



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

June 1, 2026

Jayne Graham  
831 Rose St  
Big Rapids, MI 49307

RE: License #: AF540281082  
Investigation #: 2026A1029043  
Jayne's House

Dear Ms. Graham:

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 (231) 922-5309.

Sincerely,

A handwritten signature in black ink 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**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AF540281082
<b>Investigation #:</b>	2026A1029043
<b>Complaint Receipt Date:</b>	05/12/2026
<b>Investigation Initiation Date:</b>	05/12/2026
<b>Report Due Date:</b>	07/11/2026
<b>Licensee Name:</b>	Jayne Graham
<b>Licensee Address:</b>	831 Rose Street Big Rapids, MI 49307
<b>Licensee Telephone #:</b>	(231) 796-4512
<b>Name of Facility:</b>	Jayne's House
<b>Facility Address:</b>	831 Rose Street Big Rapids, MI 49307
<b>Facility Telephone #:</b>	(231) 796-4512
<b>Original Issuance Date:</b>	04/18/2006
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/24/2024
<b>Expiration Date:</b>	10/23/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Direct care staff member Becka Gray did not allow Resident A to use Wi-Fi because she did not complete her personal hygiene tasks.	No

**III. METHODOLOGY**

05/12/2026	Special Investigation Intake - 2026A1029043
05/12/2026	Special Investigation Initiated – Telephone to ORR Keegan Sarker
05/20/2026	APS Referral made to intake – referral was denied for investigation.
05/21/2026	Inspection Completed On-site - ORR Keegan Sarker and I made face to face contact with Jayne Graham, Resident A at Jayne's House
05/22/2026	Contact - Telephone call made to direct care staff member Becka Gray (voicemail full / sent text)
05/27/2026	Contact – Telephone call received from Becka Gray and email to ORR Keegan Sarker
05/27/2026	Exit conference with licensee Jayne Graham.

**ALLEGATION: Direct care staff member Becka Gray did not allow Resident A to use Wi-Fi because she did not complete her personal hygiene tasks.**

**INVESTIGATION:**

On 05/12/2026 a complaint was received via Bureau of Community and Health Systems online complaint system that direct care staff member Becka Gray did not allow Resident A to use Wi-Fi because she did not complete personal hygiene tasks like washing her hair. According to the complaint allegations, Ms. Gray made a comment to Resident A, “Just because I’m not here doesn’t mean you can dillydally” because she did not complete her personal hygiene tasks. Office of Recipient Rights (ORR) Keegan Sarker was also assigned to investigate these concerns.

On 05/12/2026 I interviewed ORR Ms. Sarker. Ms. Sarker stated she spoke with Resident A on the phone and she informed her that she was in her pajamas on Friday

and Ms. Gray came in and said, “you cannot have Wi-Fi because you didn’t get dressed today”. Ms. Sarker stated this could be a violation of her not having services suited to her condition but she was unaware of anything in her *Person Centered Plan (PCP)* related to her Wi-Fi usage or anything that would justify the facility restricting usage. Ms. Sarker stated she is concerned that this is being used as a punishment for the residents.

On 05/20/2026 Ms. Sarker stated she confirmed with Resident A’s CMH case manager Morgan Willis that there was no information regarding Wi-Fi usage in Resident A’s PCP that would allow direct care staff to restrict internet access. Ms. Sarker stated that Ms. Willis informed her that each time she visits, Resident A is using the internet.

On 05/21/2026 ORR Ms. Sarker and I completed an unannounced on-site investigation at Jayne's House and interviewed Resident A. Resident A stated she has lived there since she was 18 years old and she is almost 30. Resident A stated direct care staff member Becka Gray will shorten the internet hours and has it set on a timer from 7 AM to 9:30 PM. Resident A stated she is now allowed to be on the Wi-Fi and internet from 10 AM to 9 PM. Resident A stated that everyone’s Wi-Fi is turned off during this time so residents do not stay up all night. Resident A stated she sometimes forgets to go to bed, which is why this is done. Resident A stated there are several times when she forgets to shower or do the dishes in the morning because she wants to use Wi-Fi instead. Resident A stated there are times when Ms. Graham or Ms. Gray become frustrated because they are calling her and she does not hear them due to watching a show on Wi-Fi. Resident A stated she spends most of her days using Wi-Fi because there is not much else for her to do. Resident A stated losing Wi-Fi feels like a punishment but is also Ms. Gray’s way of encouraging her.

Resident A stated that both Ms. Gray and Ms. Graham explained to her that Wi-Fi is a privilege, not a right, and that it is considered a luxury in the home rather than a necessity. Resident A stated she often becomes tired, and using Wi-Fi helps stimulate her brain. Resident A stated she feels very safe living in the home.

Resident A stated that Ms. Gray told her, “Just because I’m not here sometimes doesn’t mean you can skip showers.” She stated that on another occasion Ms. Gray restricted her Wi-Fi because she took too long in the bathroom, and staff were worried she was picking at her skin because they do not want her to do this.

Resident A stated she is also rewarded with more Wi-Fi time which she uses as encouragement when she takes care of herself. Resident A stated she does not believe there is anything in her *Person-Centered Plan* about Wi-Fi use. She stated Ms. Gray is trying to help her work toward living on her own, which is her long-term goal.

I interviewed licensee Jayne Graham. Ms. Graham stated the Wi-Fi does not always stay on because the residents do not need constant access. Ms. Graham stated the Wi-Fi comes on at 9 AM and goes off at 9 PM. Ms. Graham stated some days it is on longer than others. Ms. Graham confirmed there is a house phone and the residents

can still watch TV during this time. Ms. Graham stated turning off the Wi-Fi is not used as discipline. Ms. Graham stated Resident A will not brush her teeth, shower, get dressed, or take care of herself, so Ms. Gray told Resident A on 05/16/2026 that she lost an hour of Wi-Fi because she was too distracted by it. Ms. Graham confirmed there is nothing in Resident A's *Assessment Plan for AFC Residents* or *Person-Centered Plan* that indicates Wi-Fi should be used as a motivator for Resident A to practice life skills. Ms. Graham stated Ms. Gray is not using Wi-Fi as a punishment but rather as encouragement.

Ms. Graham stated that Ms. Gray also gives Resident A additional time and allows her to earn back any time lost. Ms. Graham stated Resident A is capable of getting ready and showering on her own, noting that when she needs to prepare for her CLS visits, all Ms. Graham needs to do is check on her and she is ready to go.

Ms. Graham stated she has never observed Ms. Gray being disrespectful toward Resident A. Ms. Graham stated there are no other staff members, and it is typically either herself or Ms. Gray working with Resident A. Ms. Graham stated that although Ms. Gray can use a firm tone of voice, she is always respectful to Resident A.

During the on-site investigation, I reviewed the following documents in Resident A's resident record:

- *Person Centered Plan* which included goals of "I want to be able to run my own business and eventually be able to live on my own."
- Documentation that Ms. Gray was trained on Resident A's *Person Centered Plan* on 06/06/2025.
- *Assessment Plan for AFC Residents* which indicated she needed "reminders and follow thru" for personal hygiene, grooming, and bathing.

On 05/27/2026 I interviewed direct care staff member Becka Gray. Ms. Gray stated she has worked at Jayne's House for almost 12 years. Ms. Gray stated they do have Wi-Fi which is paused during nighttime hours for all residents. She stated residents can still watch television, but staff want to ensure the residents relax and sleep because if the Wi-Fi is left on all night, there is a possibility Resident A will stay up all night. Ms. Gray stated the residents have Wi-Fi for 12 hours a day, but she also wants to ensure everyone has time in the mornings to get ready and complete personal hygiene tasks. Ms. Gray stated she spoke with Resident A about Wi-Fi usage and the importance of completing personal hygiene tasks like washing her hair. She stated she discussed with Resident A how much she uses the Wi-Fi and possibly reducing her Wi-Fi time to make sure she has time to complete personal hygiene tasks. Ms. Gray stated she has been working hard to encourage and help Resident A become more independent, but there are times Resident A is so focused on Wi-Fi that she does not do anything else throughout the day. Ms. Gray stated she does not believe she is threatening Resident A when she speaks with her but is instead discussing the issues and how to address them so she can work on her goal of independence. Ms. Gray stated she plans to begin gardening with Resident A and engage her in more hobbies and goals. Ms. Gray stated she gives Resident A her Wi-Fi time back at night if any time was removed earlier. Ms.


Gray stated Resident A has expressed interest in employment or Special Olympics. Ms. Gray stated she has never told Resident A that she cannot “dilly dally,” but she stated Resident A will sometimes go an entire weekend without brushing her teeth, and Ms. Gray will tell her, “Even when I’m not working, you still have to work on your goals.”


On 05/27/2026 I completed an exit conference with Ms. Graham. She stated they held a meeting yesterday to update Resident A’s *Person-Centered Plan* and discussed the matter with her CMH case manager, Ms. Willis, who did not believe internet usage would be applicable for a *Behavioral Treatment Plan*. Ms. Graham stated they will no longer use internet access as an incentive and will add the designated internet hours for Jayne’s House to the *Assessment Plan for AFC Residents*.

<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>	Ms. Graham and direct care staff member Ms. Gray both stated the Wi-Fi set to turn off during the sleeping hours because there are residents who would stay up all night using the internet instead of sleeping. Ms. Graham and Ms. Gray informed Resident A that she couldn’t use Wi-Fi until she completed her personal hygiene, however Resident A stated she did not see this as punishment and felt it was more “encouragement” from Ms. Gray. Ms. Graham stated Ms. Gray was not disrespectful to Resident A at any time and Ms. Gray denied using Wi-Fi as a punishment to Resident A.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

#### IV. RECOMMENDATION

I recommend no change in the license status.

  
 \_\_\_\_\_ 05/27/2026 \_\_\_\_\_  
 Jennifer Browning Date  
 Licensing Consultant

Approved By:  
  
 \_\_\_\_\_ 06/01/2026 \_\_\_\_\_  
 Dawn N. Timm Date  
 Area Manager

