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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 25, 2026

Amanda Ledford
Hope Network West Michigan
PO Box 890
Grand Rapids, MI 49501-0141

RE: License #: AS410317809
Investigation #: 2026A0340026
Paragon

Dear Mrs. Ledford:

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,



Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS410317809
Investigation #:	2026A0340026
Complaint Receipt Date:	02/26/2026
Investigation Initiation Date:	02/26/2026
Report Due Date:	04/27/2026
Licensee Name:	Hope Network West Michigan
Licensee Address:	PO Box 890 Grand Rapids, MI 49518
Licensee Telephone #:	(616) 490-3684
Administrator:	Amanda Ledford
Licensee Designee:	Amanda Ledford
Name of Facility:	Paragon
Facility Address:	649 Spaulding SE Ada, MI 49301
Facility Telephone #:	(616) 490-3684
Original Issuance Date:	04/26/2012
License Status:	REGULAR
Effective Date:	10/27/2024
Expiration Date:	10/26/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff Ebony Jones threatened gun violence and made vulgar remarks to residents.	Yes

III. METHODOLOGY

02/26/2026	Special Investigation Intake 2026A0340026
02/26/2026	APS Referral Complaint filed by APS
02/26/2026	Special Investigation Initiated - Telephone Amanda Ledford
03/06/2026	Inspection Completed On-site
03/06/2026	Contact – Telephone Call Made Staff Ebony Jones
03/25/2026	Contact – Telephone Call Made Staff Ebony Jones
03/25/2026	Exit Conference Designee Amanda Ledford

ALLEGATION: Staff Ebony Jones threatened gun violence and made vulgar remarks in front of residents.

INVESTIGATION: On February 26, 2026, a complaint was filed with the BCHS Online Complaints which stated staff Ebony Jones had told Resident A and B that if Home Manager Monica Acosta or any other staff mistreat her again, she and her boyfriend will “come shoot up the place”. Ms. Jones also told Resident A and B that Ms. Acosta is a “bitch” and “sucks too much dick”. Residents were upset by these statements. Resident A was crying when he reported the statements to Ms. Acosta and scared he would be shot.

On February 26, 2026, I contacted Designee Amanda Ledford. She had already been made aware of the allegations by the Office of Recipient Rights (ORR) and Ms. Jones was put on a leave of absence pending the investigation.

The complaint included what was stated in the Licensing complaint. Due to the threat of gun violence, Ms. Ledford stated the police were called and the threats of gun violence were reported to them. Ms. Ledford knew officers had been to the home and spoke with residents regarding this issue. I asked Ms. Ledford to send the statement from Ms. Acosta which had already been obtained. I received and reviewed it on this date.

The statement from Ms. Acosta was written on 2/19/26. It stated Resident A had told Ms. Acosta that Ms. Jones had asked him to call HR on her to get her fired. Resident B joined the conversation and said he had also been asked to call HR and tell them "Monica is a bad manager and is rude and needs to be fired". Resident A also stated that Ms. Jones had told him to say "Monica is a bitch and probably sucked dick to get this position". Resident A and B reported that Ms. Jones "talks badly" about Ms. Acosta all the time and wants her fired. Resident A stated that Ms. Jones told him that if she gets mistreated again her boyfriend will come to the home and "shoot up the place". Resident B reported that Ms. Jones told them not to say that she was telling them to do this. Resident B was crying because of all of this.

On March 6, 2026, I conducted an unannounced home inspection. Resident A and B were home at the time. I first interviewed Resident A privately in the laundry room of the home. Resident A remembered me from a previous visit to the home. We had some preliminary discussion to put him at ease with the interview. I asked him if he could tell me what had happened with Ms. Jones. Resident A stated Ms. Jones told him to file a complaint "on her behalf" with HR when he got to his day program. Ms. Jones told Resident A to say that there is too much drama in the home but he stated "That's crazy! There's no evidence of drama." Resident A stated he does not want to be in the middle if they are fighting. I asked if Ms. Jones wanted him to report anything else. Resident A stated he was instructed by Ms. Jones to report that Ms. Acosta is a "bitch" and "sucks a lot of dick". Resident A stated he feels he's being manipulated by Ms. Jones. Resident A then stated the police also came to the home to talk to him. I asked him to tell me about that. He told me that Ms. Jones had said to him that if she gets in trouble one more time that she and her boyfriend were going to "shoot the place up". He clarified that she meant the home where he lived. This made Resident A feel very scared and he said he cried when she said this to him.

I asked Resident A if he had seen or talked to Ms. Jones since this happened. He stated she is in Florida right now so he is not afraid she will show up at the home. I asked Resident A if Ms. Jones had told anyone else to do this or if anyone else had heard what she said. He stated Resident B was also told to report Ms. Acosta. Resident A thinks Resident B "fell for it" and reported Ms. Acosta. Resident A was worried Ms. Acosta will be fired and that Ms. Jones will return to the home. He stated he does not want Ms. Jones to return to the home. He feels she is not a nice person and he will not feel safe if she comes back. I assured Resident A of my job to make sure he is safe. I then thanked him for meeting with me and the interview concluded.

Next, I met with Resident B. Resident B also remembered me from a previous visit. I explained the reason for my visit and Resident B agreed to meet with me privately in the laundry room of the home. Resident B stated Ms. Jones told him to file a complaint against Ms. Acosta when he arrived at his day program. He was told to say she was mean and a “bitch”, and that she fights with staff. Resident B stated it is not true and she likes Ms. Acosta. Resident B said Ms. Jones made the comment that Ms. Acosta “must have sucked a lot of dick to get where she is”. Resident B does not know why she said that to him. Resident B did report these things and now wishes he did not. He stated he feels Ms. Jones “used me”.

I asked Resident B if Ms. Jones had said anything else to him. He said she threatened to “shoot up the home with her boyfriend and to shoot me in the head”. Resident B became emotional at this time and said he was very concerned Ms. Jones would come back to work at the home. Resident B said he was scared of being shot. He knew that Ms. Jones was in Florida at this time but did not know when she was returning. I asked Resident B if he had spoke with the police when they came to the home. He did not think that he did. Resident B informed me he has family who are police and he will talk to them. When Resident B had calmed, the interview was concluded.

I then interviewed staff Nadine True. I asked her if she was aware of what had been happening with Ms. Jones. She stated she has heard things “from the guys”. Ms. Acosta is on maternity leave so she has not talked to her and Ms. Jones was on a leave of absence and has gone to Florida but that was all she knew.

On March 25, 2026, I again contacted Ms. Jones and left a voicemail. As of this date she has not returned my call.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.
ANALYSIS:	<p>The allegation was made that Ms. Jones told residents to file complaints against Home Manager Ms. Acosta that she was a “bitch” and “sucks too much dick”.</p> <p>Ms. Ledford was aware of the allegations and they were reported to the police. Ms. Jones was put on leave.</p> <p>Ms. Acosta made a statement before going on maternity leave that Resident A and B had reported the allegations in this complaint to her.</p>

	<p>Resident A confirmed that Ms. Jones told him to file allegations against Ms. Acosta. He also confirmed Ms. Jones threatened to “shoot up” the home.</p> <p>Resident B confirmed that Ms. Jones told him to file allegations against Ms. Acosta. He also confirmed Ms. Jones threatened to “shoot up” the home and also threatened to shoot Resident B in the head.</p> <p>Evidence was discovered through this investigation to indicate a staff of the home made threatening and vulgar statements to residents.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On March 25, 2026, I conducted an exit conference with Designee Amanda Ledford. We discussed the allegations as well as the impact upon the residents. I explained the rule violation finding and need for a CAP. Ms. Ledford understood and agreed to sent a CAP.

IV. RECOMMENDATION

Upon receipt of an approved Corrective Action Plan, I recommend no change to the current license status.

 March 25, 2026

 Rebecca Piccard Date
 Licensing Consultant

Approved By:
 March 25, 2026

 Jerry Hendrick Date
 Area Manager