



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 3, 2026

Stephanie Herzhaft
Hope Network Behavioral Health Services
PO Box 890
3075 Orchard Vista Drive
Grand Rapids, MI 49518-0890

RE: License #: AS340089081
Investigation #: 2026A0464019
Westlake V

Dear Mrs. Herzhaft:

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 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 (616) 356-0100.

Sincerely,

Megan Leavitt, LMSW

Megan Leavitt, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 438-3036

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS340089081
Investigation #:	2026A0464019
Complaint Receipt Date:	01/09/2026
Investigation Initiation Date:	01/09/2026
Report Due Date:	03/10/2026
Licensee Name:	Hope Network Behavioral Health Services
Licensee Address:	PO Box 890, 3075 Orchard Vista Drive Grand Rapids, MI 49518-0890
Licensee Telephone #:	(616) 430-7952
Administrator:	Stephanie Herzhaft
Licensee Designee:	Stephanie Herzhaft
Name of Facility:	Westlake V
Facility Address:	11652 Grand River, Lowell, MI 49331
Facility Telephone #:	(616) 897-5373
Original Issuance Date:	11/09/1999
License Status:	REGULAR
Effective Date:	09/15/2024
Expiration Date:	09/14/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On 01/05/2026, staff Kevin Johnson swore at Resident A.	Yes

III. METHODOLOGY

01/09/2026	Special Investigation Intake 2026A046401
01/09/2026	APS Referral Referral Came from APS
01/09/2026	Special Investigation Initiated - Telephone Brandi Moore, Program Manager
02/11/2026	Inspection Completed On-site Brandi Moore, Program Manager Kevin Johnson, Staff
02/11/2026	Contact - Document Received ORR Investigation Report
03/02/2026	Exit Conference Stephanie Hertzahft, Licensee Designee

ALLEGATION: On 01/05/2026, staff Kevin Johnson swore at Resident A.

INVESTIGATION: On 01/09/2026, I received a complaint from the Detroit Wayne Integrated Health Network, Office of Recipient Rights (ORR). The complaint alleged that on 01/02/2026, staff Kevin Johnson was assisting Resident A with a task. Resident A was agitated and scratched Mr. Johnson. Mr. Johnson responded inappropriately to Resident A by stating, "I wish you would stop fucking scratching me". A second complaint was also sent in from Adult Protective Services (APS). APS did not assign the complaint for investigation.

On 01/09/2026, I exchanged emails with program manager, Brandi Moore, to coordinate the investigation.

On 02/11/2026, I completed an onsite inspection at the facility. Resident A was unable to be interviewed, as he is nonverbal. I interviewed program manager, Brandi Moore. Mrs. Moore reported that Mr. Johnson has always been a great employee and has worked for the agency for several years. Mr. Johnson is currently assigned to a different cottage, pending the investigation. Mrs. Moore reported

Detroit/Wayne ORR investigated the complaint and substantiated Mr. Johnson for neglect. Mrs. Moore did not witness the incident but stated it was reported to her.

I then interviewed Mr. Johnson. Mr. Johnson reported on 01/02/2025, he was assisting Resident A with tying his shoes. Resident A was agitated and kept scratching Mr. Johnson. At one-point, Resident A drew blood by scratching him. Mr. Johnson admitted he lost his “cool” and snapped at Resident A by stating, “I wish you would stop fucking scratching me”. Mr. Johnson denied he has ever reacted this way towards a resident in the past. Mr. Johnson reported he feels bad about the incident.

On 02/11/2025, I received and reviewed the investigation report completed by ORR worker, Jessica Allison-Lamb. The report reflected on 01/08/2026, Ms. Allison-Lamb interviewed staff, Christopher Heyes and Chloe Rush, by telephone. Both staff reported they were working with Mr. Johnson on 01/02/2026. Both staff reported they witnessed Mr. Johnson say to Resident A, “I wish you would stop fucking scratching me”. Both staff denied witnessing Mr. Johnson act inappropriate towards residents in the past.

On 03/02/2026, I completed an exit conference with licensee designee, Stephanie Herzhaft. She was informed of the investigation findings and recommendations. A corrective action plan will be submitted to licensing.

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:	<p>On 01/19/2026, a complaint was received alleging staff, Kevin Johnson swore at Resident A.</p> <p>On 02/11/2026, an onsite inspection was completed at the facility. Resident A was unable to be interviewed as he is nonverbal.</p> <p>Mr. Johnson was interviewed and admitted to telling Resident A, “stop fucking scratching me”</p> <p>Staff, Christopher Heyes and Chloe Rush were also interviewed. Both staff admitted to witnessing Mr. Johnson tell Resident A, “stop fucking scratching me”.</p>

	Based on the investigative findings, there is sufficient evidence to support a rule violation that Mr. Johnson used inappropriate language towards Resident A.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend that the licensing status remain unchanged.

Megan Leavitt, LMSW 03/03/2026

Megan Leavitt Date
Licensing Consultant

Approved By:



03/03/2026

Jerry Hendrick Date
Area Manager