



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 17, 2026

Fatima Mayo
813 S. Bond St.
Saginaw, MI 48601

RE: License #:	AS730409293
Investigation #:	2026A1039024
	A Place Called Home 2

Dear Fatima Mayo:

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the violations, disciplinary action against your license is recommended. You will be notified in writing of the department's action and your options for resolution of this matter.

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) 643-7960.

Sincerely,

Martin Gonzales, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
517-388-8753

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS730409293
Investigation #:	2026A1039024
Complaint Receipt Date:	02/26/2026
Investigation Initiation Date:	02/27/2026
Report Due Date:	04/27/2026
Licensee Name:	Fatima Mayo
Licensee Address:	813 S. Bond St. Saginaw, MI 48601
Licensee Telephone #:	(989) 482-8989
Administrator:	Fatima Mayo
Licensee Designee:	N/A
Name of Facility:	A Place Called Home 2
Facility Address:	2810 Hampshire Saginaw, MI 48601
Facility Telephone #:	(989) 482-8989
Original Issuance Date:	09/22/2021
License Status:	1ST PROVISIONAL
Effective Date:	11/03/2025
Expiration Date:	05/02/2026
Capacity:	4
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
The facility does not provide lunch to residents when they go to their day program at Friend for Recovery Center.	Yes

III. METHODOLOGY

02/26/2026	Special Investigation Intake 2026A1039024
02/27/2026	Special Investigation Initiated - Letter Contacted Saginaw ORR concerning complaint.
02/27/2026	APS Referral APS denied complaint.
03/04/2026	Contact - Document Received Saginaw ORR Kentera Patterson stated they did not receive complaint as they do not have contract with the home.
03/04/2026	Contact - Document Received Saginaw APS Worker Rebecca Robelin emailed me concerning complaint and informed me she was investigating the complaint.
03/20/2026	Contact - Document Received Saginaw APS Worker Robelin informed me that she substantiated the complaint.
03/20/2026	Inspection Completed On-site Interviewed Direct Care Worker Daisy Sherman. No Residents were home at the time of the interview.
03/20/2026	Contact - Face to Face Interviewed Assistant Manager Elisa SanMiguel at Friends for Recovery.
04/14/2026	Contact - Telephone call received Received phone call from Case Manager Tomekia Lawson.
04/14/2026	Contact - Document Received Email from Case Manager Roshawnda Brown.
04/14/2026	Contact - Telephone call made

	Phone interview with Licensee Mayo.
04/14/2026	Exit Conference Completed with Licensee Mayo.
04/14/2026	Inspection Completed-BCAL Sub. Non-Compliance
04/14/2026	Recommend Revocation

ALLEGATION:

The facility does not provide lunch to residents when they go to their day program at Friend for Recovery Center.

INVESTIGATION:

On 02/27/2026, the Bureau of Community and Health Systems (BCSH) received the above allegation, via the BCHS online complaint system. It is alleged that Residents at a A Place Called Home 2 are not provided lunch when they go to their day program at Friend for Recovery Center.

On 03/04/2026, Saginaw County Community Mental Health Office of Recipient Rights (ORR) Worker Kentera Patterson emailed me concerning the complaint. ORR Patterson stated that they did not receive the complaint and they do not have a contract with the home.

On 03/04/2026, Department of Health and Human Services Adult Protective Services (APS) Worker Rebecca Robelin emailed me concerning the complaint. APS Robelin informed me that she was investigating the complaint and would keep me updated with her investigation.

On 03/20/2026, APS Robelin emailed me and informed me that she had completed her investigation. APS Robelin stated that she substantiated the complaint.

On 03/20/2026, I completed an unannounced investigation at A Place Called Home 2 concerning the allegations. I interviewed Direct Care Worker (DCW) Daisy Sherman. DCW Sherman informed me that there were no residents in the home as they were all at a day program at Friends for Recovery Center.

On 03/20/2026, I completed an interview with DCW Sherman concerning the allegations. DCW Sherman stated that she was aware of the allegations. DCW Sherman stated that she thought that it had been rectified as Licensee Fatima Mayo began taking food to Friends for Recovery Center so the residents could have lunch available to them. DCW Sherman stated that she is not sure when Licensee Mayo took food to the Friends for Recovery Center. DCW Sherman stated that the residents go to

Friends for Recovery Center almost every day and before they go in the morning, they eat breakfast and then packed a lunch to take with them. DCW Sherman stated that sometimes they don't want to take a lunch and there isn't anything she can do if they don't want to take a lunch with them. DCW Sherman stated that now that Licensee Mayo takes food to Friends for Recovery Center they don't have to worry if one of the residents refuse to take their lunch because they will have food available to them at the day program. DCW Sherman stated that they have food for the residents to take with them. DCW Sherman showed me the refrigerator which appeared to have healthy and nutritious food. DCW Sherman showed me the menu which appeared to have appropriate meals for the residents. DCW Sherman stated that Licensee Mayo was currently out getting more groceries for the home. DCW Sherman stated that the residents get all of their meals and they take good care of the residents in the home.

On 03/20/2026, I completed an unannounced investigation at Friends for Recovery Center. I interviewed Assistant Manager (AM) Elisa SanMiguel concerning the allegations. AM SanMiguel stated that she was familiar with the allegations and they were true. AM SanMiguel stated that only Resident C was at the facility at the time of my investigation. AM SanMiguel stated that Resident B and Resident D were out helping at the soup kitchen program and would be back sometime in the afternoon. AM SanMiguel stated that residents get picked up from A Place Called Home 2 at 8 a.m. and are at the day program until about 1 p.m. and are then dropped off at their home by their bus. AM SanMiguel stated that the residents are supposed to eat breakfast and bring a lunch when they come to Friend for Recovery Center as they do not provide lunch for the residents. AM SanMiguel stated that sometimes the food pantry program will have extra food supplies and will drop them off at the Friends for Recovery Center so that they have food in case some of the residents didn't bring their lunch with them. AM SanMiguel stated that every once in a while, the residents will bring a lunch but for the most part they never come with anything to eat. AM SanMiguel stated that she wrote a letter to Licensee Mayo about the residents needing food to eat for lunch when they come to the Friend for Recovery Center. AM SanMiguel stated that Licensee Mayo dropped of some groceries to the Friends for Recovery Center but that she was very rude when she dropped them off. AM SanMiguel stated that Licensee Mayo brought random items like bread, peanut butter, jelly, frozen dinners and drinks. AM SanMiguel stated that Licensee Mayo has now dropped off groceries multiple times so that the residents have food while they are there. AM SanMiguel stated that the residents have had lunch available to them since Licensee Mayo began dropping off groceries for them.

On 03/20/2026, I completed an interview with Resident C at the Friends for Recovery Center. Resident C appeared neat and clean and was able to communicate. Resident C stated that he was not aware of the allegations but they were true. Resident C stated that they get breakfast and dinner but until recently when they would come to the day program that they bring any lunch with them from the home. Resident C stated that the staff at the day program are really nice and are always willing to make them some food so they are not hungry. Resident C stated that recently License Mayo dropped off some food at Friends for Recovery Center for him and the other residents so they have food

to eat now. Resident C stated that on the weekend when they are not at the day program and are at home that staff make them breakfast, lunch and dinner and they can also have snacks if they get hungry. Resident C stated that DCW Sherman makes really good food and she does a lot for them around the house. Resident C stated that he doesn't have any complaints and that he likes being at A Place Called Home 2.

On 03/23/2026, I completed an unannounced interview with Resident B at Friends for Recovery Center. Resident B appeared neat and clean and was able to communicate. Resident B stated that he was not aware of the allegations but they were true. Resident B stated that he has been going to day program at Friends for Recovery Center for a long time. Resident B stated that up until the last month he would go to the day program with no lunch and have to ask the staff at the day program for food. Resident B stated that he thinks that someone said something to Licensee Mayo because they now have lunch available when they are at Friends for Recovery Center. Resident B stated that Licensee Mayo has been dropping groceries off at Friends for Recovery Center. Resident B stated that they can make a sandwich or a frozen dinner now. Resident B stated that when they used to come to day program, they would have to ask the staff at Friends for Recovery Center for lunch if they got hungry. Resident B stated that the staff would give them a sandwich and a drink. Resident B stated that the staff at A Place Called Home 2 always make three meals a day when they are home. Resident B stated that staff at the home treat him ok but he wants to move.

On 03/23/2026, I completed an interview with Peer Support Specialist (PSS) Evette Jackson concerning the allegations. PSS Jackson stated that she was not aware of the allegations but they were true. PSS Jackson stated that for the last 6 months or so the residents were coming to the day program without lunch. PSS Jackson stated that management sent a letter to Licensee Mayo asking her to send lunch with the residents as the day program is not designed to provide lunch as they have up to 40 customers there every day and can't feed them all. PSS Jackson stated that Licensee Mayo began dropping off groceries to the Friends for Recovery Center after the letter was sent to her about providing lunch for the residents. PSS Jackson stated that Licensee Mayo drops off enough food for lunch for multiple days. PSS Jackson stated that Licensee Mayo has been dropping off food weekly for the residents.

On 04/14/2026, I completed a phone interview with Saginaw Psychological Case Manager (CM) Tomekia Lawson concerning the allegations. CM Lawson is the case manager for Resident B. CM Lawson stated that she was not aware of the allegations. CM Lawson stated that she has seen Resident B multiple times of the last few months and he has not mentioned anything about not having any food while he was at the Friends for Recovery Center. CM Lawson stated that she is aware that Friends for Recovery Center does not provide lunch for residents as it is clearly stated in their advertisement of the program. CM Lawson stated that Resident B will go to the Soup Kitchen and volunteer and get food there at times if he is hungry. CM Lawson stated she will reach out to Licensee Mayo and Resident B again just to make sure there are no issues with Resident B getting any of his meals timely.

On 04/14/2026, I received an email from Hope Network Case Manager (CM) Roshawnda Brown concerning the allegations. CM Brown is the case manager for Resident C. CM Brown stated that she was familiar with the allegations and as she heard about the allegations approximately 1.5 months ago. CM Brown stated that Licensee Mayo has since provided the residents with food at Friends for Recovery Center and she has not heard of any other issues concerning food from the staff at Friends for Recovery Center.

On 04/14/2026, I completed an unannounced interview with Resident D at Friends for Recovery Center. Resident C appeared neat and clean and was able to communicate. Resident C stated that he was not aware of the allegations but they were true. Resident C stated that the residents just started getting their lunch daily a few weeks ago. Resident C stated that up until recently that staff did not send them to the day program with lunch. Resident C stated that if he got hungry at the day program, he could just tell the staff he was hungry and they would make him something to eat. Resident C stated that they usually eat breakfast every day before they come. Resident C stated that DCW Sherman makes good food and he enjoys the food they eat at the home. Resident C stated that when they are home, they get breakfast, lunch and dinner. Resident C stated that if they get hungry there are snacks in the home they can eat. Resident C stated that he likes staying at the home and the staff treat him really good and he doesn't want to go anywhere else.

On 04/14/2026, I completed a phone interview with Licensee Fatima Mayo concerning the allegations. Licensee Mayo stated that she was aware of the allegations but did not believe they were true. Licensee Mayo stated that when the residents first started going to Friends for Recovery Center, they were taking money with them to eat but then they would not use the money for food so she began sending a lunch with them to the day program. Licensee Mayo stated that the residents did have lunch to take with them to the day program but sometimes they would not eat it or take it with them. Licensee Mayo stated that she has been dropping off groceries weekly that consist of bread, lunch meats, peanut butter and jelly, chips, drinks, frozen food items and various types of drinks. Licensee Mayo stated that she does not know why the residents or staff would say that the residents did not have food as she has been sending them with food or dropping off groceries for them.

The home was placed on a provisional licensed effective 11/03/2025. SIR #2025A0623047 dated 10/03/2025 cited violation to Rule 400.14206 and recommended a provisional license be issued, pending the receipt of an appropriate corrective action plan. This violation was due to the residents being left unsupervised. A resident was deceased and another resident had to call 911 due to no staff being present. The corrective action plan dated 10/29/2026 and signed by Licensee Mayo stated Licensee Mayo had conducted interviews and has hired 3 potential employees that were cleared through milcpartnership.org and were waiting for fingerprints. As of 10/01/2025, Licensee Mayo will verify employees have a complete file for employment before working with residents. Licensee Mayo will assure there is adequate staff on each shift to accommodate the 1 staff per 6 residents ratio. Adequate staffing will be maintained

by continuing the inter process by Licensee Mayo interviewing and hiring staff as needed to maintain the 1 staff to 6 residents ratio. The fingerprint process should take approximately 3 to 4 weeks and will be monitored by Licensee Mayo through milpartnership.org.

SIR #2026A1039017 dated 02/23/2026 cited violation to Rule 400.633 (1) due to willful and substantial rule violation. The licensee was leaving the residents at the facility without staff. There was willful and substantial evidence that the residents were left in the home with no staff supervision when Mobile Medical Response (MMR) was dropping off Resident B to the home. The recommendation is revocation of licensure. There is a Compliance Conference scheduled for 04/22/2026 with Licensee Fatima Mayo.

On 04/14/2026, I completed an exit conference with License Fatima Mayo concerning the allegations. I informed Licensee Mayo of the results of the investigation and that I am recommending revocation of the license. Licensee Mayo had questions concerning the outcome of this investigation and the pending investigation # 2026A1039017.

APPLICABLE RULE	
R 400.663	Nutrition; adoption by reference.
	(1) A licensee shall provide daily a minimum of 3 nutritious meals to residents.
ANALYSIS:	<p>It was alleged the residents were not provided lunch when they go to their day program at Friend for Recovery Center.</p> <p>I completed unannounced investigation at A Place Called Home 2 and Friends for Recovery Center and interviewed Residents B, C and D concerning the allegations. The residents believe the allegations to be true. The residents stated that they were not provided lunch when they went to their day program at Friends for Recovery Center until the last couple months.</p> <p>I interviewed Assistant Manager SanMiguel and Peer Support Specialist Jackson at Friends for Recovery Center. They stated that the Residents B, C and D from A Place Called Home 2 would come to the day program with no lunch and they often provided them lunch if they were hungry. Assistant Manager SanMiguel stated that she contacted Licensee Mayo concerning providing lunch for the residents.</p> <p>Department of Health and Human Services Adult Protective Services (APS) Worker Rebecca Robelin informed me that she completed her investigation and substantiated the complaint.</p>

	<p>I interviewed Licensee Mayo and DCW Sherman concerning the allegations and they do not believe they are true. Licensee Mayo and DCW Sherman stated that lunch was provided for the residents and are not sure why it is being reported that they did not have lunch provided for them when they went to the Friends for Recovery Center. Licensee Mayo stated that she resolved the issue by providing groceries weekly to the Friends for Recovery Center to ensure that the residents had food to eat while they were at their day program.</p> <p>Upon completion of my investigation, it has been determined that there is a preponderance of evidence to conclude that a rule has been violated.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

SIR # 2026A1039017 dated 2/23/2026, recommended revocation of licensure due to willful and substantial rule violations. I continue to recommend revocation of this license.



04/17/2026

Martin Gonzales
Licensing Consultant

Approved By:



04/17/2026

Mary E. Holton
Area Manager

Date