



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

November 25, 2025

Lindsey Schnautz
Maple Grove AFC LLC
17460 12 Mile Rd
Big Rapids, MI 49307

RE: License #: AM540412752
Investigation #: 2026A0577005
Maple Grove AFC

Dear Ms. Schnautz:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On 11/21/2025, you submitted an acceptable written corrective action plan.

You have also submitted documentation-verification to support the corrective action plan being implemented within the specified time frames as outlined in the approved plan.

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,

Bridget Vermeesch

Bridget Vermeesch, 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

License #:	AM540412752
Investigation #:	2026A0577005
Complaint Receipt Date:	11/18/2025
Investigation Initiation Date:	11/18/2025
Report Due Date:	01/17/2026
Licensee Name:	Maple Grove AFC LLC
LicenseeAddress:	17460 12 Mile Rd Big Rapids, MI 49307
Licensee Telephone #:	(231) 220-9123
Administrator/Licensee Designee:	Lindsey Schnautz
Name of Facility:	Maple Grove AFC
Facility Address:	17460 12 Mile Big Rapids, MI 49307
Facility Telephone #:	(616) 350-7865
Original Issuance Date:	11/28/2022
License Status:	REGULAR
Effective Date:	05/28/2025
Expiration Date:	05/27/2027
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

Violation Established?	
Licensee designee Lindsey Schnautz provided information to Relative A1 without a release of information or permission from Resident A's guardian.	Yes

III. METHODOLOGY

11/18/2025	Special Investigation Intake 2026A0577005
11/18/2025	Special Investigation Initiated – Letter- Email to CMHCM-ORR.
11/18/2025	Referral - Recipient Rights
11/18/2025	APS Referral, No abuse or neglect in referral.
11/21/2025	Contact - Telephone call made, Interview with Guardian A1.
11/21/2025	Inspection Completed On-site
11/21/2025	Inspection Completed-BCAL Sub. Compliance
11/21/2025	Exit Conference with licensee designee Lindsey Schnautz.
11/21/2025	Corrective Action Plan Requested and Due on 12/01/2025
11/21/2025	Corrective Action Plan Received

ALLEGATION: Licensee designee Lindsey Schnautz provided information to Relative A1 without a release of information or permission from Resident A's guardian.

INVESTIGATION:

On November 18, 2025, a complaint was received alleging that licensee designee (LD), Lindsey Schnautz, of Maple Grove Adult Foster Care (AFC), shared private information about Resident A with Relative A1 and without permission from Resident A's guardian. The complaint reported Guardian A1 had not given Ms. Schnautz consent to share information with Relative A1 about Resident A.

On November 18, 2025, I contacted Adam Bundy, Office of Recipient Rights with Community Mental Health Central Michigan who provided contact information for Guardian A1.

On November 21, 2025, I interviewed Guardian A1 who reported through a contested guardianship hearing notice, Guardian A1 was notified that licensee designee Lindsey Schnautz was texting with Relative A1 about Resident A. Guardian A1 reported Ms. Schnautz texted Relative A1 about Resident A moving to a new facility out of the area. Guardian A1 reported she asked Ms. Schnautz how Relative A1 knew about Resident A's potential move to a new AFC facility and Ms. Schnautz stated that she texted with Relative A1 "all of the time." Guardian A1 reported not knowing how long Ms. Schnautz has been texting Relative A1 about Resident A. Guardian A1 denied giving consent or signing a release of information giving Ms. Schnautz permission to speak with Relative A1 about any information relating to Resident A.

On November 21, 2025, I completed an unannounced onsite investigation and interviewed licensee designee Lindsey Schnautz who confirmed she sent text messages to Relative A1 about Resident A and told Relative A1 about Resident A's potential move to a different AFC. Ms. Schnautz reported she did not provide Relative A1 with any specifics about where Resident A might be moving, just that he was moving to a different facility out of the area. Ms. Schnautz reported she did not think anything of this because this person is a relative of Resident A. Ms. Schnautz reported that moving forward she will develop a release of information for each resident and seek permission from guardians detailing to whom Ms. Schnautz and direct care staff can speak with to provide protection for all.

APPLICABLE RULE	
R 400.701	Required personnel policies.
	(1) A licensee shall have all the following written policies and procedures: (c) Confidentiality requirements in accordance with section 12(3) of the act, MCL 400.712.
ANALYSIS:	Based on the information provided, licensee designee Lindsey Schnautz released confidential information to Relative A1 about Resident A without permission from Guardian A1. Licensee designee Lindsey Schnautz did not have written policies and procedures regarding confidentiality requirements.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.681	(3) A licensee and staff shall respect and safeguard all of the following resident rights to: (r) Have confidentiality of records.
ANALYSIS:	It has been determined through the investigation and interviews that licensee designee Lindsey Schnautz did not safeguard Resident A's right to confidentiality of records after Ms. Schnautz released information to Relative A1 about Resident A without permission from Resident A's guardian, Guardian A1. moving.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

An approved corrective action plan has been received, therefore it is recommended that the current status of the license remains unchanged.

Bridget Vermeesch

11/25/2025

Bridget Vermeesch
Licensing Consultant

Approved By:

Dawn Timm

11/25/2025

Dawn N. Timm
Area Manager

Date