



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 24, 2026

Nichole VanNiman
Beacon Specialized Living Services, Inc.
890 N. 10th St. Suite 110
Kalamazoo, MI 49009

RE: License #: AS370413382
Investigation #: 2026A1029029
Beacon Home At Nottawa

Dear Ms. VanNiman:

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 licensee designee 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. 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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Jennifer Browning".

Jennifer Browning, Licensing Consultant
Bureau of Community and Health Systems
browningj1@michigan.gov - 989-444-9614

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS370413382
Investigation #:	2026A1029029
Complaint Receipt Date:	03/04/2026
Investigation Initiation Date:	03/04/2026
Report Due Date:	05/03/2026
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	890 N. 10th St. Suite 110, Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Roxanne Goldammer
Licensee Designee:	Nichole VanNiman
Name of Facility:	Beacon Home At Nottawa
Facility Address:	7302 S Nottawa Rd, Mount Pleasant, MI 48858
Facility Telephone #:	(269) 427-8400
Original Issuance Date:	11/14/2022
License Status:	REGULAR
Effective Date:	12/21/2024
Expiration Date:	12/20/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care staff member Ms. Eisenhardt was rude to Resident A, yells at him, and calls him names.	Yes
Direct care staff member Ms. Eisenhardt was rude to Resident B and yelled at him stating "if you do not like me, then leave".	Yes
Direct care staff member Ms. Eisenhardt told Resident B that if he wanted to go on an outing, he needed to wash the dishes first.	Yes

III. METHODOLOGY

03/04/2026	Special Investigation Intake 2026A1029029
03/04/2026	Special Investigation Initiated – Letter ORR Keegan Sarker
03/11/2026	Contact - Document Sent - Keegan Sarker and Emily Fairris
03/18/2026	Contact - Telephone call made to ORR Keegan Sarker
03/19/2026	Contact – Telephone call to Nathan Combs, Aaron Guy, Joyce Human, and Roxanne Goldammer
03/20/2026	Inspection Completed On-site - Face to Face with direct care staff members Lisa Kappler, Allie Roman, Resident A, Resident B, and Resident C at Beacon Home at Nottawa
04/01/2026	Inspection Completed On-site - Face to Face with direct care staff members Lisa Kappler, Aaron Guy, Resident A at Beacon Home at Nottawa
04/03/2026	APS Referral made to Centralized Intake.
04/09/2026	Contact – Telephone call to licensee designee Ramon Beltran (left message), Ms. Eisenhardt (left message)
04/15/2026	Contact – Telephone call to ORR Keegan Sarker
04/16/2026	Contact – Telephone call to Ms. Eisenhardt (Left message) and Tammy Everest
04/17/2026	Contact – Text message from Ms. Eisenhardt.
04/21/2026	Contact – telephone call to Ms. Eisenhardt, licensee designee Nichole VanNiman (Left message/ sent email) and Lisa Kappler

04/22/2026	Contact – Telephone call to licensee designee Nichole VanNiman
04/22/2026	Exit conference with licensee designee Nichole VanNiman

ALLEGATION:

- **Direct care staff member Ms. Eisenhardt was rude to Resident A, yelled at him, and called him names**
- **Direct care staff member Ms. Eisenhardt was rude to Resident B and yelled at him stating, “if you do not like me, then leave”.**

INVESTIGATION:

On 3/04/2026 a complaint was received via Bureau of Community and Health Systems online complaint system alleging that direct care staff member Ms. Eisenhardt was rude to Resident A, yelled at him, and called him names like “bitch.” Office of Recipient Rights advisor Keegan Sarker is also investigating these concerns.

On 3/13/2026 additional concerns were received via Bureau of Community and Health Systems online complaint system that direct care staff member Ms. Eisenhardt was rude to Resident B and yelled at him stating “if you do not like me, then leave.” According to the complaint allegations, direct care staff member Ms. Human observed this incident and when she mentioned it to her, Ms. Eisenhardt shrugged her shoulders, laughed, and said “well.”

On 3/18/2026 I interviewed ORR Ms. Sarker who stated she completed an onsite investigation at Beacon Home at Nottawa. Ms. Sarker stated she interviewed Resident A who reported that Ms. Eisenhardt threatened him and called him names but Resident A could not provide any details about how Ms. Eisenhardt was rude to him. Ms. Sarker stated Resident A also reported that Ms. Eisenhardt threatened Resident B about the dishes over the weekend and told Resident A that he is “out to get her.” Ms. Sarker stated she also interviewed direct care staff member Ms. Eisenhardt who “Yes, I did say that to him and he was having attitude” so I said, “if you do not like it, then leave” and she admitted that he shouldn’t have said that.

On 3/19/2026 I interviewed direct care staff member Nathan Combs who stated he has never heard Ms. Eisenhardt say anything inappropriate to Resident A or heard anything about her doing this. Mr. Combs stated when Ms. Eisenhardt told Resident B “if you do not like me then leave” he wasn't working but he did hear about this from Resident B and other direct care staff members.

On 3/19/2026 I interviewed direct care staff member Aaron Guy. Mr. Guy stated he has witnessed times when Ms. Eisenhardt has spoken to Resident A in a disrespectful way because the way she talks comes across as “arrogant and disrespectful.” Mr. Guy stated it's her tone, pitch, and the way she words things that tends to come across as

disrespectful. Mr. Guy stated he talked with her about this when she first started so she could pay attention to how she sounds when speaking to residents. Mr. Guy stated there have been a couple instances where Resident A will do something that is supposed to be ignored by direct care staff per Resident A's behavior plan, but Ms. Eisenhardt responds to Resident A which escalates the situation. Mr. Guy stated he never heard her swear at residents but she does swear around them. Mr. Guy stated there have been some instances where she yelled back at a resident that yelled at her but he could not think of specific instances.

Mr. Guy stated he was there when Resident B was told by Ms. Eisenhardt if he did not like her, then he should leave. Mr. Guy stated the day before Resident B gets his psychiatric medication injection he tends to be more symptomatic and angrier toward everyone and Ms. Eisenhardt was complaining that Resident B slammed the van door. Mr. Guy stated he was in the living room and Ms. Eisenhardt was in the kitchen when Resident B slammed the door on the back porch and stated, "leave me alone, I do not like you." Mr. Guy stated Ms. Eisenhardt replied even louder to Resident B, "I don't care if you don't like me, just leave." Mr. Guy stated Ms. Eisenhardt speaks to residents like this on a regular basis.

On 3/19/2026 I interviewed direct care staff member Joyce Human who stated she has never witnessed Ms. Eisenhardt speak in a disrespectful manner to Resident A but she does not work with her very often. Ms. Human stated she was aware of the concerns because Resident A reported them to her while riding in the van. Ms. Human stated Resident A told her Ms. Eisenhardt was yelling at him and that she would not stay out of his business but because he requires 1:1 staffing coverage during the day, it's necessary to be near Resident A. Ms. Human stated Resident A did not provide any specific statements about what Ms. Eisenhardt said to him or why she yelled at him.

Regarding the statement made to Resident B, Ms. Human stated she heard Ms. Eisenhardt yell to Resident B that if he doesn't like her, then he should leave. Ms. Human stated she told Ms. Eisenhardt that she cannot talk to residents in that way but Ms. Eisenhardt only shrugged her shoulders and laughed about it. Ms. Human stated afterward Ms. Eisenhardt told her it was just a joke and because Resident B was in a bad mood he did not take it that way.

On 3/19/2026 I interviewed administrator Roxanne Goldammer. Ms. Goldammer stated she has heard concerns about Ms. Eisenhardt's attitude toward residents. Ms. Goldammer stated starting on 3/20/2026, Ms. Eisenhardt will be suspended pending the completion of the investigations from licensing and ORR.

On 3/20/2026 I completed an unannounced onsite interview at Beacon Home at Nottawa and interviewed direct care staff member whose role is home manager Lisa Kappler. Ms. Kappler stated that she had issues with Ms. Eisenhardt in the past and stated that Ms. Eisenhardt is "loud and argumentative" but when confronted about her demeanor and behavior, Ms. Eisenhardt gets teary and emotional but her behavior does

not change. Ms. Kappler stated Ms. Eisenhardt appears to elevate the situation to get residents or other staff upset and described her personality as "toxic."

On 3/20/2026 I interviewed direct care staff member Allie Roman. Ms. Roman stated she has not witnessed any interactions that were inappropriate with Ms. Eisenhardt. However, Ms. Roman stated she helped Resident A fill out a recipient rights complaint regarding the way Ms. Eisenhardt talked to him and because she called him "retard" on an unknown date.

I interviewed Resident A on 03/20/2026 who stated Ms. Eisenhardt was mean to him yesterday after he was upset because his friend could not come over. Resident A stated that Ms. Eisenhardt needs to stay out of his business and he doesn't get along with her because she calls him names like "stupid" or "freak" which did not make him feel good at all. Resident A stated this incident was within the last few days. Resident A stated while ago Ms. Eisenhardt called him "retarded." Resident A stated he does not want her to work there anymore because she does not get along with people. Resident A stated he does not feel safe when she is working. Resident A stated he does not know how many times she has called him names but it's been more than once. Resident A stated he heard Ms. Eisenhardt say to Resident B that if he does not like her, then he can leave because she's mean to Resident B also.

I interviewed Resident B who stated he has never heard Ms. Eisenhardt say anything inappropriate to Resident A. Resident B stated he did not remember Ms. Eisenhardt stating to him "if you do not like it then leave" and denied that either of them yelled at each other during that shift.

I interviewed Resident C who stated he has had concerns regarding Ms. Eisenhardt and although he heard others say she's hard to get along with he does not have any concerns. Resident C stated he heard her be disrespectful to Resident A but he does not recall what she said to Resident A. Resident C also stated he observed her yelling at Resident A. Resident C stated he did not think he was there when Ms. Eisenhardt made the statement toward Resident B but he heard about the incident.

On 4/10/2026 I received a call from APS James Helwig. Mr. Helwig stated that Ms. Eisenhardt's treatment of the residents was also assigned for investigation, however, since she has been terminated from her position the issue has been resolved.

On 4/16/2026 I interviewed administrator Ms. Goldammer who stated that Ms. Eisenhardt was terminated from her position on 04/01/2026 and she will not be returning to work at Beacon Home at Nottawa.

On 4/21/2026 I interviewed former direct care staff member Ms. Eisenhardt. Ms. Eisenhardt stated she would describe her interactions with the residents as good because 99% of the time she worked there she was respectful. Ms. Eisenhardt stated it was hard for her not to react when resident told her to "fuck off" or that "you are going to get punched in the face." Ms. Eisenhardt stated she believed there were no

“employee rights” in this position. Ms. Eisenhardt stated she never called Resident A names. Ms. Eisenhardt stated there were a lot of employees that would just do things for him instead of helping him do it and he did not like that she wouldn’t do it for him. Ms. Eisenhardt stated Resident A also seemed to have a problem with female direct care staff members.

Ms. Eisenhardt confirmed that she told Resident B that if he did not like her, then he should just leave because he was having one of his “attitude behaviors.” Ms. Eisenhardt stated she made this statement because Resident B said something smart to her.

On 4/22/2026 I contacted licensee designee Nichole VanNiman. Ms. VanNiman stated she’s not familiar with Ms. Eisenhardt. Ms. VanNiman was notified of the concerns and an exit conference was completed. Ms. VanNiman stated she would complete a corrective action plan regarding these concerns.

This is a repeat violation of the equivalent rule 304 (1)(o) for SIR # 2024A1029015 dated 11/29/23 and 2024A1029036 dated 3/7/2024. Both of these investigations had a Corrective Action Plan completed. In SIR # 2024A1029015 direct care staff member Ms. Gammage was yelling, swearing, and intimidating the residents, which caused additional behavioral concerns. Ms. Gammage was terminated due to unrelated concerns after this incident. In SIR # 2024A1029036 direct care staff, Cynthia Bermudez used profanity toward a resident and threatened the resident. Ms. Bermudez also stood in the doorway of the restroom and did not allow a resident privacy while attempting to use the restroom. In that incident, Ms. Bermudez had to retake Recipient Rights training on 4/24/2024 and she had a written progressive action that will be kept in her employment file.

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:	There is evidence that Ms. Eisenhardt did not treat Resident A and Resident B with respect and dignity. Resident A stated Ms. Eisenhardt called him names like “stupid”, “freak”, and “retarded” while she worked there. Ms. Eisenhardt also told Resident B that if he didn’t like her, then he should just leave the AFC while yelling at him. Ms. Eisenhardt admitted she said this to Resident B and stated it was because it was having his “attitude behaviors” and she was frustrated. Ms. Goldammer terminated Ms. Eisenhardt’s employment with Beacon Home at Nottawa.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED [SIR # 2024A1029015 DATED 11/29/23 AND 2024A1029036 DATED 3/7/2024. CAP COMPLETED FOR BOTH.]

ALLEGATION: Direct care staff member Ms. Eisenhardt told Resident B that if he wanted to go on an outing, he needed to wash the dishes first.

INVESTIGATION:

On 3/04/2026 a complaint was received via Bureau of Community and Health Systems online complaint system with concerns that direct care staff member Ms. Eisenhardt told Resident B that if he wanted to go on an outing, he needed to wash the dishes first. ORR Ms. Sarker was also assigned to investigate these concerns.

On 3/18/2026 I interviewed ORR Ms. Sarker who stated she interviewed Ms. Eisenhardt on site. Ms. Sarker stated Ms. Kappler is questioning Ms. Eisenhardt's behavior toward the residents but she hasn't witnessed any of these incidents. Ms. Sarker stated the way that Ms. Eisenhardt stated Resident B had to do the dishes was a "thinly veiled threat" and Ms. Eisenhardt admitted she said it that way to Resident B but stated she did not think of that when she said it and did not mean it as a threat. Ms. Sarker stated Resident B cleaned the kitchen because he felt like he had to do this in order to go on an outing. Ms. Eisenhardt stated Resident B is paid \$10.00 per week to complete various chores and Resident B's cleaning the kitchen was counted toward the following week because he was already paid for this week. Ms. Sarker stated she attempted to interview Resident B but he would not tell her anything about this incident.

On 3/19/2026 I interviewed direct care staff member Mr. Combs. Mr. Combs stated on 3/14/2026 Resident B asked to go on an outing but Ms. Eisenhardt stated she didn't want to yet because there were dirty dishes and she did not want to do them but Mr. Combs informed her that was part of the job description for direct care staff members. Mr. Combs confirmed that Ms. Eisenhardt stated that if no one does the dishes, residents weren't going on an outing. Mr. Combs stated Resident B cleaned the kitchen including doing all the dishes and wiping the counters, and stove just so he could go to the outing.

On 3/19/2026 I interviewed direct care staff member Mr. Guy who stated Ms. Eisenhardt threatened Resident B by stating that he could not go on an outing until the dishes were washed. Mr. Guy stated residents planned on going on an outing after dinner and Ms. Eisenhardt stated since she made dinner she did not think she should have to do the dinner dishes because the residents live there too and Resident B said, well "that's your job - we were going to go on an outing." Mr. Guy stated Resident B said that he was done with the work training for the week and he did not want to do them so she responded, "well you are not going on an outing until you do the dishes." Mr. Guy stated Ms. Eisenhardt spoke to Mr. Combs about this who informed her this was part of their job description. Mr. Guy stated Mr. Combs came into the kitchen to de-escalate Resident B but Resident B had already started washing the dishes because he wanted to go on an outing. Mr. Guy stated Resident B was given credit toward the following week for completing this task as part of his work training.

I interviewed Resident A who stated Ms. Eisenhardt told Resident B that he needed to do the dishes but Resident A stated not believing this was right or fair. Resident A stated that was “her job to do that” not anyone else. Resident A stated Resident B ended up washing the dishes because they wanted to do an outing.

I interviewed Resident B who stated he knew Ms. Eisenhardt was lying when she said that because if he wants to earn money then it’s his choice to do the dishes so he was mad when she said this to him. Resident B stated he did the dishes because he did not feel that she was going to back down and it was easier to do them. Resident B stated that although he didn’t think she would let them go on the outing if the dishes were not washed, he did not see this as a threat because the dishes needed to get done and it wasn’t a big deal. Resident B stated he wasn’t upset about doing the dishes.

I interviewed Resident C who stated Ms. Eisenhardt said that the dishes needed to be done to go on and outing so she told Resident B to do the dishes. Resident C stated he did not see this as a threat because she just wanted the dishes done so they could leave for the outing and not leave a mess behind.

On 4/21/2026 I interviewed former direct care staff member Ms. Eisenhardt who confirmed that she told Resident B that he needed to do the dishes because the other two direct care staff members Mr. Brown and Mr. Combs were not helping her. Ms. Eisenhardt stated the residents were asking to go on an outing and she said, “can we clean up the kitchen before we go out anywhere?” and said that if anyone wants to go anywhere then they need to clean up before they leave. Ms. Eisenhardt stated she was doing this to help them become responsible adults and stated she does not feel like that was a threat, just more encouraging. Ms. Eisenhardt stated there are several weeks that Resident B does not want to do the chores that he’s supposed to do to earn \$10.00 a week. Ms. Eisenhardt denied stating that residents couldn’t go on the outing unless the dishes were done and the kitchen cleaned. Rather, Ms. Eisenhardt stated that it was better to have it cleaned up before they left. Ms. Eisenhardt stated that she would never refuse to take them on an outing because that is their right to have one.

I reviewed Resident B’s *Assessment Plan for AFC Residents* which included the following statements:

- Under B: Participates in Household Chores: Staff will continue to encourage, remind, and assist [Resident B] when needed to complete household chores for his weekly \$10 incentive.
- Under H: If [Resident B] disagrees with a situation, he will not follow instructions. Staff will continue to work with him and prompt and direct when needed.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(2) Work that is performed by a resident must be in accordance with the residents assessment plan.
ANALYSIS:	Although it is documented in Resident B's <i>Assessment Plan for AFC Residents</i> that Resident B can choose to complete various household tasks to earn \$10 per week, Resident B does not have to do any household tasks in order to go on an outing. Direct care staff members are ultimately responsible to complete any necessary task if a resident chooses not to complete it, including doing dishes and cleaning the kitchen. Resident B should not have been given the responsibility to do the dishes or miss an outing. Resident B had completed his work training household tasks for the week and should not have felt obligated to do more household tasks because direct care staff Ms. Eisenhardt did not believe it was her responsibility.
CONCLUSION:	VIOLATION 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: (p) Be treated with consideration and respect with due recognition of personal dignity, individuality, and need for privacy.
ANALYSIS:	Although Ms. Eisenhardt told Resident B to do the dishes before residents could go on an outing, neither Resident B nor Ms. Eisenhardt found these statements to be threatening, rude or disrespectful. Resident A and Resident C also both confirmed hearing the exchange but neither felt like it was a threat from Ms. Eisenhardt or felt upset about her saying this.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an approved corrective action plan, I recommend no change in the license status.

Jennifer Browning

04/23/2026

Jennifer Browning
Licensing Consultant

Date

Approved By:

Dawn Timm

04/24/2026

Dawn N. Timm
Area Manager

Date