



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

December 12, 2025

Bianca Wilson
Suite 255
13854 Lakeside Circle
Sterling Heights, MI 48313

RE: License #: AS780404958
Investigation #: 2026A0577007
Umbrellex 2

Dear Ms. 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 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.

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.

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 #:	AS780404958
Investigation #:	2026A0577007
Complaint Receipt Date:	11/21/2025
Investigation Initiation Date:	11/24/2025
Report Due Date:	01/20/2026
LicenseeName:	Umbrellex Behavioral Health Services, LLC
Licensee Address:	Suite 255 13854 Lakeside Circle Sterling Heights, MI 48313
Licensee Telephone #:	(586) 765-4342
Licensee Designee:	Bianca Wilson
Administrator:	Bianca Wilson
Name of Facility:	Umbrellex 2
Facility Address:	805 E King St Owosso, MI 48867
Facility Telephone #:	(586) 765-4342
Original Issuance Date:	08/21/2020
License Status:	REGULAR
Effective Date:	02/21/2025
Expiration Date:	02/20/2027
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care staff Curtis Thigpen entered Resident A and Resident B's bedroom without permission and took their candy and played their gaming system.	Yes
Resident A was not allowed to attend a community pizza party.	No
Additional Findings	Yes

III. METHODOLOGY

11/21/2025	Special Investigation Intake, 2026A0577007
11/24/2025	Special Investigation Initiated - Letter Via email to Andrea Andrykovick, ORR Shiawassee Co.
11/24/2025	Referral - Recipient Rights, Shiawassee Co. ORR.
11/24/2025	APS Referral
11/24/2025	Contact - Document Received, Via Email from Ardis Bates.
11/24/2025	Contact - Telephone call made, Interview with Complainant.
11/25/2025	Contact - Telephone call made, Keegan Sarkar, CMHCM-ORR.
11/25/2025	Contact-Telephone call made, Zoey Ramirez, DCS.
12/05/2025	Contact - Telephone call made, Attempted interview with Curtis Thigpen, DCS.
12/05/2025	Contact - Document Received, Email from Anastasia Foster, Area Supervisor.
12/05/2025	Inspection Completed On-site
12/05/2025	Inspection Completed-BCAL Sub. Compliance
12/08/2025	Exit Conference, Bianca Wilson, LD.

ALLEGATION: Direct care staff Curtis Thigpen entered Resident A and Resident B's bedroom without their permission and took their candy and played their gaming system.

INVESTIGATION:

On November 21, 2025, a complaint was received with allegations of Resident A reporting direct care staff (DCS) Curtis Thigpen entered Resident A's bedroom and took his candy, after Resident A told Mr. Thigpen he could not have any of his candy.

On November 24, 2025, a second complaint was received with allegations that during third shift (later determined to be on November 12, 2025, at 8:30pm), DCS Curtis Thigpen went into Resident B's room and played on Resident B's Play Station at night while Resident B was sleeping without Resident B's permission.

On November 24, 2025, via email, I contacted Andrea Andrykovich from the Shiawassee County Behavioral Health, Office of Recipient Rights who reported Ardis Bates, from their office, has been assigned the same complaint for investigation.

On November 24, 2025, I interviewed Complainant who reported not witnessing DCS Curtis Thigpen taking Resident A's candy. Complainant also reported not witnessing DCS Thigpen playing Resident B's video gaming system without his permission and while Resident B was trying to sleep. Complainant reported Resident A and Resident B told Complainant about these incidents.

On November 25, 2025, I interviewed Keegan Sarkar, Office of Recipient Rights with Community Mental Health Central Michigan (ORR-CMHCM) who reported on November 19, 2025, she interviewed DCS Zoey Ramirez who confirmed she worked with DCS Thigpen on November 12, 2025. DCS Ramirez reported to Ms. Sarkar that earlier in the shift, DCS Thigpen moved an extra chair into Resident B's bedroom, which was unusual. DCS Ramirez reported to Ms. Sarkar that later in the shift, she observed DCS Thigpen go into Resident B's bedroom while Resident B was sleeping to play on Resident B's PlayStation. DCS Ramirez reported to Ms. Sarkar that Resident B came out of his bedroom and stated, "I cannot sleep, he is in my room playing on my PlayStation." DCS Ramirez reported to Ms. Sarkar that Resident B went back to his bedroom and asked DCS Thigpen three or four times to leave Resident B's room so Resident B could go back to sleep after which DCS Thigpen finally left Resident B's room.

On November 25, 2025, I interviewed DCS Zoey Ramirez who reported on November 12, 2025, she was working with DCS Thigpen and earlier in their shift, DCS Thigpen moved a kitchen chair into Resident B's bedroom. Zoey Ramirez, DCS stated, "I thought this was unusual, I had not seen Curtis do this before." DCS Zoey Ramirez reported Resident B had gone into his bedroom to go to sleep and later DCS Thigpen went into Resident B's bedroom and started playing on Resident B's gaming system while Resident B was sleeping. DCS Zoey Ramirez reported she heard Resident B ask DCS Thigpen to stop playing his gaming system and leave Resident B's bedroom. DCS

Zoey Ramirez reported Resident B came out into the kitchen and told her he was really tired but was not able to sleep due to DCS Thigpen being in Resident B's bedroom playing on Resident B's gaming system. DCS Zoey Ramirez reported she advised Resident B to ask DCS Thigpen to leave his bedroom. DCS Zoey Ramirez reported Resident B went back to his bedroom and asked DCS Thigpen to leave Resident B's bedroom two or three times before DCS Thigpen left the bedroom.

DCS Zoey Ramirez reported she did not witness DCS Thigpen taking candy from the residents, but stated multiple residents, including Resident A and Resident B, told her about DCS Thigpen taking residents' candy without permission and even after resident telling DCS Thigpen he could not have any.

On December 05, 2025, I completed an unannounced onsite investigation and interviewed Resident A and Resident B. Resident A reported DCS Curtis Thigpen enters Resident A's bedroom all of the time without permission. Resident A reported recently that Resident A had attended a Halloween Party and got a bunch of candy and DCS Thigpen took this candy from Resident A's bedroom without his permission. Resident A reported DCS Thigpen took his candy even after he told DCS Thigpen he could not have any.

Resident B reported that on an unknown date/time, DCS Thigpen put a chair in Resident B's bedroom and then when Resident B was sleeping, DCS Thigpen came into his bedroom and started playing games on Resident B's gaming system. Resident B reported he asked DCS Thigpen to leave Resident B's bedroom multiple times but DCS Thigpen would not leave. Resident B reported he told DCS Zoey Ramirez about this and she encouraged him to tell DCS Thigpen to leave his room so he could sleep and that if he did not, DCS Ramirez would address it. Resident B reported he asked DCS Thigpen two more times to leave Resident B's bedroom when DCS Thigpen finally left the bedroom. Resident B reported DCS Thigpen has also taken candy from Resident B's bedroom and from Resident A's bedroom.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.
ANALYSIS:	Based on the evidence gathered during the investigation, DCS Curtis Thigpen did not treat Resident A or Resident B with dignity and respect after he entered their bedrooms without permission and took candy and/or played Resident B's gaming system while he was sleeping.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Resident A was not allowed to attend a community pizza party.

INVESTIGATION:

The complaint received on November 21, 2025, reported Resident A was excluded from attending a pizza party on November 14, 2025.

On November 24, 2025, via email, I contacted Ardis Bates who provided me with a copy of Resident A's *Person Centered Plan* (PCP), completed on July 17, 2025, which documented that Resident A is on a reward system for good behavior, appropriate boundaries, appropriate use of language, coping skills when frustrated, and walk away and/or ask for assistance from staff when angry.

On November 24, 2025, via email, Ardis Bates Shiawassee County Behavioral Health, Office of Recipient Rights reported that she interviewed Resident A on November 05, 2025, and Resident A reported he did not want to attend the pizza party and denied that was told he could not attend. Ms. Bates reported she spoke with Resident A on November 24, 2025, and Resident A reported he did attend the pizza party.

On November 24, 2025, I interviewed Complainant who reported they received a text message from DCS Zoey Ramirez notifying Complainant that Resident A was staying back from the pizza party and a direct care staff would need to remain at home with Resident A. Complainant reported they later learned that Resident A was able to attend the pizza party but did not want to attend the pizza party.

On December 05, 2025, during the onsite investigation I interviewed Resident A who reported direct care staff do not tell Resident A when there are outings, they just take other residents on an outing and leave Resident A behind with a direct care staff. Resident A reported he did not want to attend the pizza party and denied he was made to stay back at he facility due to having behaviors.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(3) A licensee and staff shall respect and safeguard all of the following residents' rights to: (i) Participate in social and community group activities of choice.
ANALYSIS:	Based on the information gathered during the investigation, Resident A was able to participate in the social activity of the pizza party, but Resident A chose to not participate.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDING:

INVESTIGATION:

During the onsite investigation on December 05, 2025, I observed Resident C's bedroom located off the kitchen. Resident B reported direct care staff and residents must walk through Resident C's bedroom to get into the staff office to get their medications. Per the floor plan submitted for the original licensure the second required egress from the home is also through Resident C's bedroom.

APPLICABLE RULE	
R 400.657	Bedrooms.
	(5) Traffic to and from any room must not be through a resident bedroom.
ANALYSIS:	It has been found that in order to enter the direct care staff office and use the second required egress, traffic is required to go through Resident C's bedroom which is not allowed.
CONCLUSION:	VIOLATION ESTABLISHED

On December 05, 2025, I received an email from Anastasia Foster, Area Supervisor reported Curtis Thigpen, DCS is no longer employed with Umbrellex Behavioral Health Services, LLC.

IV. RECOMMENDATION

Upon the receipt of an approved corrective action plan, it is recommended that the current status of the license remains unchanged.

Bridget Vermeesch

12/12/2025

Bridget Vermeesch Date
Licensing Consultant

Approved By:

Dawn Timm

12/12/2025

Dawn N. Timm Date
Area Manager