was the case.

On 8/7/25, during my onsite inspection, I observed the fridge to be clean. The food preparation surfaces were in good order and the food did not appear to be expired.

<b>APPLICABLE RULE</b>	
<b>R 400.1419</b>	<b>Resident nutrition.</b>
	<b>(2) A licensee shall assure proper food preparation, serving, sanitation, and safety.</b>
<b>ANALYSIS:</b>	During my inspection, the food, and food prep areas were clean.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend no change to the status of this license.



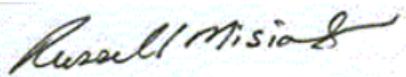
9/3/25

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Dwight Forde  
Licensing Consultant

Date

Approved By:



9/11/25

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Russell B. Misiak  
Area Manager

Date