



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 13, 2026

Marla Garchow
Heart and Soul Living, LLC
1855 Carlisle Road
Traverse City, MI 49696

RE: License #: AS280417032
Investigation #: 2026A0009028
Heart And Soul Living, LLC

Dear Ms. Garchow:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frame 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,

A handwritten signature in cursive script, appearing to read "Adam Robarge".

Adam Robarge, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 350-0939

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS280417032
Investigation #:	2026A0009028
Complaint Receipt Date:	06/22/2026
Investigation Initiation Date:	06/23/2026
Report Due Date:	07/22/2026
Licensee Name:	Heart and Soul Living, LLC
Licensee Address:	1855 Carlisle Road Traverse City, MI 49696
Licensee Telephone #:	(231) 342-4878
Administrator:	Marla Garchow
Licensee Designee:	Marla Garchow
Name of Facility:	Heart And Soul Living, LLC
Facility Address:	1855 Carlisle Road Traverse City, MI 49696
Facility Telephone #:	(231) 342-4878
Original Issuance Date:	10/04/2023
License Status:	REGULAR
Effective Date:	09/12/2024
Expiration Date:	09/11/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A did not receive his morning medication as prescribed on June 18, 2026.	Yes

III. METHODOLOGY

06/22/2026	Special Investigation Intake 2026A0009028
06/23/2026	Special Investigation Initiated - On Site Interview with Tiffany Bennett, Review of medication records Face to face with Resident A
07/02/2026	Contact – Telephone call received from licensee designee Marla Garchow
07/13/2026	APS Referral
07/13/2026	Exit conference with licensee designee Marla Garchow

ALLEGATION: Resident A did not receive his morning medication as prescribed on June 18, 2026.

INVESTIGATION: I received an AFC Incident/Accident Report (BCHS-4607) by email on June 22, 2026. The report indicated that Resident A did not receive his morning medication on June 18, 2026.

I conducted an unannounced site visit at the Heart and Soul Living adult foster care home on June 23, 2026. I was met by direct care workers Joshua Garchow and Tiffany Bennett. Ms. Bennett reported that she was the medication administration staff person on that shift. I asked her about the medication error regarding Resident A. Ms. Bennett stated that she was the one, with a new staff person whom she was training at the time, who found the error. She immediately reported it to management and the guardian and community mental health were also contacted. Ms. Bennett said that they found the error easily because they have a system in which they place the medication packets to the back of each resident's bin after they are administered. The morning medication packets for Resident A were still in front when she and the trainee got his bin out. When they went into Resident A's electronic medication administration record (MAR), they discovered his morning administration tab was still colored. She explained that the tabs turn gray once someone indicates that the medication has been administered. Ms. Bennett said that Resident A had seemed fine as they observed him that afternoon and evening.

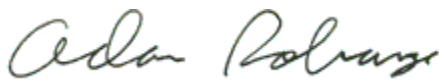
I spoke with licensee designee Marla Garchow by telephone on July 2, 2026. She stated she was glad that the error had been caught by her staff who had been administering medications that afternoon. She said she immediately gave the responsible staff some time off so she could “refocus” herself. She said the staff had recently experienced family tragedies and this might have led to the mistake. Ms. Garchow said this might have affected what had happened. The staff person is scheduled for a medication administration class and will demonstrate competence in medication administration before being allowed to perform that duty again.

APPLICABLE RULE	
R 400.675	Resident medications.
	(1) Medication must be given, taken, or applied as prescribed, ordered, or directed by an appropriately licensed health care professional.
ANALYSIS:	It was confirmed through this investigation that Resident A was not given his medication as prescribed by an appropriately licensed health care professional when he was not given his scheduled morning medication on June 18, 2026.
CONCLUSION:	VIOLATION ESTABLISHED

I conducted an exit conference with licensee designee Marla Garchow by telephone on July 13, 2026. I told her the findings of the investigation and gave her the opportunity to ask questions.

IV. RECOMMENDATION

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



07/13/2026

Adam Robarge, Licensing Consultant

Date

Approved By:



07/13/2026

Jerry Hendrick, Area Manager

Date