



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 16, 2026

Kelly Devereaux
Mentors Of Michigan, Inc.
3812 Finch
Troy, MI 48084

RE: License #: AS630287813
Investigation #: 2026A0605009
Chester Hills

Dear Kelley Devereaux:

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 (248) 972-9136.

Sincerely,

A handwritten signature in cursive script that reads "Frodet Dawisha".

Frodet Dawisha, Licensing Consultant
Bureau of Community and Health Systems
3026 W. Grand Blvd., Ste 9-100
Cadillac Place
Detroit, MI 48202
(248) 303-6348

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630287813
Investigation #:	2026A0605009
Complaint Receipt Date:	01/27/2026
Investigation Initiation Date:	01/27/2026
Report Due Date:	03/28/2026
Licensee Name:	Mentors Of Michigan, Inc.
Licensee Address:	3812 Finch Troy, MI 48084
Licensee Telephone #:	(248) 632-3534
Administrator/Licensee Designee:	Kelly Devereaux
Name of Facility:	Chester Hills
Facility Address:	404 Arlington Rochester, MI 48307
Facility Telephone #:	(248) 651-6820
Original Issuance Date:	02/04/2008
License Status:	REGULAR
Effective Date:	09/03/2025
Expiration Date:	09/02/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Residents live in an AFC home where chronic food shortages have left residents with little more than toast due to repeated failures to provide groceries.	Yes
Additional Findings	Yes

III. METHODOLOGY

01/27/2026	Special Investigation Intake 2026A0605009
01/27/2026	Special Investigation Initiated - Letter Sent email to assigned APS worker Kanati Owl-Davenport
01/27/2026	APS Referral Adult Protective Services (APS) made referral
01/27/2026	Contact - Telephone call received APS worker Kanati Owl-Davenport
01/29/2026	Inspection Completed On-site Conducted unannounced on-site investigation
01/29/2026	Contact - Telephone call made Discussed allegations with licensee designee Kelly Devereaux
01/29/2026	Contact - Telephone call received From Kelly Devereaux
02/02/2026	Contact - Telephone call received From Kelly Devereaux
02/23/2026	Contact - Document Sent Email to Kelly Devereaux
02/24/2026	Contact - Document Received Email from Kelly Devereaux
02/26/2026	Contact - Telephone call made

	Discussed allegations with DCS Michele Raby and left messages for Gloria Caruthers, Lovente Brown and was unable to leave message for Devon Hart due to his phone not accepting calls.
03/02/2026	Contact - Telephone call made Left messages for DCS Gloria Caruthers, Lovente Brown and again unable to leave message for Devon Hart
03/02/2026	Contact - Telephone call received Discussed allegations with DCS Gloria Caruthers
03/02/2026	Contact - Telephone call made Discussed allegations with Lori Chandler
03/04/2026	Contact - Telephone call made Left message for DCS Lovente Brown and again unable to leave message for Devon Hart
03/04/2026	Contact - Telephone call received Discussed allegations with DCS Devon Hart
03/04/2026	Exit Conference Conducted exit conference with licensee designee Kelly Devereaux via telephone

ALLEGATION:

Residents live in an AFC home where chronic food shortages have left residents with little more than toast due to repeated failures to provide groceries.

INVESTIGATION:

On 01/27/2026, intake #209110 was referred by Adult Protective Services (APS) regarding no food in the home for six residents.

On 01/27/2026, I received a call from APS worker Kenati Owl-Davenport. Her colleague went out to Chester Hills on 01/23/2026 and interviewed Resident A. Resident A denied the allegations of no food in the home. Resident A told APS that he gets enough food to eat. The APS worker observed a significant amount of food, meats, daily products, vegetables, and non-perishable items in the home. Ms. Owl-Davenport will be going out to the group home on Thursday to conduct her investigation. She stated she forwarded this complaint to the Office of Recipient Rights (ORR) and spoke with Rishon Kimble who advised Ms. Owl-Davenport that ORR would not be investigating these allegations.

On 01/29/2026, I conducted an unannounced on-site investigation and APS Kenati Owl-Davenport arrived afterwards. The home manager (HM) Lovell Sims answered the door; however, he appeared disheveled, did not have any shoes on and I smelled alcohol on him. I asked Mr. Sims if he was a resident or staff and he stated, "I'm staff." Also present were Residents A, B, C, D, E, and F. I discussed the allegations with Mr. Sims, who has been working at Chester Hills as the HM for about one and a half years. He works all shifts and states, he is working the afternoon shift today that began at 2PM, right before I had arrived. Mr. Sims used to be responsible for grocery shopping, but since November 2025, he is no longer responsible for grocery shopping because now the supervisor, Lori Chandler orders food weekly for the home. Grocery shopping is done by Ms. Chandler every Thursday and whenever the home runs out of food, staff inform Ms. Chandler who then orders food that arrives at the home the next day. Mr. Sims denied that staff is stealing food from the home and stated that the guys eat a lot of food at this home and that is why they are low on food sometimes.

I interviewed Resident A regarding the allegations. Resident A is his own guardian. He gets enough food to eat but stated that the home is low on snacks. He had eggs, cheese, ham, and toast for breakfast. He skipped lunch today because he had a big breakfast and for dinner last night he had Salisbury steak. He has not heard other residents complaining about no or low food in the home but stated that he nor the other residents have access to the refrigerator in the garage. He does not know why but stated it was locked.

I interviewed Resident B regarding the allegations. Resident B is his own guardian. He stated, "I sometimes get enough to eat but other times I don't." For breakfast, he only had milk today and for lunch a bologna sandwich. He stated, "when I'm hungry sometimes staff say there's not enough food to eat because we're low on food." Resident B had no other information to provide.

I interviewed Resident C regarding the allegations. Resident C is his own guardian. He gets enough food to eat. He had cereal for breakfast, a bologna sandwich for lunch and last night they had Salisbury steak for dinner. He stated, "when they run out of food they get more. Grocery shopping is tomorrow on Thursday. Lori is responsible for shopping." I interviewed Resident D regarding the allegations. Resident D's brother is his guardian. He did not say much about the allegations other than there is plenty of food and no food goes missing.

I interviewed Resident E regarding the allegations. Resident E's parents are his guardians. He gets enough food to eat and there is always food in the home. He did not have much more to say about the allegations.

I interviewed Resident F regarding the allegations. Resident F's mother is his legal guardian. Mr. Sims was initially responsible for grocery shopping but not anymore and he does not know why. Now food is ordered from Walmart weekly but Resident F stated, "it's not enough and there's no variety." He had frosted flakes cereal for breakfast, a bologna sandwich for lunch and Salisbury steak for dinner last night with

mashed potatoes and macaroni. He too reported that residents are not allowed to access the refrigerator in the garage, and he does not know why.

I expressed concerns with Mr. Sims regarding alcohol. Mr. Sims was also mumbling when he spoke and he was having difficulty locating the menus when asked and when asked questions, he stated, "I'm still learning everything," even though he has been working at this home for one in a half years as the HM. Mr. Sims stated the last time he drank alcohol was last night and that he has never drank while on shift nor has he arrived to shift under the influence. I interviewed all the residents regarding this concern, and they all denied smelling alcohol on Mr. Sims and denied that Mr. Sims has been under the influence of alcohol or anything else during his shifts.

Note: I viewed the refrigerator in the kitchen and there was minimal to no food. The freezer had one package of chicken breasts with three other frozen items. The refrigerator had milk, butter, opened package of bologna that was exposed, eggs and condiments. The pantry was also low on food; I observed ramen noodles, boxed macaroni and cheese and other packaged rice and cans of soup and vegetables. I also viewed the refrigerator and freezer in the garage and there was a lock on it, but it was unlocked. There was only milk in the refrigerator.

On 01/29/2026, I contacted licensee designee Kelly Devereaux via telephone regarding the allegations. Ms. Devereaux stated that supervisor Lori Chandler is responsible for ordering food for Chester Hills once a week through Walmart. She placed an order in the amount of \$250 for the home which Ms. Devereaux believed was enough for all the residents. I advised Ms. Devereaux that I just left the home and there was minimal food for the residents. She stated that she would have Ms. Chandler place an order and get the food to the home immediately. She will send pictures of the food once purchased. I also expressed concerns about Mr. Sims appearing disheveled, mumbling when responding to questions and smelling of alcohol. Ms. Devereaux stated she would send Ms. Chandler to the home immediately and would call me back.

On 01/29/2026, I received a telephone call from Kelly Devereaux. She went to Chester Hills with Ms. Chandler and understands my concerns. She stated that she too smelled alcohol on Mr. Sims and that he was not following their policies regarding dress code. He did seem disheveled and she did not understand why he did not have any shoes on. Ms. Devereaux stated that Mr. Sims "mumbles," when he speaks as she has asked him repeatedly to repeat what he says. She will send him to Concentra to get tested and has removed him as the HM from Chester Hills.

On 01/29/2026, I received text messages from Kelly Devereaux showing that an ample amount of food was purchased for the home. She took pictures of the freezer and refrigerator in the kitchen and of the pantry and there was a surplus of food.

On 02/02/2026, I received a telephone call from Kelly Devereaux regarding Mr. Sims. Mr. Sims took a breathalyzer test at Concentra, and the results were 0.00 stating that he was not intoxicated; however, due to the concerns Ms. Devereaux witnessed on

01/29/2026 regarding Mr. Sims, she has removed him as the HM of Chester Hills. She stated that Concentra only tested for alcohol and not for drugs due to Mr. Sims being a walk-in.

On 02/23/2026, I emailed licensee designee Kelly Devereaux requesting staff contact information who work at Chester Hills.

On 02/24/2026, I received a staff contact list via email from Kelly Devereaux.

On 02/26/2026, I interviewed direct care staff (DCS) Michele Raby regarding the allegations via telephone. Ms. Raby has been working for this corporation for a long time. There have been times when food has run low, but every time that happens, she calls Ms. Devereaux who either sends money or orders food for the home. The food either arrives the next day or the same day. Lori Chandler does the grocery shopping weekly. Ms. Raby stated that staff are not stealing the food and that the residents are eating it quickly sometimes. She has never smelled alcohol on the HM Lovell Sims and has never seen him under the influence of anything.

On 03/02/2026, I received a call from DCS Gloria Caruthers regarding the allegations. Ms. Caruthers works twice weekly, Mondays and Thursdays, from 6PM-10AM. There have been times when it was a "struggle," to find food to feed the residents. The food was low and when that happened, she used to call HM Lovell Sims, but then he was no longer doing the grocery shopping. It was Lori Chandler. Now there is food, but Ms. Caruthers feels that the group home can "work harder to ensure clients get the types of food they want." She stated that the residents have complained about "always having chicken," and "wanting a variety with their food." She has noticed that on Thursdays, when she works and is responsible for preparing dinner is when the food is low and sometimes "nothing there." Ms. Caruthers has never worked with Mr. Sims but does see him during shift change. She has never smelled alcohol on him, and no one has complained about Mr. Sims's smell of alcohol or appearing under the influence of anything.

On 03/02/2026, I interviewed supervisor Lori Chandler via telephone regarding the allegations. Ms. Chandler is responsible for grocery shopping and orders the food either on Mondays or Fridays. The company spends \$250 on fresh meats, fruits, and vegetables. The food usually lasts for one week, but when staff are low on food, they contact her and she orders more that usually arrive the next day but if needed, she would get it to the home the same day. Ms. Chandler believes when the food runs low, it is because the residents eat more during that week, which rarely occurs. She will ensure that all staff are aware that if the food runs low, contact her immediately and she will make sure to get the food to the home immediately. Ms. Chandler stated she will also make visits at the group home during the week to ensure there is ample amounts of food for the residents. Ms. Chandler has never had any concerns about Mr. Sims' smelling of alcohol and stated that when she went to Chester Hills on 01/29/2026, she did not smell alcohol but did observe him to appear disheveled. Mr. Sims has been removed as HM of Chester Hills.

On 03/04/2026, I interviewed DCS Devon Hart regarding the allegations via telephone. Mr. Hart has been working for this corporation for about seven years. He works all shifts. He is sometimes responsible for preparing meals and stated there is always enough food in the home for all the residents. Their supervisor Lori Chandler is responsible for ordering food weekly and whenever staff run low, they text Ms. Chandler who orders more food and brings it to Chester Hills. He has worked with Mr. Sims and has not smelled alcohol on him, nor has he seen Mr. Sims under the influence of anything. There have not been any complaints about Mr. Sims to Mr. Hart about anything.

APPLICABLE RULE	
R 400.629	Direct care staff; qualifications and training.
	(4) Direct care staff shall possess all of the following qualifications before working independently: (a) Be capable of meeting the physical, emotional, intellectual, and social needs of each resident.
ANALYSIS:	Based on my investigation and information gathered, HM Lovell Sims was capable of meeting the physical, emotional, and intellectual, and social needs of Residents A, B, C, D, E, and F on 01/29/2026. I conducted an unannounced on-site investigation and HM Mr. Sims appeared disheveled, had no shoes on, and I smelled alcohol on him. Licensee designee Kelly Devereaux sent him to Concentra where he blew a 0.0 on a breathalyzer, for alcohol. However, Ms. Devereaux removed Mr. Sims as the HM at Chester Hills.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.663	Nutrition; adoption by reference.
	(1) A licensee shall provide daily a minimum of 3 nutritious meals to residents.

ANALYSIS:	<p>Based on my investigation and observations on 01/29/2026, Chester Hills could not provide a minimum of three nutritious meals for six residents. Food is ordered once a week through Walmart in the amount of \$250. Sometimes, residents eat more during the week and when it is depleted, staff contact either licensee designee Kelly Devereaux or supervisor Lori Chandler who order additional food for the home. However, during my unannounced on-site investigation on 01/29/2026, there was extremely minimal food in the home for Residents A, B, C, D, E, and F.</p> <p>On 01/29/2026, Ms. Devereaux ordered food and sent pictures of the freezer, refrigerator and pantry showing a surplus in food for the residents. Ms. Chandler stated she will make visits to the home during the week to ensure there is always food in the home for the residents.</p>
CONCLUSION:	VIOLATION ESTABLISHED (BUT CORRECTED)

ADDITIONAL ALLEGATIONS:

INVESTIGATION:

During my on-site investigation on 01/29/2026, I observed Resident A's bedroom door not closing properly, Resident F's bedroom door with a large crack, and there was no fitted sheet on Resident B's mattress, only plastic cover and no pillowcase on Resident B's pillow which appeared stained.

On 03/04/2026, I conducted the exit conference with licensee designee Kelly Devereaux with my findings.

APPLICABLE RULE	
R 400.647	Safety and maintenance of premises.
	(1) A facility must be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	I observed on 01/29/2026 that Resident F's bedroom door was not constructed or maintained as there was a large crack.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.657	Bedrooms.
	(4) Interior doorways of a resident bedroom must be equipped with a side-hinged, permanently mounted door that is equipped with positive-latching, non-locking-against-egress hardware.
ANALYSIS:	I observed on 01/29/2026 that Resident A's bedroom door not closing properly.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.669	Linens.
	(1) A licensee shall provide all of the following: (a) Clean bedding in good condition that includes a minimum of a fitted sheet, top sheet, pillowcase, and blanket or comforter for each bed.
ANALYSIS:	I observed on 01/29/2026 that Resident B's mattress only had a plastic covering with no fitted sheet.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.669	Linens.
	(1) A licensee shall provide all of the following: (b) At least 1 standard bed pillow that is comfortable, clean, and in good condition for each resident.
ANALYSIS:	I observed on 01/29/2026 that Resident B's pillow was stained and did not have a pillowcase.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Frodet Dawisha

03/04/2026

Frodet Dawisha
Licensing Consultant

Date

Approved By:

Jay Calwerts

For

03/16/2026

Denise Y. Nunn
Area Manager

Date