



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

January 23, 2026

Gaven Bertram
Westwood Specialized Residential LLC
3060 S. Dye Rd.
Flint, MI 48507

RE: License #: AS250418781
Investigation #: 2026A0623007
Westwood Specialized Residential

Dear Gaven 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.
- 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.

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 that reads "Cynthia Badour". The signature is written in a dark ink and is positioned below the word "Sincerely,".

Cynthia Badour, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48605
(517) 648-8877

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250418781
Investigation #:	2026A0623007
Complaint Receipt Date:	12/03/2025
Investigation Initiation Date:	12/03/2025
Report Due Date:	02/01/2026
Licensee Name:	Westwood Specialized Residential LLC
Licensee Address:	3060 S. Dye Rd. Flint, MI 48507
Licensee Telephone #:	(833) 478-9464
Administrator:	Katrina Bailey
Licensee Designee:	Gaven Bertram
Name of Facility:	Westwood Specialized Residential
Facility Address:	2702 Westwood Parkway Flint, MI 48503
Facility Telephone #:	(833) 478-9464
Original Issuance Date:	03/17/2025
License Status:	REGULAR
Effective Date:	09/17/2025
Expiration Date:	09/16/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On 11/25/2025, Staff Eric Owens pushed Resident A when Staff Owens was managing Resident A's behavior.	Yes
Additional Findings	No

III. METHODOLOGY

12/03/2025	Special Investigation Intake 2026A0623007
12/03/2025	APS Referral I completed an APS referral.
12/03/2025	Special Investigation Initiated - Telephone I contacted Recipient Rights Investigator Pat Shepherd.
12/03/2025	Contact - Telephone call made I contacted APS Daniel Spalthoff.
12/08/2025	Inspection Completed On-site Observation and interviews.
12/10/2025	Contact - Document Received I received AFC documents.
01/07/2026	Contact - Telephone call made I contacted Recipient Rights Investigator.
01/08/2026	Contact - Telephone call made I contacted APS worker Daniel Spalthoff.
01/12/2026	Contact - Telephone call made I contacted staff Eric Owens.
01/12/2026	Contact - Telephone call made I contacted staff Derrald Boggan.
01/12/2026	Contact - Telephone call made I contacted staff Joy Gatewood.
01/14/2026	Contact - Telephone call made

	I contacted staff Eric Owens.
01/14/2026	Contact - Telephone call made I contacted Guardian A.
01/15/2026	Contact - Telephone call made I contacted Genesee Health System Case Manager Sarah LaDuke.
01/15/2026	Contact - Telephone call made I contacted Recipient Rights Investigator Pat Shepherd.
01/15/2026	Inspection Completed-BCAL Sub. Compliance
01/15/2026	Exit Conference I contacted Licensee Designee Gaven Bertram. I received a call back from Director of Operations Jordan Hopper.
01/15/2026	Contact - Telephone call made I contacted Administrator Katrina Bailey regarding my investigation and findings to complete my exit conference.
01/15/2026	Contact – Documents received. I received AFC documents.

ALLEGATION: On 11/25/2025, Staff Eric Owens pushed Resident A when Staff Owens was managing Resident A’s behavior.

INVESTIGATION:

On 12/03/2025, I completed an Adult Protective Service (APS) referral. I shared information with APS.

On 12/03/2025, I contacted Recipient Rights Investigator (RR) Pat Shepherd. I left a voice mail message.

On 12/03/2025, I contacted Adult Protective Service (APS) worker Daniel Spalthoff. APS Spalthoff stated that he was out to the facility on 12/01/2025. APS Spalthoff stated that he spoke with staff Derrald Boggan and staff Joy Gatewood who were working that night. APS Spalthoff stated that Staff Boggan reported to him that he saw Resident A and Staff Eric Owens arguing at the top of the stairs and he got in between them and escorted Resident A down the stairs with no one falling down the stairs. APS Spalthoff stated that Staff Gatewood stated that she witnessed Resident A push staff Eric Owens but did not see any staff push Resident A down the stairs or that anyone fell down the

stairs. APS Spalthoff stated that (Administrator) Katrina Bailey stated that witness Resident B is not reliable due to his attention seeking behavior. APS Spalthoff stated he will continue his investigation.

On 12/08/2025, I conducted an unannounced onsite inspection of the facility. I interviewed Resident A, Resident B, staff Bill Irwin and Director of Operations Jordan Hopper.

On 12/08/2025, as I was entering the facility, I greeted Resident B on the front porch. Resident B appeared to be dressed appropriately for the weather. Resident B appeared alert and oriented to person, place and time. Resident B stated that he saw staff Eric (Owens) push and hit Resident A. Resident B stated that they did not see Resident A do anything.

On 12/08/2025, I interviewed staff Bill Irvin. Staff Irvin stated he completed an incident report and staff Eric Owens is currently suspended during the investigation.

On 12/08/2025, I interviewed Resident A, alone in the dining room area. Resident A appeared clean, well groomed and dressed for the weather. Resident A appeared alert and oriented to person, place, time and situation. Discussed the allegation. Resident A stated he was mad and staff Eric (Owens) pushed him, not on the stairs but it happened when he was downstairs. Resident A denied that any staff pushed him on the stairs or down the stairs. Resident A stated that he was mad that another resident had been in his room. Resident A stated that he yelled at staff Eric (Owens) and tried to push past him to get into his room. Resident A stated that he then went downstairs and that is when a lot of pushing happened. Resident A denied being hurt or needing any medical attention. Resident A stated that he wants to live on his own and go to work, like cooking. Resident A appeared very calm and composed. Resident A stated that he felt safe in the home and was not fearful of staff.

On 12/08/2025, I interviewed Director of Operations Jordan Hopper. Jordan Hopper will send relevant AFC documents to be reviewed.

On 12/10/2025, I received and reviewed AFC documents. I reviewed the incident report completed by staff Bill Irvin. On 11/26/2025 at 11:50 pm, Resident A claimed he was in an altercation with staff Eric Owens and Resident A admits that he punched staff in the face for disrespecting him and shoulder checked him, that (staff) Eric shoved him while he was at the top (of the stairs). Staff Derrald Boggan prompted Resident A to follow him downstairs where he calmed down. Resident A refused any medical treatment and stated that nothing hurt. Resident A states that he hung out downstairs for a bit before going back to their room. Resident A was prompted to go through coping skills before altercations arise. RR (Recipient Rights called the following morning when reported to Facility Director. Staff Eric (Owens) is on suspension during the investigation.

I reviewed the Health Care Appraisal form for Resident A completed on 03/31/2025. Resident A's diagnoses include Autism and ADHD. Resident A is fully ambulatory.

I reviewed the Assessment Plan for AFC Residents dated 04/25/2025. Under I. Controls Aggressive Behavior under plan of action it is listed that staff will follow behavior plan. Under IX. Placement Objective Box A. is checked for delay/prevent deterioration and movement to a more restrictive setting.

On 01/07/2026, I contacted Recipient Rights RR (RR) Investigator Pat Shepherd. RR Shepherd stated that she had not yet made any decision regarding any rights violations occurring. RR Shepherd stated that Resident A stated that staff (Eric Owens) pushed him, and he slid down one stair step and denied falling downstairs. RR Shepherd stated that staff (Eric Owens) reported that Resident A pushed past him and slipped on one step but did not fall.

On 01/08/2026, I contacted APS worker Daniel Spalthoff. APS Spalthoff stated that he substantiated his case for physical abuse. APS Spalthoff stated that staff admitted to having a "pushing battle" with Resident A which occurred in the living room area downstairs. APS Spalthoff stated that Resident A denied being pushed at the top of the stairs or falling down the stairs.

On 01/12/2026, I contacted staff Eric Owens. Staff Owens stated that Resident A was angry and aggressive. Staff Owens stated that he tried to talk to Resident A, however Resident A was angry. Staff Owens stated that Resident A tried to get into another resident's room, however he blocked him. Staff Owens stated that Resident A was led down the stairs by staff Derrald Boggan who then left and he continued to try to talk to Resident A to calm him, however he wasn't calming down and getting more agitated and that is when he had a pushing battle with Resident A.

On 01/12/2026, I contacted staff Derrald Boggan. Staff Boggan stated he assisted bringing Resident A downstairs by leading/escorting him down the stairs. Resident A did not slip or fall down the stairs. Staff Boggan stated he then went into the kitchen area while Resident A was in the living room area.

On 01/12/2026, I contacted staff Joy Gatewood. Staff Gatewood stated that Resident A does not have 1:1 supervision. Staff Gatewood stated that she observed Resident A trying to push past Staff Owens, knocking his glasses off, Staff Owens did not retaliate. Staff Gatewood stated that Staff Owens used his body leverage to push against Resident A so he could not push past him to attack the resident that was outside of the home. Staff Gatewood stated that she observed Staff Owens block Resident A and continuing to push back against Resident A. Staff Gatewood stated that Resident B was yelling and egging on Resident A. Staff Gatewood stated that Resident B is an instigator/agitator and likes to encourage aggressive behavior. Staff Gatewood stated that Staff Owens kept his head and did not see him lose his cool during Resident A's outburst.

On 01/14/2026, I contacted staff Eric Owens. Staff Owens stated that he continually pushed against Resident A to prevent him from going after another resident that was outside of the home. Staff Owens stated that Resident B was yelling and making

Resident A more aggressive verbally and physically. Staff Owens stated it was a “pushing battle” because Resident A can be very physically aggressive when angry.

On 01/14/2026, I contacted Resident A’s guardian, Guardian A. Guardian A stated that Resident A has been in the afc home for 2 years. Guardian A stated that Resident A can present well, however when he is triggered, he does hit and punch and has been known to damage walls, refrigerators etc. Guardian A stated that Resident A prior to placement at the AFC home did \$22,000 worth of damage to her home with a shovel in his bare hands because she told him he could not go fishing. Guardian A stated that she has been told various stories about what happened and is not sure what exactly happened because Resident A also denied being pushed down the stairs. Guardian A stated that there have been court cases due to physical violence Resident A has attacked others prior to his placement, as well as being homeless. Guardian A stated that Resident A is intelligent enough to know what he wants, however he is not able to use good judgement to make the actual changes needed to live on his own in the community.

On 01/15/2026, I contacted Genesee Health System Case Manager (CM) Sarah LaDuke. CM LaDuke has been Resident A’s case manager for several years. CM LaDuke stated that Resident A has many diagnoses which include Autism and Fetal Alcohol Syndrome. CM LaDuke stated that Resident A has had several court cases in the last 2 years due to physical violence he has inflicted on others. CM LaDuke stated that Resident A was homeless for a time until it got cold because he refused to move into an AFC home. CM LaDuke stated that Resident A is unable to live on his own as he is unable to take his medications as prescribed or make choices that are in his best interests, leaving him extremely vulnerable. CM LaDuke stated that supervising Resident A is tricky because he does not require 1:1 supervision, however he has a history of extreme physical and verbal aggression when angered. CM LaDuke stated that Resident A is very strong and persistent when angry. Resident A will try hard to go after someone that has angered him and in order to stop him, he needs to be blocked. CM LaDuke stated that she does not believe that staff have used excessive force when using physical interventions on Resident A. Physical interventions are needed to prevent a very strong and persistent Resident A from attacking whoever he has targeted. CM LaDuke stated that she has not witnessed staff using inappropriate physical interventions on Resident A. CM LaDuke stated that Resident A will “black-out” and not remember how he reacted once he has been triggered and launches into verbal and/or physical aggression. CM LaDuke stated that it takes a while for Resident A to calm down after being triggered. CM LaDuke stated that often other residents will yell at Resident A to get him more agitated and aggressive which escalates his behaviors.

On 01/15/2026, I contacted Recipient Rights Investigator (RR) Pat Shepherd. RR Shepherd has not made a decision regarding any rights violations.

On 01/15/2026, I contacted Licensee Designee Gaven Bertram. I received a call back from Director of Operations Jordan Hopper. I explained my investigation and findings.

Jordan Hopper will send CPI (Crisis Prevention Institute) training program they use as well as staff Eric Owens CPI completion certificate.

On 01/15/2026, I contacted Administrator Katrina Bailey regarding my investigation and findings to complete my exit conference. Discussed CPI (Crisis Prevention Institute) training. Discussed Genesee Health System Behavior Plan for Resident A. Administrator Katrina Bailey stated that she believes the facility can meet Resident A's needs. Administrator Katrina Bailey stated that Genesee Health Systems Psychologist complete the Behavior Plans and the next plan review is due 04/22/2026.

On 01/15/2026, I received and reviewed AFC documents. I reviewed Resident A's behavior plan effective 4/23/25 through 4/22/26 for Reactive Strategies C. Physical Aggression 1. Staff must immediately provide him with the command to "stop". 2. Staff must then direct him away from the other person, if he is unwilling to move away then direct the other party away from Resident A. If neither is willing to leave than staff should attempt to remain between the two individuals and redirect them away from each other. 3. Follow your company's emergency policies and procedures in the event that either party or yourself is at risk of harm as a result of his aggressive behaviors.

On 01/15/2026, I reviewed the CPI (Crisis Prevention Institute) certification completion document for staff Eric Owens. Course completion in Nonviolent Crisis Intervention. Initial training completed on 07/24/2025, 3 hours. Credential valid through 07/24/2026.

On 01/15/2026, I reviewed the CPI (Crisis Prevention Institute) training protocol for the facility. Physical intervention procedures are for use in conditions in which the safety of the acting-out individual or others is in imminent danger. Physical intervention training should stress positive de-escalation skills and strategies as the most important methods of intervention, with physical intervention used only as a last resort.

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(1) A licensee shall ensure methods of behavior intervention are appropriate to the needs of the resident.
ANALYSIS:	<p>Allegation stated that on 11/25/2025, Staff Eric Owens pushed Resident A when Staff Owens was managing Resident A's behavior.</p> <p>I completed onsite and phone interviews with Westwood Specialized Residential staff, Resident A, Resident B, and Guardian A. I consulted with APS worker Daniel Spalthoff, Recipient Rights Investigator Pat Shepherd and Case Manager Sarah LaDuke regarding the allegations. I reviewed AFC documents relevant to the case.</p>

	<p>Resident A's behavior plan was reviewed. The plan does not indicate Resident A should be pushed nor continually pushed for behavior management.</p> <p>APS Spalthoff reported he did substantiate their case for physical abuse.</p> <p>Staff Eric Owens described having a "pushing battle" with Resident A to keep him from attacking another resident. Staff Owens reported the individual Resident A appeared to want to attack was outside of the home. There did not appear to be a need for the physical aggression that occurred.</p> <p>Upon conclusion of my investigation, it was determined that there is a preponderance of evidence to conclude that R 400.641 (1) was violated.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change in the license of this facility.

Cynthia Badour

01/23/2026

Cynthia Badour
Licensing Consultant

Date

Approved By:

Mary Holton

01/23/2026

Mary E. Holton
Area Manager

Date