



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

February 24, 2026

Sherri Turner
Adult Learning Systems-Lower Michigan
Suite F
8170 Jackson Road
Ann Arbor, MI 48103

RE: License #: AS500414565
Investigation #: 2026A0990007
Sass

Dear Ms. Turner:

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.

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 (248) 972-9136.

Sincerely,

A handwritten signature in cursive script that reads "L. Reed".

LaShonda Reed, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
Detroit, MI 48202
(586) 676-2877

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS500414565
Investigation #:	2026A0990007
Complaint Receipt Date:	12/08/2025
Investigation Initiation Date:	12/16/2025
Report Due Date:	02/06/2026
Licensee Name:	Adult Learning Systems-Lower Michigan
Licensee Address:	Suite F - 8170 Jackson Road Ann Arbor, MI 48103
Licensee Telephone #:	(734) 408-0112
Administrator:	Tracie Shier
Licensee Designee:	Sherri Turner
Name of Facility:	Sass
Facility Address:	50084 Sass New Baltimore, MI 48047
Facility Telephone #:	(734) 408-0112
Original Issuance Date:	01/24/2023
License Status:	REGULAR
Effective Date:	07/24/2025
Expiration Date:	07/23/2027
Capacity:	6
Program Type:	MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
There is inadequate food.	No
The staff are mismanaging the resident funds.	No
The staff are restricting the residents' access to their own money and Bridge cards.	No
The staff are yelling at the residents.	Yes
The staff are threatening the residents.	No

III. METHODOLOGY

12/08/2025	Special Investigation Intake 2026A0990007
12/09/2025	APS Referral Adult Protective Services (APS) referral denied at intake.
12/16/2025	Special Investigation Initiated - On Site I conducted an unannounced onsite investigation, I interviewed Resident A, Resident B, Resident C, Resident D and Resident E. I interviewed direct care staff Christal Kendricks.
12/16/2025	Contact - Document Sent I requested resident records from Sherri Turner, licensee designee and Tracie Shier, administrator.
12/19/2025	Contact - Document Sent I emailed Sherri Turner licensee designee, Tracie Shier, administrator requesting resident records.
01/06/2026	Contact - Telephone call received I received a phone call from Relative B.
01/06/2026	Contact - Telephone call received I received text messages from Resident B.
01/08/2026	Contact - Document Sent I emailed Sherri Turner, licensee designee and administrator Tracie Shier requesting the Resident Funds II for the cost of care and allowances.

01/08/2026	Contact - Telephone call made I conducted a phone interview with Relative B.
01/08/2026	Contact - Document Received I reviewed audio files sent by Resident B.
01/08/2026	Contact - Telephone call made I conducted a phone interview with Guardian A.
01/30/2026	Contact - Document Received I reviewed the resident records.
02/04/2026	Contact - Document Sent I emailed requesting the Resident Funds II for the resident allowances.
02/04/2026	Contact - Document Sent I emailed Edna Brown; Resident A's Supports coordinator. No response received to date.
02/04/2026	Contact - Document Sent I emailed Alyssa Clark; Resident B's Supports coordinator. Ms. Clark responded, stating that she had no concerns about Resident B's care in the home.
02/04/2026	Contact - Telephone call made I left a detailed message with Keshanna Jackson, home manger. I sent text message.
02/04/2026	Contact - Document Sent I emailed Ms. Turner and Ms. Shier multiple times about the allowance transitions.
02/06/2026	Contact - Telephone call received I conducted a phone interview with Keshanna Jackson.
02/07/2026	Contact - Document Received I received an email from Ms. Shier. Ms. Shier said that they do not manage the resident allowances.
02/09/2026	Exit Conference I conducted an exit conference with Ms. Shier.

ALLEGATION:

- **There is inadequate food.**
- **The staff are mismanaging the resident funds.**
- **The staff are restricting the residents' access to their own money and Bridge cards.**

INVESTIGATION:

On 12/08/2025, I received the complaint via email. In addition to the above allegation it was reported that there are three residents in the home that are assigned to Guardian A. Guardian A will not give Resident A her money if asked. If Resident A asks for a specific amount like \$100 or \$80 for something, Guardian A will provide it. Guardian A does not tell how the resident's money is spent. This is believed to be an unlicensed adult independent living group home that houses six people. The people in the home have mental health and cognitive disabilities. Many of the people living in the home have guardians. The home takes all six Bridge cards and combines them to purchase all the food for the residents. If a resident requests to have their Bridge card, they are denied it. The household is hungry at times, and they do not have enough food. The food is minimal at times and will have some basic foods such as bread. At times, it is difficult for the residents to put together something they know how to make when they are hungry. Sometimes the staff will cook for the residents and sometimes the residents cook for themselves.

On 12/16/2025, I conducted an unannounced onsite investigation, I interviewed direct care staff Christal Kendricks. Ms. Kendricks has worked in the home for one year. Ms. Kendricks said that there is always food in the home. At times they may be short on snacks because the residents eat a lot of it. Ms. Kendricks said that she is not in control of the residents' Bridges cards and they are locked. Ms. Kendricks said most of the shopping is done online. I observed an adequate amount of food supply in the kitchen and the garage freezer. I observed the posted menus and there were balanced meals listed.

On 12/16/2025, I interviewed Resident A. Resident A has lived in the home since August 2025. She is ready to move out and live independently; however, Guardian A is responsible for her living arrangements. Resident A said that she requests personal funds from Guardian A and most times it is denied. Resident A said that she would like money for new clothes and a new cell phone. Resident A said that Guardian A tells her that she's on Social Security Income. Resident A said that the meals served in the home are good. She denied ever feeling as though she does not get enough to eat. There are always adequate snacks. Resident A has a Bridge card and the staff at the home holds it. Resident A said that she had asked for her Bridge card and was told that it must remain in the office.

On 12/16/2025, I interviewed Resident B. Resident B said that there are adequate food and snacks in the home. Resident B said that the staff re-using the residents Bridge cards to buy groceries. Resident B was told it was a licensing rule that she could not keep her Bridge card. Resident B believes that Guardian A is using her money for other things. Guardian A has denied her money for hygiene products. She requested \$90 from Guardian A who told her “no”. Resident B said that Relative B would like to obtain guardianship of her.

On 12/16/2025, I interviewed Resident C. Resident C said that the meals are good at the home and have no issues with having her Bridge card. Resident C expressed no concern about her finances.

On 12/16/2025 I interviewed Resident D. Resident D said that the food supply is good. She walks to Kroger to buy herself snacks often. The staff keeps her Bridge card. Resident D did not have any concerns about her finances.

On 12/16/2025, I interviewed Resident E. Resident E said that the food is “excellent”. The home is “strong in this area”. Resident E said that for a short period of time she had issues with her Bridge Card because of a benefit issue. Resident E said that the staff keeps her Bridge card. Resident E had no concerns about her finances.

On 01/08/2026, I conducted a phone interview with Relative B. Relative B is not Resident B’s legal guardian. I discussed the discharge licensing rules, as Relative B was informed that Resident B was being kicked out of the home because she is refusing to pay rent. I informed Relative B that she would have to speak to Resident B’s legal guardian to discuss the *Resident Funds* and *Resident Care Agreements*.

On 01/08/2026, I reviewed audio files sent by Resident B. I reviewed four audio calls. The first recording Resident B is asked a female staff person (identified as Keshanna Jackson via later recordings), “Am I allowed to have my own Bridge card?”. Ms. Jackson responded “no”. There was only one recording related to this allegation.

On 01/08/2026, I conducted a phone interview with Guardian A. Guardian A is the guardian for Resident A, Resident B and Resident C. Guardian A handles each of their finances and she gives them each \$44 allowance monthly. The rest of their funding goes towards their cost of care. The residents can request extra if it is available in their bank accounts. Guardian A asks that each resident keeps at least \$100 in their bank accounts. Resident A had \$91 in her bank account and Resident C had \$228.97. Resident B recently began working a job at a senior living center and is making more money. Resident B’s increase in her income will result in her losing her social security income. Resident B will not share exactly what she is making and has set up her own independent bank account. Resident B is refusing to share the amount. There is not a current discharge notice for Resident B that she is aware of.

On 01/30/2026, I reviewed the resident records. I reviewed the residents Individual Plan of Services, the home food stamp log, grocery receipts from October 2025 through December 2025, *Resident Funds I & II*, and *Resident Care Agreements*. There were receipts from Korger, Meijer and Walmart. The receipts matched the food stamp log. The deposits for each resident food stamps From January 2025 through September 2025 \$292 and from October 2025 through December 2025 were \$298. Resident A, Resident B, Resident C, Resident D and Resident E cost per month is \$1080. Each Resident Funds II authorizes the license designee to manage the residents EBT. I observed that on Resident A, Resident B, Resident C, Resident D and Resident E *Resident Care Agreements*, the EBT authorization for the licensee is not documented to be managed by the home. I observed on Resident A's IPOS for goal #1/objective 1 that she will learn shopping and money management by creating a shopping list and will have access to her Bridge card. The Bridge card is to be in a safe but Resident A is to have access to it when shopping.

On 02/06/2026, I conducted a phone interview with Keshanna Jackson. Ms. Jackson said that she has nothing to do with the residents' personal allowances. Each receives their allowances automatically on a debit card or a mail check. Those that receive a check, she will arrange for transportation to take them to the bank to cash it.

APPLICABLE RULE	
R 400.663	Nutrition; adoption by reference.
	(1) A licensee shall provide a minimum of 3 nutritious meals to residents.
ANALYSIS:	Based on the investigation there is insufficient evidence to support that there is inadequate food supply, Direct care staff Christal Kendricks said that there is adequate meal and at times there are low snacks. Resident A said that the meals are good and there is always enough food to eat. Resident B said that there are adequate food and snacks in the home. Resident C said that she had no issues with the food or snacks in the home. Resident D said that the food supply is good. Resident E said that the food supply was excellent. I observed adequate food supply in the home and menus.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.637	Handling of resident funds and valuables.
	(8) A resident shall have access to and use of their resident funds in reasonable amounts, including immediate access

	to not less than \$40.00. A resident shall receive up to the full amount of resident funds at a time designated by the resident, but not more than 5 days after the request for the resident funds. Exceptions must be subject to the provisions of the resident's assessment plan.
ANALYSIS:	Based on the investigation there is insufficient evidence to support that the home is refusing to provide the residents with funds requests. Resident A, Resident B, and Resident C funds are managed by Guardian A. Guardian A receives requests from them and either refuses or accepts the requests based on the money in their individual accounts. Guardian A requires each resident to have at least \$100 in their account. If the resident requests more than what is available in their account she refuses the request. Guardian A pays their cost of care and gives each \$44 monthly allowance. The home does not manage the residents' allowances. Keshana Jackson, home manger confirmed that the home does not manage the residents personal allowances.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.637	Handling of resident funds and valuables.
	(13) Charges against a resident's account must not exceed the agreed price for the services rendered and goods furnished or made available by the facility to the resident.
ANALYSIS:	Based on the investigation there is sufficient evidence that the licensee designee is using the residents EBT cards for the purchase of groceries for the home. However, this authorization is not documented on Resident A, Resident B, Resident C, Resident D and Resident E's <i>Resident Care Agreements</i> , authorizing the licensee designee to manage. The residents receiving supplemental security income (SSI) shall not require those residents to reimburse the home or facility for care beyond what is established on the <i>Resident Care Agreements</i> .
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

The staff are threatening the residents.

INVESTIGATION:

On 12/08/2025, I received the complaint via email. In addition to the above allegations, it was reported two staff Keshawna and Crystal do not show patience with disabled adults. They will get upset and yell at the residents and threaten to take away privileges.

On 12/16/2025, I conducted an unannounced onsite investigation, I interviewed direct care staff Christal Kendricks. Ms. Kendricks denied yelling at residents or taking away their privileges.

On 12/16/2025, I interviewed Resident A. Resident A said that the staff in the home "seem nice". Resident A denied having any issues with direct care staff Ms. Kendricks or Keshanna Jackson. Resident A said that both are very nice and helpful. Resident A had no concerns about poor treatment or threats from staff.

On 12/16/2025, I interviewed Resident B. Resident B said that at times staff have yelled at her, especially Keshanna Jackson. Ms. Jackson refuses her to help Resident A's son who she said is her friend. Resident B said that Ms. Kendricks has a loud voice but is not yelling to be mean. Resident B said that she has several recordings of conversations she's had with Ms. Jackson as evidence of how she talks to her. I gave Resident B my business card to email or text the recordings. Resident B denied that she was threatened by staff.

On 12/16/2025, I interviewed Resident C. denied having any issues or concerns about the staff.

On 12/16/2025 I interviewed Resident D. Resident D denied having issues with the staff; she feels safe in the home.

On 12/16/2025, I interviewed Resident E. Resident E said that the staff are very good to her. Resident E described the staff as very respectful. She had no concerns and felt safe in the home.

On 01/06/2026, I received a phone call from Relative B. Relative B said that she received my contact information from Resident B. Relative B said that the home is threatening to evict Resident B. A phone interview was arranged for a later date.

On 01/06/2026, I received text messages from Resident B. Resident B texted informing me that she gave Relative B my phone number because she does not feel safe talking around the group home staff.

On 01/08/2026, I conducted a phone interview with Relative B. Relative B said that Resident B has recordings of staff threatening her and mistreating her. I informed Relative B that I have the recordings and will review them. Relative B said that she has a meeting with an attorney today to investigate obtaining guardianship of Resident B.

On 01/08/2026, I reviewed audio files sent by Resident B. I reviewed four audio calls. The first recording Resident B is asked a female staff person (identified as Keshanna Jackson via later recordings). The first recording related to the above allegation there is a conversation between Resident B and Ms. Jackson discussing a male visitor/friend that Resident B wanted to see. Ms. Jackson is telling Resident B that Resident B didn't like a male friend and that he is not allowed to visit the home. Ms. Jackson is heard telling Resident B that she could only meet the male friend in the community. Ms. Jackson told Resident B that she would be contacting her guardian about the matter. The second audio Resident B expressed that she wanted to visit Relative B. Ms. Jackson is told Resident B, "I don't want to talk about it". Resident B went to visit Relative B without permission. Ms. Jackson told Resident B that she broke the rules by not informing staff of her whereabouts. The last audio discussion with Resident B about safety and knowing her whereabouts.

On 01/08/2026, I conducted a phone interview with Guardian A. Resident B does not have any visitation restrictions. We discussed the content of the recordings. Guardian A said that the male friend that is being discussed on the recordings is Resident A's adult son. The friendship between Resident B and Resident A's son is causing friction between the two.

On 02/06/2026, I conducted a phone interview with Keshanna Jackson. Ms. Jackson denied making threats towards Resident B. Ms. Jackson said that she has been extremely patient with Resident B. She has been working with Resident B through many behavior and emotional concerns. Ms. Jackson said that Relative B expects Resident B to preferential treatment and causes issues with Resident B's care. Resident B is highly functioning. Ms. Jackson was informed of the audio recordings done by Resident B of their conversations. Ms. Jackson said that Resident B called Resident A's son "F-ugly" and said that "he's not her type" and other things which hurt Resident A's feelings. Resident B has community success but chooses to visit with Resident A's son which extremely upsets Resident A. Resident A's son was spending more time with Resident B than her and it was causing a lot of tension in the home between Resident A and Resident B. Ms. Jackson said that the conversations may have been "colorful" because what matters to her is the safety and protection of all residents and the friendship between Resident B and Resident A's son was not good for the home. Ms. Jackson also said that Relative A also has severe mental health issues and triggers Resident B.

On 02/09/2026, I conducted an exit conference with Ms. Shier. I discussed the audio recording with Ms. Shier. We also discussed resident rights regarding visitors, and we discussed that the EBT use authorizations should be documents on the *Resident Care*

Agreements. Ms. Shier was also informed that the residents' allowances should not be documented on the *Resident Care Agreement's* because they are not managing the allowances. Ms. Shier agreed to submit a corrective action plan after receipt of the approved report.

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(6) A licensee, staff, volunteers, or any person who lives in the facility shall not do any of the following: (a) Use any form of punishment.
ANALYSIS:	Based on the investigation there is insufficient evidence to support that direct care staff Christal Kendricks or Keshanna Jakson has made threats to the residents. Resident A said that both Ms. Kendricks and Ms. Jackson are nice and helpful to her. Resident C, Resident D and Resident E expressed no concerns with the staff. Resident B and Relative B alleged that threats were made by Keshanna Jackson, home manager, however, there was no evidence to support this claim.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(3) A licensee and staff shall respect and safeguard all of the following resident rights to: (I) Receive visitors at a reasonable time. Exceptions or visitor restrictions must be covered in the resident's assessment plan. Special consideration must be given to visitors coming from out of town or whose hours of employment warrant deviation from usual visiting hours.
ANALYSIS:	Based on the investigation there is sufficient evidence to support that Keshanna Jackson, home manager was recorded without her knowledge telling Resident B that she could not visit with a male friend in the home which is, Resident A's son. Ms. Jackson expressed concerns about the friendship between Resident B, and the male friend because it causes discord in the home. Ms. Jackson telling Resident B this was an attempt to protect both residents. According to Guardian A, Resident B does not have

	any visitor restrictions and is aware of the situation with Resident B and Resident A's son.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

L. Reed

02/13/2026

LaShonda Reed
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

02/24/2026

Denise Y. Nunn
Area Manager

Date