



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

May 4, 2026

Wills Dixon  
7320 Lansing Ave  
Jackson, MI 49201

RE: License #: AS380258886  
Investigation #: 2026A0007019  
Pleasant Manor II AFC, LLC

Dear Mr. Dixon:

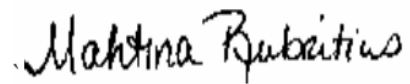
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (517) 335-5985.

Sincerely,

A handwritten signature in black ink that reads "Mahtina Rubritius". The signature is written in a cursive style with a large initial "M".

Mahtina Rubritius, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa  
P.O. Box 30664  
Lansing, MI 48909  
(517) 262-8604

Enclosure

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

**I. IDENTIFYING INFORMATION**

|                                       |  |
|---------------------------------------|--|
| <b>License #:</b>                     | AS380258886  |
| <b>Investigation #:</b>               | 2026A0007019   |
| <b>Complaint Receipt Date:</b>        | 03/12/2026   |
| <b>Investigation Initiation Date:</b> | 03/12/2026   |
| <b>Report Due Date:</b>               | 05/11/2026   |
| <b>Licensee Name:</b>                 | Wills Dixon  |
| <b>Licensee Address:</b>              | 7320 Lansing Ave<br>Jackson, MI 49201                                      |
| <b>Licensee Telephone #:</b>          | (517) 796-1598   |
| <b>Administrator:</b>                 | Wills Dixon  |
| <b>Licensee Designee:</b>             | N/A  |
| <b>Name of Facility:</b>              | Pleasant Manor II AFC, LLC   |
| <b>Facility Address:</b>              | 7330 Lansing Ave<br>Jackson, MI 49201                                      |
| <b>Facility Telephone #:</b>          | (517) 787-7873   |
| <b>Original Issuance Date:</b>        | 09/19/2003   |
| <b>License Status:</b>                | REGULAR  |
| <b>Effective Date:</b>                | 05/29/2024   |
| <b>Expiration Date:</b>               | 05/28/2026   |
| <b>Capacity:</b>                      | 6  |
| <b>Program Type:</b>                  | PHYSICALLY HANDICAPPED<br>DEVELOPMENTALLY DISABLED<br>MENTALLY ILL<br>AGED |



**II. ALLEGATION(S)**

|   | <b>Violation<br/>Established?</b> |
|---|-----------------------------------|
| On 1/15/2026, Nathaniel Kitts was the only staff on duty. He left to run errands and returned between 8:30 p.m. and 8:45 p.m. | No                                |
| Nathaniel Kitts is not fully trained to work independently.   | Yes                               |
| Additional Findings   | Yes                               |

**III. METHODOLOGY**

|            |   |
|------------|---|
| 03/12/2026 | Special Investigation Intake - 2026A0007019                 |
| 03/12/2026 | Special Investigation Initiated - On Site                   |
| 04/27/2026 | Contact - Telephone call made - Interview with Guardian E1. |
| 04/27/2026 | Contact - Telephone call received from Sandra Dixon, Staff. |
| 05/04/2026 | APS Referral – made.  |
| 05/04/2026 | Exit Conference conducted with Wills Dixon, Licensee.       |

**ALLEGATION: On 1/15/2026, Nathaniel Kitts was the only staff on duty. He left to run errands and returned between 8:30 p.m. and 8:45 p.m.**

**INVESTIGATION:**

It should be noted that during the course of conducting special investigations at Pleasant Manor I AFC, LLC (SIR #2026A0007013 & SIR #2026A0007018), additional information was received, which prompted an investigation at this facility, Pleasant Manor II AFC, LLC (SIR #2026A0007019).

On March 11, 2026, I conducted an unannounced on-site investigation at Pleasant Manor I AFC, LLC. I made face to face contact with Wills Dixon, Licensee, Annette Matiska, DCW, Nathaniel Kitts, Staff, Resident B, Resident E, Resident F, and Resident G.

I interviewed Annette Matiska, DCW. During the interview, I inquired who was at the home on the evening of January 15, 2026, and she informed me that Wills Dixon, Licensee and Nathaniel Kitts, Staff, were on the premises. Wills Dixon was at Pleasant Manor I, and Nathan Kitts was at Pleasant Manor II, in the living room watching television, supervising Resident E and Resident F. She stated that she left around 5:00 p.m. and she received a call around 10:00 p.m. to come to the home, as

she was the home manager and they needed to speak with her (regarding SIR #2026A0007013).

During the on-site investigation, I asked to review the employee file for Nathaniel Kitts. I also interviewed Nathaniel Kitts, who was cooperative with the investigation. He stated that he started working at the facility after Thanksgiving but before Christmas. He stated he helps with the grounds, runs errands and assists when needed. He stated that he did not supervise the residents alone and did not prepare medications. Nathaniel Kitts stated that on the evening of January 15, 2026, he went out to run some errands and returned around 8:30-8:45 p.m. He laid down after he returned. He was sleeping and shortly thereafter, he got up to find something, and that is when Wills Dixon told him about Resident A eloping from the facility. Regarding his training, Nathaniel Kitts stated that they did review emergency procedures with him, he received a "brief" training but was not fully trained yet. I inquired if he had submitted fingerprints for the background check, and he stated he went to the appointment but was turned away because he didn't have a certain paper with him. He stated that was a couple of weeks ago but had not gotten the paperwork from Wills Dixon yet.

During the on-site investigation, staff informed me that Sandra Dixon had spoken to the guardians for Resident E and Resident F about them temporarily going over to Pleasant Manor I.

On March 12, 2026, I conducted an unannounced on-site investigation, and made face to face contact with Wills Dixon, Licensee, Annette Matiska, DCW, Nathaniel Kitts, Staff, Resident B, Resident E, Resident F and Resident G.

Annette Matiska informed me that on January 15, 2026, she left around 5:00 p.m. and Nathaniel Kitts took over for the residents at Pleasant Manor II and Wills Dixon was supervising the residents at Pleasant Manor I. Resident E and Resident F were the two residents residing in the facility (Pleasant Manor II). She stated that all the residents (from both facilities) were in Pleasant Manor I, so that Wills Dixon could supervise them, while sitting at the dining room table. When it was time for medications, meals or bed, the residents would return to Pleasant Manor II.

I interviewed Wills Dixon who stated that Resident E and Resident F were at Pleasant Manor I (visiting from Pleasant Manor II) when Annette Matiska left work for the evening. He stated that Resident A, Resident B, Resident C, and Resident G were the residents at Pleasant Manor I. I inquired about the time that Nathaniel Kitts was responsible for the residents, and he stated it would have been at the time that Annette Matiska left work. Wills Dixon stated that he did not recall if Nathaniel Kitts left to run errands, but he may have.

I also spoke with Nathaniel Kitts, who confirmed that Resident E and Resident F were from Pleasant Manor II. He left the facility between 5:00 p.m. and 6:00 p.m., and when he returned between 8:30 p.m. and 8:45 p.m. he tried to take a nap. He

informed that all residents were at Pleasant Manor I when he took his nap. I inquired where Resident E and Resident F were when he ran his errands and he stated Wills Dixon had brought the two residents over to Pleasant Manor I. He stated that when he returned all of the residents were at Pleasant Manor I. The residents (Resident E and Resident F) slept in one of the rooms.

I followed up with Wills Dixon who stated that all of the residents (from both facilities) (Resident A, Resident B, Resident C, Resident D, Resident E, Resident F, and Resident G) were at Pleasant Manor I. The two residents were brought over to Pleasant Manor I, so they could all be in the same place. Wills Dixon informed that this was sometimes done to help with staffing issues. He also acknowledged that the facilities were to operate separately and were to have appropriate staffing ratios for each facility. I asked to review the staff schedules and noted that Nathaniel Kitts was not listed on the schedule for January 15, 2026.

On April 27, 2026, I spoke with Resident E’s guardian, Guardian E1, who informed that Resident E had been placed in the facility since August of 2025 (she did not specify Pleasant Manor I or II). I inquired if Resident E had ever voiced any concerns to her, and she stated she had not. She stated that Resident E had not been officially diagnosed with Dementia, but she’ll usually say she was out in her car and that her husband passed away in June. Guardian E1 stated that [Resident E] is “doing great and she loves it there.”

On April 27, 2026, I spoke to Sandra Dixon, wife of licensee, Wills Dixon. During the conversation. She stated that Wills Dixon handled matters regarding documentation of staff training.

On May 4, 2026, I conducted the exit conference with Wills Dixon, Licensee. I reviewed the information gathered during the investigation and my recommendations. I also provided technical assistance and reminded Wills Dixon about the importance of each facility operating within the licensed capacity. He agreed with the conclusion of the investigation.

| <b>APPLICABLE RULE</b> |   |
|------------------------|---|
| <b>R 400.633</b>       | <b>Staffing requirements.</b>   |
|                        | <p><b>(1) A licensee shall always have sufficient direct care staff on duty for the supervision, personal care, and protection of residents and to provide the services specified in a resident's assessment plan, health care appraisal, and resident care agreement. At a minimum, the ratio of direct care staff to residents must not be less than 1 direct care staff to either of the following:</b></p> <p><b>(b) 12 residents for small group and family homes.</b></p> |

|                    |  |
|--------------------|--|
| <b>ANALYSIS:</b>   | Based upon my investigation, which consisted of onsite investigations, interviews with staff and review of relevant documents, it's concluded that there is not a preponderance of the evidence to support the allegations that there were no staff on duty to supervise Resident E and Resident F, as they were at Pleasant Manor I, when Nathaniel Kitts left the facility to run errands. |
| <b>CONCLUSION:</b> | <b>VIOLATION NOT ESTABLISHED</b>   |

**ALLEGATION: Nathaniel Kitts is not fully trained to work independently.**

**INVESTIGATION:**

I reviewed the employee file for Nathaniel Kitts. The application date was December 23, 2025. It was documented that he had completed the employee physical examination, along with TB results, and he had signed the receipt of job description, personnel policies, licensing rules and expectations. There was no proof of direct care staff training or record of the background check being completed.

During the interview with Nathaniel Kitts, he reported to receive a brief training, that he was not fully trained, and had not submitted his fingerprints for the background check.

During the exit conference, Wills Dixon agreed to submit a written corrective action plan to address the established violations.

| <b>APPLICABLE RULE</b> |  |
|------------------------|--|
| <b>MCL 400.734b</b>    | <b>Employing or contracting with certain individuals providing direct services to residents; prohibitions; criminal history check; exemptions; written consent and identification; conditional employment; use of criminal history record information; disclosure; determination of existence of national criminal history; failure to conduct criminal history check; automated fingerprint identification system database; electronic web-based system; costs; definitions.</b>  |
|                        | <b>(4) Upon receipt of the written consent to conduct a criminal history check and identification required under subsection (3), the adult foster care facility or staffing agency that has made a good-faith offer of employment or independent contract to the individual shall make a request to the department of state police to conduct a criminal history check on the individual and input the individual's fingerprints into the automated fingerprint identification system database, and shall make a request to the relevant</b> |

|                    |  |
|--------------------|--|
|                    | <p>licensing or regulatory department to perform a check of all relevant registries established according to federal and state law and regulations for any substantiated findings of abuse, neglect, or misappropriation of property. The request shall be made in a manner prescribed by the department of state police and the relevant licensing or regulatory department or agency. The adult foster care facility or staffing agency shall make the written consent and identification available to the department of state police and the relevant licensing or regulatory department or agency. Until June 30, 2020, if the department of state police or the Federal Bureau of Investigation charges a fee for conducting the criminal history check, the charge shall be paid by or reimbursed by the department. Until June 30, 2020, the adult foster care facility or staffing agency shall not seek reimbursement for a charge imposed by the department of state police or the federal bureau of investigation from the individual who is the subject of the criminal history check. Beginning July 1, 2020, if the department of state police or the Federal Bureau of Investigation charges a fee for conducting the criminal history check, the charge shall be paid by the adult foster care facility, the staffing agency, or the individual. The department of state police shall conduct a criminal history check on the individual named in the request. The department of state police shall provide the department with a written report of the criminal history check conducted under this subsection. The report shall contain any criminal history record information on the individual maintained by the department of state police.</p> |
| <b>ANALYSIS:</b>   | <p>There was no documentation available for review to demonstrate that a background check was completed through the Michigan Workforce Background check system for Nathaniel Kitts, who was hired in December of 2025. Nathaniel Kitts reported that he had not submitted fingerprints for the background check clearance.</p>   |
| <b>CONCLUSION:</b> | <b>VIOLATION ESTABLISHED</b>   |

| <b>APPLICABLE RULE</b> |   |
|------------------------|---|
| <b>R 400.629</b>       | <b>Direct care staff; qualifications and training.</b>  |
|                        | <b>(7) Documentation of training must be maintained in the staff's record to determine that the training has been completed and is current.</b> |

|                    |   |
|--------------------|---|
| <b>ANALYSIS:</b>   | There was no documentation that Nathaniel Kitts had completed the direct care staff training. |
| <b>CONCLUSION:</b> | <b>VIOLATION ESTABLISHED</b>  |

**ADDITIONAL FINDING:**

**INVESTIGATION:**

On March 11, 2026, during the on-site investigation, I reviewed the staff schedules, and it was noted that Nathaniel Kitts was not listed on the schedule for January 15, 2026, or for any days that month.

|                        |  |
|------------------------|--|
| <b>APPLICABLE RULE</b> |  |
| <b>R 400.639</b>       | <b>Staff records.</b>  |
|                        | <b>(3) A licensee shall maintain for 90 days a daily work schedule and assignments that includes all of the following:</b><br><b>(a) Names of staff on duty.</b> |
| <b>ANALYSIS:</b>       | Nathaniel Kitts was not listed on the staff schedule even though he was onsite at the facility and described as working with residents on that date.             |
| <b>CONCLUSION:</b>     | <b>VIOLATION ESTABLISHED</b>   |

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable written corrective action plan, it's recommended that the status of the license remains unchanged.

*Mahtina Rubritius*

05/01/2026

Mahtina Rubritius  
Licensing Consultant

Date

Approved By:

*Dawn Timm*

05/04/2026

Dawn N. Timm  
Area Manager

Date