



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

December 18, 2025

Lela Shank
Country House Care, L.L.C.
1395 Seneca Street
Adrian, MI 49221

RE: License #: AM460417872
Investigation #: 2026A1032007
New Beginnings

Dear Lela Shank:

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
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM460417872
Investigation #:	2026A1032007
Complaint Receipt Date:	11/17/2025
Investigation Initiation Date:	11/20/2025
Report Due Date:	01/16/2026
Licensee Name:	Country House Care, L.L.C.
Licensee Address:	1395 Seneca Street, Adrian, MI 49221
Licensee Telephone #:	(517) 442-2161
Administrator:	Lela Shank
Licensee Designee:	Lela Shank
Name of Facility:	New Beginnings
Facility Address:	211 E. Main Street, Morenci, MI 49256
Facility Telephone #:	(517) 458-6926
Original Issuance Date:	01/03/2024
License Status:	REGULAR
Effective Date:	07/03/2024
Expiration Date:	07/02/2026
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Residents are being punished.	No
Residents do not get proper meals.	No
Additional Findings	No

III. METHODOLOGY

11/17/2025	Special Investigation Intake 2026A1032007
11/20/2025	Special Investigation Initiated - Telephone
11/20/2025	Inspection Completed On-site
11/25/2025	Contact - Telephone call made
12/01/2025	APS Referral
12/08/2025	Contact - Face to Face Interview with Resident B
12/11/2025	Exit Conference
12/18/2025	Contact - Document Received Email from APS Specialist Jason Harris

ALLEGATION:

Residents are being punished.

INVESTIGATION:

On 11/20/25, I interviewed licensee Lela Shank in the facility. Ms. Shank denied that there is a punishment list. Rather, there is a positive reward system that she stated was put in place with some residents and their guardians, to reduce negative behaviors. She explained that at night, residents are required to turn in their phones so as to reduce tension between roommates; she advised that if a resident needs to make emergency calls, they can either use the facility phone or they can ask to have access to their phones. She denied that residents are confined to their rooms. She explained that if residents are being aggressive, they are directed to go off to their rooms to cool down or separate from one another.

I observed the facility's rules, where turning the cell phones in was itemized.

I observed Resident B's assessment plan, detailing use of time outs to address aggressive behaviors.

Employee Brian Bornson stated that Resident A is not a behavioral issue at the facility and does not require redirection.

I interviewed Resident A in the facility. Resident A stated that he once tried to help a friend by giving him a plate for breakfast, and the staff told him not to. He stated that medication times change. He expressed frustration over having to turn in his phone but acknowledged that an agreement was signed for him to do so.

On 11/25/26, I interviewed Guardian A1 via telephone. Guardian A1 stated that she plans to move Resident A from the facility at his request. She advised that over the weekend, Resident A called and asked to be moved, because he no longer feels comfortable to the facility after a complaint was made.

On 12/1/25, I received a message from Adult Protective Services Specialist Jason Harris, who advised that he had been assigned a complaint.

On 12/8/25, I interviewed Resident B in the community. Resident B was at first very combative and did not wish to speak. She then changed course and sat down for an interview. Resident B denied that medication is withheld if residents don't wash their hands, stating, "No, we need our medications." She stated that washing hands is fairly routine and made no issue about the practice. She stated that sometimes she is told to go to her room to calm down when she gets very upset. She stated that the time outs tend to be brief, so that she could regain behavioral control. She stated that she does argue often with others at the home. She denied getting into arguments with employee Laura Bornson.

On 12/18/25, I received information from APS Specialist Jason Harris, that he had also interviewed Resident A and did not have enough information to substantiate any violations

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(5) Staff, volunteers, visitors, or other occupants of the facility shall not mistreat a resident. Mistreatment includes any intentional action or omission that exposes a resident to a serious risk, physical or emotional harm, or the deliberate infliction of pain by any means.
ANALYSIS:	Resident B confirmed Ms. Shank's positive reward system that was put in place with her guardian's input. Resident B also acknowledged the purpose of the time out strategy and denied that she was confined to her room; she was aware that it was a strategy to de-escalate tension or aggression.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Residents do not get proper meals.

INVESTIGATION:

On 11/20/25, Ms. Shank discussed food service, stating that there have been times when they have tried a new recipe that is not favored by the residents, and when that happens, she has her staff supplement the meal. She denied that residents are denied food if they don't show up but acknowledged that she does not leave food out for hours on end. She reported that there is some structure to the food service but that the residents adhere to the structure; since medications tend to be passed at mealtimes, as they tend to be paired with the need for food, there are no issues.

Employee Laura Bornson stated during the onsite inspection that she does not refuse to give the residents their medications, but does have them wash their hands because medications are passed during mealtimes.

Resident A denied there being long stretches of time between meals. He reported that mealtimes change frequently and that if residents do not come on time they are not allowed to eat.

On 12/8/25, Resident B stated that she does get extra snacks as a reward for good behavior, per her guardian. She asked that I speak to licensee Lela Shank about getting more snacks. She denied that long periods of time elapse between meals. She expressed satisfaction with food service.

APPLICABLE RULE	
R 400.663	Nutrition; adoption by reference.
	(1) A licensee shall provide daily a minimum of 3 nutritious meals to residents.
ANALYSIS:	Neither Resident A nor Resident B reported any non-compliance with meal service. Resident A seems to have had an issue with redirection over serving a meal to another resident. Therefore, there is insufficient evidence to establish a violation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 12/11/25, I conducted an exit conference with licensee designee Lela Shank. I shared my findings and Ms. Shank agreed with the conclusions reached.

IV. RECOMMENDATION

I recommend no change to the status of this license.

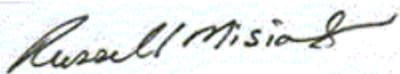


12/18/25

Dwight Forde
Licensing Consultant

Date

Approved By:



2/5/26

Russell B. Misiak
Area Manager

Date