



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 9, 2026

Keyarra Powell  
Genuine Home Care LLC  
6164 Coolidge  
Dearborn Heights, MI 48127

RE: License #: AS820418748  
Investigation #: 2026A0992022  
Ross Home

Dear Keyarra Powell:

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 (313) 456-0380.

Sincerely,

A handwritten signature in black ink, appearing to read 'Denasha Walker', written in a cursive style.

Denasha Walker, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 300-9922

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820418748
<b>Investigation #:</b>	2026A0992022
<b>Complaint Receipt Date:</b>	02/19/2026
<b>Investigation Initiation Date:</b>	02/23/2026
<b>Report Due Date:</b>	04/20/2026
<b>Licensee Name:</b>	Genuine Home Care LLC
<b>Licensee Address:</b>	6164 Coolidge Dearborn Heights, MI 48127
<b>Licensee Telephone #:</b>	(313) 588-1350
<b>Administrator:</b>	Keyarra Powell
<b>Licensee Designee:</b>	Keyarra Powell
<b>Name of Facility:</b>	Ross Home
<b>Facility Address:</b>	25937 Ross St Inkster, MI 48141
<b>Facility Telephone #:</b>	(313) 395-2140
<b>Original Issuance Date:</b>	04/16/2025
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/16/2025
<b>Expiration Date:</b>	10/15/2027
<b>Capacity:</b>	3
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL



**II. ALLEGATION(S)**

	<b>Violation Established?</b>
On 2/14/2026, direct care staff, Jessica Mitchell, left Residents A and B unsupervised.	Yes

**III. METHODOLOGY**

02/19/2026	Special Investigation Intake 2026A0992022
02/19/2026	APS Referral
02/23/2026	Special Investigation Initiated - Telephone Direct care staff, Jessica Mitchell was not available. Message left.
02/24/2026	Inspection Completed On-site Home manager, Valencia Thompson and Resident A.
03/02/2026	Contact - Telephone call made Resident A
03/02/2026	Contact - Telephone call made Resident B
03/04/2026	Contact - Telephone call received Ms. Mitchell
03/04/2026	Exit Conference Licensee designee, Keyarra Powell.

**ALLEGATION:** On 2/14/2026, direct care staff, Jessica Mitchell, left Residents A and B unsupervised.

**INVESTIGATION:** On 02/24/2026, I completed an unannounced onsite inspection and interviewed home manager, Valencia Thompson. Ms. Thompson confirmed the allegation. She stated she received a call from licensee designee, Keyarra Powell regarding direct care staff, Jessica Mitchell needing to leave the home because she was in pain and not feeling well. Ms. Thompson stated she contacted Ms. Mitchell and made her aware that she was on her way to relieve her. Ms. Thompson stated she received a call from Resident B stating that Ms. Mitchell had left and they were

home alone. Ms. Thompson stated according to the cameras, Ms. Mitchell left at 6:39 p.m., which was approximately an hour before she arrived. Ms. Thompson stated that Resident A contacted Ms. Powell, stating she was scared because they were home alone. Ms. Thompson stated Ms. Mitchell was terminated.

Resident A was not feeling well and was not interviewed at this time.

On 03/02/2026, I contacted Resident A and interviewed her regarding the allegation, which Resident A confirmed. Resident A stated Ms. Mitchell left her and Resident B in the home; she stated there were no other staff there. Resident A stated she called Ms. Powell to let her know she was scared because Ms. Mitchell left. She stated Ms. Powell made her aware that Ms. Thompson was on her way. Resident A stated Ms. Thompson arrived at the home an hour later. Resident A stated this is the first time something like this has happened and that there is always staff in the home.

On 03/02/2026, I contacted Resident B and interview him regarding the allegation, which he confirmed. Resident B stated Ms. Mitchell left him and Resident A home alone. He stated he called Ms. Thompson and made her aware that they were home alone. He stated it was approximately an hour before Ms. Thompson arrived at the home. He stated this has never happened in the past and there is always staff there.

On 03/04/2026, I received a telephone call from Ms. Mitchell. I interviewed her regarding the allegation, which she confirmed. Ms. Mitchell stated she was in pain and her leg was hurting bad. She stated she wasn't sure if her leg was broken or what was going on. She stated the pain was preventing her from performing her duties; Ms. Mitchell stated she could barely walk. She stated she called Ms. Powell and Ms. Thompson and made them aware that she was in pain and needed to leave. Ms. Mitchell stated she even agreed to take the residents with her to the emergency room, but Ms. Thompson stated that was not permitted. She stated Ms. Thompson stated she was on her way. Ms. Mitchell stated she was in so much pain; she could not wait for Ms. Thompson and she left. She stated she left Residents A and B home alone. Ms. Mitchell stated she accepts accountability for her actions and as a result she was terminated.

On 03/04/2026, I contacted licensee designee, Keyarra Powell regarding the allegation. Ms. Powell stated she received a call from Ms. Mitchell stating she was in pain, not feeling well and needed to leave. Ms. Powell stated she told Ms. Mitchell she didn't have a problem with her leaving, but she needed to wait until Ms. Thompson arrived to relieve her. Ms. Powell stated Ms. Mitchell called the paramedics, they assessed her and didn't see anything wrong. Ms. Powell stated moments after the paramedics left, Ms. Mitchell left. She stated she left the home leaving residents A and B without staffing. Ms. Powell stated Ms. Mitchell was terminated.

I conducted an exit conference and made Ms. Powell aware that based on the investigative findings, there is sufficient evidence to support the allegation that Residents A and B were left without staffing

<b>APPLICABLE RULE</b>	
<b>R 400.681</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.</b>
<b>ANALYSIS:</b>	<p>During this investigation, I interviewed licensee designee, Keyarra Powell; home manager, Valencia Thompson; former direct care staff, Jessica Mitchell; Resident A and B regarding the allegation. All of which confirmed the allegation.</p> <p>Jessica Mitchell stated she left the home, leaving residents A and B without staffing.</p> <p>Based on the investigative findings, there is sufficient evidence to support that allegation that residents A and B were not protected and safe. The allegation is substantiated.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon an acceptable corrective action plan, I recommend that the status of the license remains the same.



03/04/2026

Denasha Walker  
Licensing Consultant

Date

Approved By:



03/09/2026

Ardra Hunter  
Area Manager

Date