



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

December 17, 2025

Timothy Bertram  
Frances Specialized Residential, LLC  
2304 W. Frances Rd.  
Mt. Morris, MI 48458

RE: License #:	AM250411036
Investigation #:	2026A0123005
	Frances Specialized Residential

Dear Timothy Bertram:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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) 643-7960.

Sincerely,

A handwritten signature in cursive script, appearing to read "Shamidah Wyden".

Shamidah Wyden, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48607  
989-395-6853

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM250411036
<b>Investigation #:</b>	2026A0123005
<b>Complaint Receipt Date:</b>	11/12/2025
<b>Investigation Initiation Date:</b>	11/14/2025
<b>Report Due Date:</b>	01/11/2026
<b>Licensee Name:</b>	Frances Specialized Residential, LLC
<b>Licensee Address:</b>	2304 W. Frances Rd. Mt. Morris, MI 48458
<b>Licensee Telephone #:</b>	(810) 720-6424
<b>Administrator:</b>	Katrina Bailey
<b>Licensee Designee:</b>	Timothy Bertram
<b>Name of Facility:</b>	Frances Specialized Residential
<b>Facility Address:</b>	2304 W. Frances Rd. Mt. Morris, MI 48458
<b>Facility Telephone #:</b>	(810) 720-6424
<b>Original Issuance Date:</b>	03/31/2022
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/30/2024
<b>Expiration Date:</b>	09/29/2026
<b>Capacity:</b>	12
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
There is a rat and mice infestation in the home. Mice and rats were seen crawling on the countertop, eating bread that was left out. Several staff have seen both mice and rats. A rat was seen going into the roof from the outside to the attic. Traps have not been working. This issue has been ongoing for over three weeks.	No
Additional Findings	Yes

**III. METHODOLOGY**

11/12/2025	Special Investigation Intake 2026A0123005
11/14/2025	Special Investigation Initiated - On Site I conducted an unannounced on-site at the facility. Interviewed staff and residents.
11/14/2025	Contact - Telephone call made I spoke with administrator Katrina Bailey.
11/19/2025	Contact- Document Received Requested documentation received via email.
11/25/2025	APS Referral APS referral completed.
12/11/2025	Contact- Telephone call made I attempted to contact LD Timothy Bertram regarding exit conference. Left voicemail.
12/17/2025	Contact- Telephone call made Attempted call to LD Timothy Betram. No answer.
12/17/2025	Exit Conference I spoke with licensee designee Timothy Bertram.

**ALLEGATION:** There is a rat and mice infestation in the home. Mice and rats were seen crawling on the countertop, eating bread that was left out. Several staff have seen both mice and rats. A rat was seen going into the roof from the outside to the attic. Traps have not been working. This issue has been ongoing for over three weeks.

**INVESTIGATION:** On 11/14/2025, I conducted an unannounced on-site at the facility. I interviewed home manager Danielle Parks. Staff Parks stated that she has been working at the facility for about three weeks. She stated that they have been having issues with rodents, management is aware of the issue, and Orkin has been to the facility. She stated that they have been asking residents not to leave food out. She stated she was told that the facility experiences field mice yearly. She stated that the rodents ate about 1/3 of a pack of hot dog buns.

During this on-site, I interviewed staff Rashonda Fager. Staff Fager stated that staff have seen rodents mostly in the kitchen area, both rats and mice. She denied seeing any rodent droppings, only the rodents.

On 11/14/2025, during the unannounced on-site, I conducted a walk-through of the facility, both indoors, and outdoors around the perimeter of the home. On the outside of the home, I did not observe any noticeable entry points in the roof. I also did not observe any rodents outside in the yard, around the perimeter of the facility, or in the facility.

During this on-site, I completed the following interviews with residents:

Resident A was interviewed. Resident A reported finding a pair of their shorts caught in the floor vent. Resident A presented a pair of shorts that appeared to be severely ripped. Resident A stated that the rodents chewed through the shorts. Resident A reported hearing rodents echoing in the vents.

After interviewing Resident A, I spoke again with Staff Parks. Staff Parks stated that Resident A has pets in their bedroom, and they think the rodents are coming from Resident A's room.

I interviewed Resident B. Resident stated that they have not personally seen any rodents. Resident B denied seeing any droppings in their room and stated that Orkin has been out to the facility.

I interviewed Resident C. Resident C denied seeing any rodent droppings or rodents in their room. Resident C stated that Resident A's room is trash, and that Resident C had flies in his room because of Resident A's bedroom. Resident C reported being responsible for keeping his room clean. During this interview with Resident C, I observed food (loose potato chips) and tobacco shavings lying on the floor. During this on-site, Resident C cleaned up their bedroom floor.

I interviewed Resident D. Resident D stated that Resident E observed a rat in the kitchen. Resident D denied personally seeing any rodents but has heard rodents scratching in the kitchen. Resident D denied seeing any rat or mice droppings in their bedroom.

I interviewed Resident E. Resident E reported seeing a mouse or rat in the kitchen about two to three weeks ago. The rodent was heading outside through the door, but heard Resident E scream, and the rodent ran under the stove or dishwasher. Resident E reported hearing others observed rodent droppings behind the stove or under the stove drawer, but Resident E has not seen any in their bedroom.

On 11/14/2025, during the unannounced on-site, I also interviewed staff Antwanette Cureton. Staff Cureton stated she has been working at the facility since May 2025. Staff Cureton reported seeing mice running along the kitchen floor, and under the cabinets to the stove and vice versa. Staff Cureton stated she last saw a rodent last weekend. Staff Cureton stated that she only works weekends. Staff Cureton stated that traps are set, and during a deep cleaning last weekend, rat droppings were found behind the stove. Staff Cureton stated that they started seeing rodents in September 2025.

On 11/19/2025, I received copies of the facility's Orkin Pest Control receipts dated 06/05/2025, 07/09/2025, 08/11/2025, 09/15/2025, 10/08/2025, 10/29/2025, and 11/04/2025. Orkin notes indicated that a small rodent was removed from the main kitchen. On 09/15/2025, the Orkin Pest Control inspector noted traps were replaced in the basement, all exit doors were checked for rodent entry points, as well as both basements. On 10/29/2025, a small mouse was removed from a glue trap. Lots of mice droppings were noted. On 11/04/2025, the Orkin Pest Control inspector noted no activity was observed. Treatment was conducted and traps were replaced.

<b>APPLICABLE RULE</b>	
<b>R 400.645</b>	<b>Environmental health.</b>
	<b>(6) An insect, rodent, or pest control program must be maintained and carried out in a manner that continually protects the health of residents.</b>
<b>ANALYSIS:</b>	<p>On 11/14/2025, I conducted an unannounced on-site at the facility. I interviewed staff and residents. Home manager Danielle Parks stated that management was aware of the issue with rodents, and Orkin Pest Control has been at the facility. Staff Antwanette Cureton and staff Rashonda Fager reported seeing rodents.</p> <p>Resident A, Resident B, Resident C, Resident D, and Resident E were interviewed. Resident E was the only resident who saw a mouse or rat. Resident A and Resident D stated they have heard rodents scratching.</p>

	<p>On 11/19/2025, I received copies of Orkin Pest Control receipts dating back to June 2025. The documentation shows that the facility has been addressing the rodent issue.</p> <p>There is no preponderance of evidence to substantiate a rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:** On 11/14/2025, I conducted an unannounced on-site at the facility. During this on-site, I conducted a walk-through of the facility. I observed Resident A’s bedroom while interviewing Resident A. Resident A’s bedroom appeared to be severely cluttered, to the point the bedroom floor was hard to see, and there was not a clear pathway from the bedroom door to the bed. There was trash scattered around the room, including empty food wrappers, empty drink bottles, a bundle of bananas (turning black/brown), dirty cups, eating utensils, a dirty bowl and saucer plate was observed sitting on the table next to the bananas. There were clothing and other personal items strewn around the room as well. Resident A’s bed was also cluttered with multiple items, including food items as well. There were two hamster cages observed in Resident A’s bedroom, with one sitting on top of a personal refrigerator. Wood shavings from the hamster cage were sitting on top of the refrigerator, which would fall into the refrigerator if the door to the fridge was opened. Resident C’s bedroom was observed to have food on the floor (loose potato chips), and tobacco shavings. Resident C did clean their bedroom floor during this on-site. There was one other resident bedroom observed to have a lot of tobacco shavings on the floor, as well as a plate of food sitting in a storage cubby that had left over chicken nuggets and fries sitting on the discarded plate. Photos of the bedrooms were taken during this on-site.

During this on-site, I spoke with home manager Danielle Parks who stated that staff have been telling residents to not leave food out. She stated that Resident A leaves food in their bedroom, and that about a week ago staff filled up two garbage bags worth of trash from Resident A’s bedroom that was left over trash from Resident A eating in the room.

On 12/17/2025, I conducted an exit conference with licensee designee Timothy Bertram via phone. Timothy Bertram stated that he did not have any additional information to add, as he did not personally see the physical plant issues, but that staff did immediately clean Resident A’s bedroom.

<b>APPLICABLE RULE</b>	
<b>R 400.647</b>	<b>Safety and maintenance of premises.</b>
	<b>(2) Home furnishings and housekeeping standards must present a comfortable, clean, and orderly appearance.</b>
<b>ANALYSIS:</b>	<p>On 11/14/2025, I conducted an unannounced on-site at the facility. During this on-site, I conducted a walk-through of the facility. Resident A's bedroom appeared to be severely cluttered, to the point the bedroom floor was hard to see, and there was not a clear pathway from the bedroom door to the bed. Resident C's bedroom was observed to have food on the floor (loose potato chips), and tobacco shavings. A third resident bedroom observed to have a lot of tobacco shavings on the floor, as well as a plate of food sitting in a storage cubby that had left over chicken nuggets and fries sitting on the discarded plate.</p> <p>There is a preponderance of evidence to substantiate a rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:** On 11/14/2025, I conducted an unannounced on-site at the facility. During this on-site, I conducted a walk-through of the facility. I observed each resident's bedrooms. Resident F's bedroom did not have a cover plate covering an electrical socket. In the basement of the home, there was a wall that was observed to be in disrepair. It appeared to be a panel of wood that was sticking out of place, and a hole/opening behind it. There also appeared to be water stains on the walls near the floor. On the first floor of the home, I observed a wall that had chipped paint and cracked drywall near the dining room.

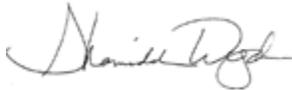
On 11/19/2025, I received copies of the facility's Orkin Pest Control receipts dated 08/11/2025. The Orkin Pest Control inspector noted standing water in the basement on the north end of the home was observed on that date.

On 12/17/2025, I conducted an exit conference with licensee designee Timothy Bertram via phone. Timothy Bertram stated that he did not have any additional information to add, as he did not personally see the physical plant issues, but that staff did immediately clean Resident A's bedroom.

<b>APPLICABLE RULE</b>	
<b>R 400.647</b>	<b>Safety and maintenance of premises.</b>
	<b>(1) A facility must be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b>
<b>ANALYSIS:</b>	<p>On 11/14/2025, I conducted an unannounced on-site at the facility. Resident F's bedroom did not have a cover plate covering an electrical socket. In the basement of the home, there was a wall that was observed to be in dis-repair. It appeared to be a panel of wood that was sticking out of place, and a hole/opening behind it. There also appeared to be water stains on the walls near the floor. On the first floor of the home, I observed a wall that had chipped paint and cracked drywall near the dining room.</p> <p>There is a preponderance of evidence to substantiate a rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend continuation of the AFC medium group home license (capacity 7-12).



12/17/2025

Shamidah Wyden  
Licensing Consultant

Date

Approved By:



12/17/2025

Mary E. Holton  
Area Manager

Date