



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

April 24, 2026

Pamela Hurley  
Innovative Lifestyles, Inc.  
PO Box 1258  
Clarkston, MI 48347

RE: License #: AS630067389  
Investigation #: 2026A0465016  
Foster

Dear Mrs. Hurley:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 "Stephanie Gonzalez".

Stephanie Gonzalez, LCSW  
Adult Foster Care Licensing Consultant  
Bureau of Community and Health Systems  
Department of Licensing and Regulatory Affairs  
Cadillac Place, Ste 9-100  
Detroit, MI 48202  
Cell: 248-308-6012  
enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS630067389
<b>Investigation #:</b>	2026A0465016
<b>Complaint Receipt Date:</b>	02/23/2026
<b>Investigation Initiation Date:</b>	02/26/2026
<b>Report Due Date:</b>	04/24/2026
<b>Licensee Name:</b>	Innovative Lifestyles, Inc.
<b>Licensee Address:</b>	Suite 1 5490 Dixie Hwy Waterford, MI 48329
<b>Licensee Telephone #:</b>	(248) 931-2061
<b>Administrator:</b>	Pamela Hurley
<b>Licensee Designee:</b>	Pamela Hurley
<b>Name of Facility:</b>	Foster
<b>Facility Address:</b>	8531 Foster Road Clarkston, MI 48346
<b>Facility Telephone #:</b>	(248) 795-2174
<b>Original Issuance Date:</b>	10/01/1995
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/07/2024
<b>Expiration Date:</b>	08/06/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED



## II. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A is wearing dirty clothing and is not being provided with showers.	No
On 2/17/2026, Resident A was punched by Resident B. Resident B is sexually abusing Resident A. There is concern that Resident A is not being provided with adequate care and protection to keep him safe.	No

## III. METHODOLOGY

02/23/2026	Special Investigation Intake 2026A0465016
02/23/2026	APS Referral Adult Protective Services Referral; Assigned to Lisa Black
02/26/2026	Special Investigation Initiated - Letter Email exchange with APS Worker, Lisa Black
02/26/2026	Inspection Completed On-site I conducted an onsite investigation at the facility. I conducted a walkthrough of the facility, observed residents, reviewed resident files, and interviewed Resident A and direct care staff, Cassie Coulter and Robert Numbo
03/02/2026	Contact - Document Sent Email exchange with Ms. Black
03/05/2026	Contact - Telephone call received Phone call with Ms. Black
03/17/2026	Contact - Document Received Email exchange with Ms. Black
04/13/2026	Contact - Document Received Facility documents received via email
04/13/2026	Contact - Telephone call made I spoke to direct care staff, Myesha Benton via telephone
04/15/2026	Contact - Document Received Facility documents received via email

04/15/2026	Contact - Telephone call made I left a voice mail for Guardian A1; Requested return call
04/15/2026	Contact - Telephone call made I left a voice message for Guardian B1; Requested return call
04/23/2026	Contact - Telephone call made I spoke to direct care staff, Gene Coulter via telephone
04/23/2026	Contact - Telephone call made I spoke to direct care staff, Sabrina Bowens via telephone
04/23/2026	Contact - Telephone call made I spoke to Ms. Coulter via telephone
04/23/2026	Contact – Telephone call made I spoke to Guardian B1 and E1 via telephone
04/23/2026	Exit Conference I conducted an Exit Conference with licensee designee, Pamela Hurley, via telephone

**ALLEGATION:**

**Resident A is wearing dirty clothing and is not being provided with showers.**

**INVESTIGATION:**

On 2/23/2026, a complaint was received, alleging that Resident A is wearing dirty clothing. The complaint stated that Resident A is showering and having his clothes washed at his day program. The complaint alleges that Resident A is not being properly cared for at the facility.

On 2/23/2026, 2/26/2026, 3/2/2026, 3/5/2026 and 3/17/2026, I spoke to Adult Protective Services Worker, Lisa Black via email and telephone. Ms. Black stated that she did not substantiate for abuse and/or neglect. Ms. Black stated that her investigation is in the process of being closed.

On 2/26/2026, I conducted an onsite investigation at the facility. At the time of my onsite investigation, there were six residents residing at the facility, all of which have cognitive and/or developmental delays. I conducted a walkthrough of the facility, observed residents, reviewed resident files, interviewed Resident A and direct care staff, Cassie Coulter and Robert Numbo. I observed all residents, including Resident

A, to be properly dressed and with adequate hygiene. I observed Resident A to be wearing clean clothing, and I observed multiple clean items of clothing in Resident A's dresser and closet area. Resident A also appeared to have adequate hygiene. I did not observe any concerns.

According to the *Face Sheet*, Resident A was admitted to the facility on 10/5/2020 and has a legal guardian, Guardian A1. The *Health Care Appraisal* listed Resident A's medical diagnosis as Autism, ADHD and Fragile X Syndrome. The *Assessment Plan for AFC Residents* stated that Resident A requires supervision in the community, needs verbal prompting for completion of personal hygiene tasks, does not display aggressive behavior, and does not require use of assistive devices for mobility.

I spoke to Resident A, who was hesitant to speak to me. Resident A stated, "I like it here. Everything is okay. I don't really want to talk." Resident A then covered his face and was unwilling to talk to me any further.

I spoke to direct care staff, Cassie Coulter, who stated that she has worked at the facility for 30 years. Ms. Coulter stated, "I have never seen Resident A in dirty clothing. This is not true. He does sometimes have accidents and needs to change his clothes, but he is always dressed in clean clothes and has plenty of clothing to change into when needed. He is provided with showering assistance on a daily basis. Never had any concerns with any of these things when he is here." Ms. Coulter denied knowledge of this complaint being true.

I spoke to direct care staff, Robert Numbo, who stated that he has worked at the facility for three months. Mr. Numbo stated, "Resident A is always given clean clothes, and he has a lot of clean clothes in his room that he can wear when he needs to change. You can see his bedroom and look at his clothes. When Resident A leaves to his day program every day, he is wearing clean clothes. There are no issues when he is here. We give Resident A showers every week. And more often when needed. This is not true." Mr. Numbo denied knowledge of this complaint being true.

On 4/13/2026, I spoke to direct care staff, Myesha Benton via telephone. Ms. Benton stated that she has worked at the facility for six months. Ms. Benton stated, "I have had any concerns with Resident A. He stays to himself and is easy to redirect when needed." Ms. Benton stated that she has not observed Resident A in dirty or unclean clothing and denied any concerns related to showering weekly. Ms. Benton denied knowledge of this complaint being true.

On 4/23/2026, I spoke to direct care staff, Gene Coulter via telephone. Mr. Coulter stated that he has worked at the facility for five years. Mr. Coulter stated, "I work at the facility part-time, and I am the one that typically gives Resident A his showers on the weekends. Every weekend he gets a shower. He can sometimes have accidents on himself due to being incontinent, but he wears Depends every day. Sometimes

he does not wipe himself very well after going to the bathroom, but we help him with this. Resident A does not always like to take showers, but when I redirect him, he takes them without any issue. I have never personally seen Resident A wearing dirty clothes. He has plenty of clothes to change into if he wants to change or has an accident.” Mr. Coulter denied knowledge of this complaint being true.

On 4/23/2026, I spoke to direct care staff, Sabrina Bowens via telephone. Ms. Bowens stated that she has worked at the facility for eight years. Ms. Bowen stated, “Resident A is incontinent and sometimes he will not tell us when he has a bowel movement, and we won’t know until we check or smell it. He does struggle with hygiene issues, but he is always able to be redirected. He has been more cooperative lately and when prompted, he will shower or change his clothing when needed. He has access to a shower daily and can shower as often as he chooses. We do have to redirect him sometimes when he refuses to shower and it is never an ongoing issue. He has access to a ton of clean clothing in his bedroom, and he is always dressed in clean clothing every morning.” Ms. Bowens denied knowledge of this complaint being true.

On 4/23/2026, I spoke to Guardian B1 and E1 via telephone. Guardian B1 and D1 stated, “I have two residents at the facility that I provide guardianship services for. I have not had any concerns with the quality of care being provided to the residents.”

<b>APPLICABLE RULE</b>	
<b>R 400.677</b>	<b>Resident hygiene, clothing.</b>
	<p><b>(1) A licensee shall offer a resident appropriate opportunity, access to, and instructions for the following daily:</b></p> <p style="padding-left: 40px;"><b>(a) Bathing or showering, or both.</b></p> <p><b>(3) A licensee shall assist the resident in obtaining clothing that fits, is clean, and is seasonally appropriate.</b></p>
<b>ANALYSIS:</b>	<p>On 2/26/2026, I conducted an onsite investigation at the facility. I observed all residents, including Resident A, to be properly dressed and with adequate hygiene. I observed Resident A to be wearing clean clothing, and I observed multiple clean items of clothing in Resident A’s dresser and closet area. Resident A also appeared to have adequate hygiene.</p> <p>According to Resident A, he likes living at the facility and did not vocalize any concerns.</p> <p>According to Ms. Coulter, Mr. Numbo, Ms. Benton, Mr. Coulter and Ms. Bowens, Resident A is offered showering assistance and prompting, as well as access to clean clothing, on a daily basis. Ms. Coulter, Mr. Numbo, Ms. Benton, Mr. Coulter, and Ms. Bowens denied knowledge of this complaint being true.</p>

	Based on the information above, there is not sufficient information to confirm that direct care staff have failed to provide daily bathing and showering assistance, and clean clothing, to Resident A.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**On 2/17/2026, Resident A was punched by Resident B. Resident B is sexually abusing Resident A. There is concern that Resident A is not being provided with adequate care and protection to keep him safe.**

**INVESTIGATION:**

On 2/23/2026, a complaint was received, alleging that on 2/17/2026, Resident A was punched by Resident B. The complaint stated that there is a concern that staff are not ensuring Resident A's safety.

On 2/26/2026, during my onsite investigation, I did not observe any bruises or marks on Resident A.

The *Face Sheet* stated that Resident B moved into the facility on 6/9/2014 and has a legal guardian, Guardian B1. The *Health Care Appraisal* for Resident B listed her medical diagnosis as Bi-Polar I Disorder and Psychosis. The *Assessment Plan for AFC Residents* stated that Resident B moves independently in the community, controls aggressive behavior with redirection by staff, does not have a history of inappropriate sexual behavior, history of self-harm behavior when she is having a bad day, independently completed all self-care tasks with verbal prompting and does not require use of assistive devices for mobility. I was unable to locate any documentation to confirm that Resident B has a history of inappropriate sexual behavior.

I reviewed the *Incident/Accident Report*, dated 2/17/2026, which stated the following:

2/17/2026 at 7:00am; Completed by Sabrina Bowens: Resident B entered Resident A's bedroom without provocation and hit him. There were no prior signs of agitation or conflict. Resident A reported the incident to staff afterwards right away. While doing so, Resident B referred to Resident A as an instigator. Staff asked Resident A if he was okay or hurt. He said he was not hurt. Staff did not see any bruises or marks on Resident A at the time of checking. Immediately separated both residents by directing Resident A to the living room and Resident B to the kitchen. Resident B was verbally redirected. After ensuring both individuals were safe and stationary, I contacted the manager, who then spoke with Resident B directly to further de-escalate the situation. Immediate de-escalation and separation were utilized. Staff

will continue to reinforce house boundaries regarding personal space and report any further verbal or physical tension to supervisor.

I spoke to Resident A, who was hesitant to speak to me. Resident A stated, "I like it here. Everything is okay. I don't really want to talk." Resident A then covered his face and was unwilling to talk to me any further.

I attempted to speak to Resident B, however she was unwilling to speak to me nor answer any questions.

On 4/13/2026, I spoke to Ms. Benton via telephone. Ms. Benton stated, "I have never seen Resident B attacked Resident A. And I have never observed any injuries or marks on Resident A. Resident A and Resident B get along very well. I am not aware of Resident B displaying inappropriate sexual behaviors." Ms. Benton denied knowledge of this complaint being true.

On 4/23/2026, I spoke to Mr. Coulter via telephone. Mr. Coulter stated, "I am familiar with Resident A and Resident B. I have never personally observed Resident B physically harm Resident A. And I have never seen Resident B display any inappropriate sexual behavior towards anyone in the home, including Resident A." Mr. Coulter denied knowledge of this complaint being true.

On 4/23/2026, I spoke to Ms. Bowens via telephone. Ms. Bowen stated, "Resident A and Resident B get along very well. There was one time when Resident B became aggressive and hit Resident A, but this has only happened once, and it has not happened again. I was working on the day of the incident, and as soon as Resident A told me what happened, I checked Resident A for injuries, and I did not see anything. Resident A told me he was okay and that he was not hurt. I also spoke to Resident B about the incident, and she said she was having a bad day. This is not normal behavior for Resident B. She and Resident A usually get along and have a brother-sister relationship. I separated Resident A from Resident B, and I monitored them both for the remainder of the day and things were fine after that. I have never seen Resident B display any inappropriate sexual behavior towards anyone in the home." Ms. Bowens denied knowledge of this complaint being true.

On 4/24/2026, I conducted an Exit Conference with licensee designee/administrator, Pamela Hurley, via telephone. Ms. Hurley is in agreement with the findings of this report.

<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>According to Ms. Coulter, Mr. Numbo, Ms. Benton, Mr. Coulter and Ms. Bowens, they provide adequate supervision, safety and protection to Resident A, as well as all of the other residents residing in the home. Ms. Coulter, Mr. Numbo, Ms. Benton, Mr. Coulter, and Ms. Bowens stated they have not observed Resident A with injuries or marks on his body and have not observed any concerns related to possible physical and/or sexual abuse. Ms. Coulter, Mr. Numbo, Ms. Benton, Mr. Coulter, and Ms. Bowens denied knowledge of this complaint being true.</p> <p>Based on the information above, there is not sufficient information to confirm that direct care staff have failed to provide adequate safety and protection to Resident A.</p>
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

**IV. RECOMMENDATION**

I recommend that this special investigation be closed with no change to the status of the license.

*Stephanie Gonzalez*

4/24/2026

Stephanie Gonzalez  
Licensing Consultant

Date

Approved By:

*Jay Caluverts*

For

4/24/2026

Denise Y. Nunn  
Area Manager

Date