



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

February 13, 2026

Christine Bertram  
Montclair Specialized Residential LLC  
2101 Montclair Avenue  
Flint, MI 48503

RE: License #:	AS250416797
Investigation #:	2026A0872014
	Montclair Specialized Residential

Dear Christine 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 black ink that reads "Susan Hutchinson". The signature is written in a cursive style with a large initial 'S'.

Susan Hutchinson, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(989) 293-5222

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250416797
<b>Investigation #:</b>	2026A0872014
<b>Complaint Receipt Date:</b>	01/07/2026
<b>Investigation Initiation Date:</b>	01/07/2026
<b>Report Due Date:</b>	03/08/2026
<b>Licensee Name:</b>	Montclair Specialized Residential LLC
<b>Licensee Address:</b>	2101 Montclair Avenue Flint, MI 48503
<b>Licensee Telephone #:</b>	(833) 478-9464
<b>Administrator:</b>	Katrina Bailey
<b>Licensee Designee:</b>	Christine Bertram
<b>Name of Facility:</b>	Montclair Specialized Residential
<b>Facility Address:</b>	2101 Montclair Avenue Flint, MI 48503
<b>Facility Telephone #:</b>	(833) 478-9464
<b>Original Issuance Date:</b>	02/22/2024
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/22/2024
<b>Expiration Date:</b>	08/21/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

	AGED TRAUMATICALLY BRAIN INJURED
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**II. ALLEGATION(S)**

	<b>Violation Established?</b>
On 01/05/2026, Resident A spit at staff Tavaría Jones and slapped her in the face. Staff Jones hit Resident A on the arm as a result of his behavior. On 01/06/2026, Resident A threw a water bottle at Staff Jones. Staff Jones responded by throwing a water bottle at him, hitting him on the forehead and causing a cut. Staff Jones has been suspended pending this investigation.	Yes

**III. METHODOLOGY**

01/07/2026	Special Investigation Intake 2026A0872014
01/07/2026	Special Investigation Initiated - Telephone I spoke to Recipient Rights Officer, Ardis Bates about this complaint
01/12/2026	Contact - Face to Face I conducted interviews of staff at SRS
01/12/2026	Inspection Completed On-site Unannounced
01/12/2026	APS Referral An APS referral was made. Michael Grant is the APS worker
01/16/2026	Contact – Document received I received an email from LD Bertram
02/04/2026	Contact - Telephone call made I interviewed staff Tavaría Jones
02/13/2026	Exit Conference I conducted an exit conference with the licensee designee, Christine Bertram

**ALLEGATION:** On 01/05/2026, Resident A spit at staff Tavaría Jones and slapped her in the face. Staff Jones hit Resident A on the arm as a result of his behavior. On 01/06/2026, Resident A threw a water bottle at Staff Jones. Staff Jones responded by throwing a water bottle at him, hitting him on the forehead and causing a cut. Staff Jones has been suspended pending this investigation.

**INVESTIGATION:** On 01/07/2026, I received a telephone call from the director of operations (DO), Jordan Hopper. DO Hopper stated that on 01/06/2026, he received information about incidents that occurred on 01/05/2026 and 01/06/2026 involving Resident A and staff Tavaría Jones. DO Hopper said that he and the rest of the management team contacted recipient rights as well as other interested parties and they immediately began conducting an internal investigation. In addition, staff Tavaría Jones was suspended as well as several other staff involved in the incident. DO Hopper said that none of the suspended staff will be brought back to work pending this investigation.

On 01/12/2026, I met Recipient Rights Officer (RRO), Ardis Bates at the Specialized Residential Services building to conduct interviews with Montclair AFC staff. We interviewed the home manager, (HM) Eric Weathersby, staff Dominic Johnson, Skye Harris, Jaquan McElroy, Allanah Riggs, George Edwards, and MyAsha Robinson.

HM Weathersby stated that he worked from 9am-5pm on 01/05/2026 and 01/06/2026. According to HM Weathersby, on 01/05/2026 near the end of 1<sup>st</sup> shift, staff MyAsha Robinson told him that Resident A was having a behavior, and he hit staff Tavaría Jones, so Staff Jones responded by hitting him back. HM Weathersby said that on 01/06/2026, he came out of one of the residents' bedrooms and saw that Resident A had a bleeding cut on his forehead. HM Weathersby asked what happened and staff Dominic Johnson told him that Resident A threw a water bottle at staff Tavaría Jones, so she threw the water bottle back at him, causing the wound to his forehead. HM Weathersby said that this incident occurred near the end of 1<sup>st</sup> shift, so he spoke to Staff Jones and told her to go home.

RRO Bates and I asked HM Weathersby if he spoke to Staff Jones about the incident that occurred on 01/05/2026 or if he reported the incident to anyone and he said no. HM Weathersby said that he was very busy on 01/05/2026 and 01/06/2026 and did not talk to Staff Jones about either incident until he saw the wound on Resident A's forehead. HM Weathersby said that he regrets not dealing with these issues immediately and acknowledges that he should have taken Staff Jones off the schedule pending investigation and he should have reported the incidents per company policy.

Staff Dominic Johnson said that he has worked at this facility for almost two years and he typically works 1<sup>st</sup> shift. According to Staff Johnson, on 01/05/2026 he was on an outing with two other residents. When he returned to the facility at approximately 2pm, he heard other staff talking about an incident that occurred between Resident A and staff Tavaría Jones. Staff Johnson said that he was told that Resident A slapped Staff

Jones, leaving a red mark on her face. Staff Johnson stated that none of the staff said that Staff Jones retaliated by hitting Resident A back.

Staff Johnson stated that he worked again on 01/06/2026 from 6am-2pm. Staff Johnson said that at approximately 11am, DO Hopper called and asked him if he heard anything about Staff Jones hitting Resident A on 01/05/2026. Staff Johnson told him that he only heard about Resident A hitting Staff Jones.

According to Staff Johnson, on 01/06/2026, he was Resident A's 1:1 staff. He said that Resident A woke up around 12pm and they went into the living room. Resident A was sitting in a chair next to Staff Jones. Resident A spit toward Staff Jones so staff Jones picked up a water bottle that was on the table next to her and threw it at Resident A, hitting him in the forehead. Resident A put his hands up to his forehead and when he pulled his hands away, Staff Johnson saw that he was bleeding. Staff Johnson said that he went and got the first aid kit and he and staff MyAsha Robinson cleaned the wound and then went and told HM Weathersby what had happened. Staff Johnson said that HM Weathersby contacted recipient rights and sent Staff Jones home.

Staff Skye Harris said that she has worked at this facility for 1.5 years and she typically works 1<sup>st</sup> shift. According to Staff Harris, during her shift on 01/05/2026, she was in the living room while some of the residents and staff were playing UNO at the dining room table. Staff Harris said she "heard some commotion" from the dining room and saw staff Allanah Riggs walk past her to grab the blocking pad. Staff Harris said she stood up and walked toward the dining room and saw Resident A on the floor. Staff Harris said she asked what happened and staff Tavarria Jones said, "he smacked me." Staff Harris stated that she and staff MyAsha Robinson helped Resident A up off the floor and she walked Resident A back to his room. Staff Harris said that Resident A was upset and said, "I want her fired" referring to Staff Jones. Staff Harris said that Resident A did not tell her that Staff Jones had hit him.

According to Staff Harris, she worked again on 01/06/2026 and when she eventually saw Resident A, she noted a mark and dried blood on his forehead. Staff Harris said she asked Resident A what happened and he said, "I got hit." Staff Harris told us that she never witnessed Staff Jones hit Resident A and Resident A never told her that Staff Jones is the one who hit him.

Staff Jaquan McElroy said that 01/05/2026 was his 3<sup>rd</sup> day of work. He said that he and some of the other staff and residents were at the dining room table playing cards. One of the other residents began having a behavior so staff was monitoring him and attempting to redirect him. Resident A spit at one of the female staff so two other staff used the come-along technique to walk him back to his room. Staff McElroy said that he did not see Resident A hit any of the staff and did not see any of the staff hit Resident A. Staff McElroy told us that he did see a red mark on one of the female staff's face but he does not know her name.

Staff Allanah Riggs said that she has worked at this facility for two years. Staff Riggs said that on 01/05/2026, she worked 6am-2pm. Staff Riggs said that Resident A began having a behavior and was spitting on staff and the other residents. Staff Tavarina Jones was Resident A's 1:1 staff. Staff Riggs said that Resident A slapped Staff Jones in the face, one time. Staff Riggs said she stood up and got the blocking pad, passing it to Staff Jones. Staff Riggs said that at one point, Resident A fell to the floor so she and staff Skye Harris helped him up. Staff Riggs said that she and Staff Harris used the come-along technique and walked him to his room. We asked Staff Riggs if she saw any marks or bruises on Resident A and she said that his shirt was baggy, but she did not see any rips in his shirts or injuries to his neck or face. Staff Riggs said that she heard Staff Jones saying that she hit Resident A back, but she did not witness the incident.

Staff George Edwards said that he worked 1<sup>st</sup> shift at this facility on 01/06/2026. According to Staff Edwards, he was the med passer on that date. When Staff Edwards was getting ready to leave at 2pm, he noticed a red mark on Resident A's forehead. Staff Edwards said that he did not know how Resident A received the mark and did not witness any incidents involving staff and Resident A.

Staff MyAsha Robinson said that she was recently promoted to shift lead and said she worked on 01/05/2026 and 01/06/2026 from 9am-5pm. According to Staff Robinson, on 01/05/2026 sometime after 1pm, Resident A was spitting at staff and trying to hit them. Resident A smacked staff Tavarina Jones in the face so Staff Jones smacked him back. Staff Jones then grabbed Resident A by the back of his neck/shirt area and she was hitting and grabbing him. Staff Robinson told us that she saw Staff Jones rip Resident A's shirt and scratch his neck during this incident. Staff Robinson stated that Resident A fell to the floor, so she and staff Allanah Riggs helped him up. Staff Robinson said that she immediately went and told HM Weathersby about the incident.

According to Staff Robinson, on 01/06/2026, Resident A spit on Staff Jones so she "chucked" a water bottle at him, hitting him in the forehead, causing it to bleed. Staff Robinson confirmed that staff Dominic Johnson got the first aid kit and tended to the cut on Resident A's forehead.

On 01/12/2026, RRO Bates and I conducted an unannounced onsite inspection of Montclair Specialized Residential AFC home. We interviewed Resident A, Resident B, and Resident C. Resident A told us that Staff Tavarina Jones hit him in the head with a water bottle and grabbed him by the neck. Resident A identified Staff Jones with her driver's license photo. Resident A said that nobody else hit him or hurt him.

Resident B and Resident C said that they did not see anyone hit Resident A with their hand or a water bottle or grab him by the neck.

I reviewed an Incident/Accident Report (IR) dated 01/05/2026 regarding Resident A. According to this report, staff were playing UNO with the other residents. Resident A started spitting at the residents and staff. The action taken by staff was, "During an

attempt to redirect the consumer to a low-stimulation environment to manage a behavior, the consumer became physically aggressive, striking staff in the face. According to staff, in response, the staff made brief, open-handed contact with the consumers arms/shoulder as a natural reaction.” The staff named in the report is Tavaría Jones. The correction measures taken were, “Recipient Rights were contacted, and a report was made.”

I reviewed another IR dated 01/06/2026 regarding Resident A. According to this report, Resident A was having a behavior, and he began spitting at staff. He then threw a water bottle at staff. The action taken by staff was, “Staff responded by throwing the water bottle back at the consumer, causing it to hit him in the forehead.” The corrective measures taken were, “Recipient Rights were contacted.” The staff named in the report is Tavaría Jones.

On 01/16/2026, I received an email from the licensee designee (LD), Christine Bertram. LD Bertram acknowledged the ongoing investigation and the seriousness of the situation. LD Bertram reminded me that as soon as management was notified of the incidents, they took prompt action to protect the residents. LD Bertram said she and the rest of the team are committed to providing quality care to the residents and they continue to implement corrective measures to ensure resident safety.

LD Bertram shared a Bay Arenac Behavioral Health letter commending Specialized Residential Services for the diligence, compassion, dedication, and commitment they have shown regarding one of their consumers. LD Bertram asked me to take this information into account when making my recommendation regarding this investigation.

On 02/04/2026, I interviewed staff Tavaría Jones via telephone. Staff Jones said that she began working at Montclair SRS AFC in August 2025 and she was suspended on 01/06/2026. I discussed the complaint with Staff Jones, and she agreed to provide information about the incidents.

According to Staff Jones, on 01/05/2026 she worked first shift from 6am-2pm. Staff Jones said that she was Resident A's 1:1 staff on that date. Staff Jones said that near the end of her shift, Resident A was having a behavior. Resident A spit on staff Allanah Riggs, and he was trying to hit the other residents. Staff Jones said that since Resident A was attempting to harm the other residents, she stood up and linked her arm with Resident A's arm, and began walking him back to his room. Staff Jones told me that Resident A then “smacked” her in the face and said, “my reflex was to smack him back” in the arm. Staff Jones said that when she hit Resident A, other staff stood up to intervene. Staff Jones stated that staff Skye Harris and either Allanah Riggs or MyAsha Robinson then escorted Resident A back to his room. I asked Staff Jones if anyone notified the home manager, Eric Weathersby, about the incident and she said that Staff Robinson immediately told HM Weathersby about the incident.

I asked Staff Jones if at any time she or any of the other staff took Resident A down to the ground and she said no. I asked Staff Jones if she knew how Resident A's shirt got

ripped or how he got scratches on the back of his neck and she said no. Staff Jones said that when Resident A hit her and she hit him back, she lost her footing and felt like she was going to fall. Staff Jones said that it is possible that she grabbed his shirt to keep her balance, but she does not believe that she scratched the back of his neck and does not remember ripping his shirt. I asked Staff Jones if Staff Harris and Staff Riggs or Staff Robinson said anything about Resident A having a behavior after walking him back to his room and she said no. Staff Jones said that none of the staff said anything about having to take Resident A down, they did not say his neck was scratched, and they did not say that his shirt was ripped.

Staff Jones told me that she again went to work on 01/06/2026 at 6am but she was not Resident A's 1:1 staff. According to Staff Jones, she was sitting in the living room with Resident A and his 1:1 staff, Dominic Johnson. Resident A was having a behavior, and he threw his water bottle at her. Staff Jones said that she swatted the water bottle away from her and it went towards Resident A's face. Staff Jones told me that Resident A put his hands up and covered his face and when he took his hands away, he had a bleeding scratch on his forehead. According to Staff Jones, she does not believe that the water bottle caused the scratch because it was almost empty. Staff Jones also denied throwing the water bottle at Resident A. Staff Jones said that Staff Johnson cleaned up Resident A and shortly thereafter, she left for the day.

Staff Jones told me that HM Weathersby did not talk to her about the incident that took place on 01/05/2026 or 01/06/2026. Staff Jones said that he was "all over the place" on both days because there was a lot going on at the home. According to Staff Jones, after leaving work on 01/06/2026, DO Jordon Hopper called her and talked to her about the incidents. Later that day, she received an email telling her that she had been suspended because of these incidents. Staff Jones said that she has not worked at the facility since 01/06/2026.

On 11/26/2025, I concluded Special Investigation Report #20260872001. I determined that former staff, Shanice Thompson hit Resident A with a belt "because he was being bad" and hit him in the face. Staff Thompson also told Resident B to hit Resident A with the belt and Resident A injured his shin when Staff Thompson pushed him on his bed. I also concluded that staff Jaquana Frost-Hunter, Jackqulan Lewis, and JaKeira Cobb have pulled Resident A's hair and/or hit him with a belt when he spit on them or other staff. Additionally, I determined that some of the staff would throw water at Resident A's face to make him stop spitting.

The licensee designee, Christine Bertram submitted a corrective action plan (CAP) dated 12/02/2025. According to this CAP, upon receiving a status report from RRO Bates on 11/24/2025, several staff were suspended pending our investigation. Upon the conclusion of the investigation by AFC Licensing and recipient rights, staff Jaquana Frost-Hunter, Sedalyer Bullock, and Jackqulyn Lewis were immediately terminated for employment and will not be eligible for rehire by Specialized Residential Services. In addition, all current staff were required to review licensing rules related to this investigation and acknowledge their understanding of the rules. To ensure continued

compliance, Montclair SRS will continue to complete background checks, and reference checks of staff and will continue to promote a zero-tolerance policy for any abuse or neglect of residents.

On 02/13/2026, I conducted an exit conference with the licensee designee, Christine Bertram. I discussed the results of my investigation and explained which rule violations I am substantiating. LD Bertram said that Resident A has been discharged from Montclair SRS. LD Bertam said that at Relative A1's request, he was transferred to another SRS facility rather than a different AFC facility out of the SRS network and he is doing very well. LD Bertram said that Tavaría Jones will be terminated as a result of this investigation and other staff will be disciplined based on my findings. LD Bertram agreed to complete and submit a corrective action plan upon receipt of my investigation report.

<b>APPLICABLE RULE</b>	
<b>R 400.641</b>	<b>Resident behavior interventions.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	<p>On 01/05/2026, Resident A began spitting at staff and other residents. Resident A "smacked" staff Tavaría Jones in the face, so Staff Jones hit him back. Resident A's shirt was ripped, and he received scratches on the back of his neck.</p> <p>On 01/06/2026, Resident A spit on staff Tavaría Jones so she threw a water bottle at him, hitting him in the head. Resident A received a cut on his forehead from this incident.</p> <p>I conclude that there is sufficient evidence to substantiate this rule violation at this time.</p>
<b>CONCLUSION:</b>	<b>REPEAT VIOLATION ESTABLISHED</b> <b>Ref: SIR #2026A0872001 dated 11/26/2025.</b>

<b>APPLICABLE RULE</b>	
<b>R 400.621</b>	<b>Capability.</b>
	<b>Licensees, staff, volunteers, and members of the household shall be capable of ensuring the welfare of residents.</b>
<b>ANALYSIS:</b>	During the course of my investigation, I determined that on 01/05/2026, staff Tavaría Jones hit Resident A, grabbed him by

	<p>the back of the neck leaving scratches, and ripped his shirt. On 01/06/2026, Staff Jones threw a water bottle at Resident A, causing a cut to his forehead.</p> <p>I conclude that there is sufficient evidence to substantiate this rule violation and staff Tavarria Jones is incapable of ensuring the welfare of residents.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*Susan Hutchinson*

February 13, 2026

Susan Hutchinson Licensing Consultant	Date
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Approved By:

*Mary Holton*

February 13, 2026

Mary E. Holton Area Manager	Date
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