GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 24, 2026

Jessica Kross
Pine Rest Christian Mental Health Services
300 68th Street SE
Grand Rapids, MI 49548

RE: License #: AM410344414
Investigation #: 2026A0340040
Beechwood Crisis Residential Program

Dear Mrs. Kross:

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 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 (616) 356-0100.

Sincerely,

Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM410344414
Investigation #:	2026A0340040
Complaint Receipt Date:	05/26/2026
Investigation Initiation Date:	05/26/2026
Report Due Date:	07/25/2026
Licensee Name:	Pine Rest Christian Mental Health Services
Licensee Address:	300 68th Street SE, Grand Rapids, MI 49548
Licensee Telephone #:	(616) 455-5000
Administrator:	Candy McKenney
Licensee Designee:	Jessica Kross
Name of Facility:	Beechwood Crisis Residential Program
Facility Address:	7053 Madison, Grand Rapids, MI 49548
Facility Telephone #:	(616) 258-7560
Original Issuance Date:	07/03/2014
License Status:	REGULAR
Effective Date:	12/18/2024
Expiration Date:	12/17/2026
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff Malik Conley took $20 from Resident A's cash app card for his personal use.	Yes

III. METHODOLOGY

05/26/2026	Special Investigation Intake 2026A0340040
05/26/2026	APS Referral Not APS applicable
05/26/2026	Special Investigation Initiated - Telephone ORR Ashton Byrne
05/26/2026	Contact - Telephone call made Admin Candy McKenney
05/26/2026	Contact – Telephone call made Case manager James Watt
05/26/2026	Contact – Telephone call made Resident A
06/17/2026	Exit Conference Licensee Designee Jessica Kross

ALLEGATION: Staff Malik Conley took $20 from Resident A's cash app card for his personal use.

INVESTIGATION: On May 26, 2026, a complaint was sent from the Office of Recipient Rights (ORR) which stated staff Malik Conley went to the store for Resident A to purchase some pop for her. She gave him her cash app card to buy the pop. When he returned, Resident A had a $40 transaction on her cash app account. Mr. Conley told Resident A he would pay her back but had not done so at the time of the complaint.

On May 26, 2026, I contacted Ashton Byrne from Network180 ORR. She stated she will also be investigating the complaint.

On May 26, 2026, I contacted Administrator Candy McKenney. She stated she is aware of the incident. I asked Ms. McKenney to share what she knew about what happened. She stated Mr. Conley went to the store for Resident A and he apparently also was buying things but the cashier did not ring them up separately so he needed to pay Resident A back. Ms. McKenney confirmed that Mr. Conley did take the cash app card and he did pay her back, but it was days later and only after Ms. McKenney told him to return to the home immediately and give Resident A her money that is owed. Ms. McKenney did not see the receipt so it is unknown how much Mr. Conley spent but it was believed that he had only bought one bottle of pop for Resident A so that amount of money was concerning.

Ms. McKenney stated Mr. Conley has been written up and will be given training as he was already reminded that it is never appropriate to take money from residents. Ms. McKenney believed this was not an intentional attempt to take money from Resident A, but rather Mr. Conley did not realize the inappropriateness of his actions. Ms. McKenney was aware that Resident A informed her case manager James Watt what happened. She knew he filed an ORR complaint, and it must have occurred prior to Resident A being repaid. Ms. McKenney provided me with contact information for all involved parties.

On May 26, 2026, I contacted case manager James Watt. He did not have any additional information to provide. He did state that Resident A could be "embellishing" the situation because she would not show him the receipt when he asked to see it. There are no other concerns Mr. Watt had regarding Resident A.

On May 26, 2026, I contacted the Beechwood Home and asked to speak with Resident A. I informed the staff who answered the phone who I was and the reason for my call. Resident A refused to speak with me. She told the staff that she was "sick of talking about this."

On May 26, 2026, I interviewed staff Malik Conley. I asked him to explain what had happened regarding Resident A's cash app. He stated she asked him to go to the store for her and get some Sprite. While he was there, he also bought some gas. The clerk combined the purchases and told him she could not split it. He paid Resident A $20 which was more than what he owed her. I asked him if he had a receipt and he said "no". He stated the total was $15 and some cents that was charged to Resident A's card. Mr. Conley stated he has already received corrective action.

On May 26, 2026, I spoke with Home Manager Maya Straley. She stated she had received a call from Mr. Watt regarding the concerns. What Ms. Straley had found when speaking with Resident A is that she had $40 total in her account, that is not what was spent. She still had $24 left in her account. The charged amount was $15.92 which was for 2-2 L of pop and whatever Mr. Conley purchased. Ms. Straley knew Mr. Conley had given Resident A $20 and realized now it was not okay taking her card. He was given corrective action.

On May 27, 2026, I again spoke with Ms. Byrne. She had met with Resident A who confirmed she had given Mr. Conley her card. She also confirmed that he had paid her back $20. Resident A would not show Ms. Byrne a screen shot of the receipt or transaction from the incident. Ms. Byrne added that Resident A was difficult to interview. She believes because Mr. Conley was not forthcoming regarding what had happened and did not immediately pay her back as he should have. Ms. Byrne will be substantiating a recipient rights violation.

On June 17, 2026, I spoke with Designee Jessica Kross for an exit conference. We discussed the information obtained in this investigation and while his intention was not malicious, it was not appropriate for Mr. Conley to use Resident A's card for a personal purchase. Ms. Kross agreed and understood the rule violation found. I informed her I would need a Corrective Action Plan which she agreed to send. She had no further questions.

On June 23, 2026, I conducted an unannounced home inspection. Resident A was not interested in discussing this issue. No other concerns were noted.

APPLICABLE RULE	
R 400.637	**Handling of resident funds and valuables.**
	(11) A licensee, staff, volunteers, members of the household, and their family members cannot accept, take, or borrow money, resident funds, or valuables from a resident, even with the consent of the resident.
ANALYSIS:	The allegation was made that staff Malik Conley used Resident A's cash app card for his own purchase. Ms. McKenney confirmed the allegations but also stated Mr. Conley paid Resident A back. He has also received a corrective action for using the card for a personal purchase. Mr. Watt was told of the concern by Resident A. He had no other concerns but stated Resident A could be embellishing what happened. Mr. Conley confirmed he used Resident A's cash app card, however, it was not intended but the cashier could not separate the purchases. Ms. Straley stated it was $15.92 charged on Resident A's card, not $40. Mr. Conley paid Resident A back $20 which is more than he owed her. There is a preponderance of evidence to support a rule violation that staff did borrow funds from a resident.

CONCLUSION:	**VIOLATION ESTABLISHED**

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change to the current license status.

June 23, 2026

Rebecca Piccard
Licensing Consultant

Date

Approved By:

June 24, 2026

Jerry Hendrick
Area Manager

Date