



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 21, 2026

Renee Ostrom
Residential Alternatives Inc
124B N Saginaw Street
Holly, MI 48442

RE: License #: AS630080974
Investigation #: 2026A0602013
Beacham CLF

Dear Renee Ostrom:

Attached is the Special Investigation Report for the above-mentioned 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 feel free to 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 (248) 972-9136.

Sincerely,

A handwritten signature in black ink that reads "Cindy Berry". The signature is written in a cursive, flowing style with a large initial "C" and a long, sweeping underline.

Cindy Berry, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3044 West Grand Blvd
2nd Floor Annex, Suite 2-730
Detroit, MI 48202
(248) 860-4475

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT
THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS630080974
Investigation #:	2026A0602013
Complaint Receipt Date:	05/13/2026
Investigation Initiation Date:	05/14/2026
Report Due Date:	07/12/2026
Licensee Name:	Residential Alternatives Inc
Licensee Address:	124B N Saginaw Street Holly, MI 48442
Licensee Telephone #:	(248) 369-8936
Licensee Designee/ Administrator:	Renee Ostrom
Name of Facility:	Beacham CLF
Facility Address:	3278 Beacham Waterford, MI 48329
Facility Telephone #:	(248) 335-3280
Original Issuance Date:	08/04/1998
License Status:	REGULAR
Effective Date:	03/05/2025
Expiration Date:	03/04/2027
Capacity:	4
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Staff member Carmen Doss at Beacham CLF treated Resident A disrespectfully through rude language, yelling, and intimidating behavior.	Yes

III. METHODOLOGY

05/13/2026	Special Investigation Intake 2026A0602013
05/14/2026	Special Investigation Initiated - Telephone Call made to the home, no answer.
05/26/2026	Contact – Telephone call made Call made to the Office of Recipient Rights (ORR). The assigned rights specialist is Hailey Milner.
05/26/2026	APS Referral Adult Protective Services referral not made due to no allegations of abuse or neglect.
05/26/2026	Contact – Telephone call made Spoke with the licensee designee, Renee Ostrom.
06/03/2026	Inspection Completed On-site Interviewed Resident A and the licensee designee, Renee Ostrum.
06/08/2026	Contact – Telephone call made Call made to staff member Carmen Doss, no answer.
06/23/2026	Contact – Telephone call made Message left for staff member Carmen Doss.
07/15/2026	Contact – Document received Received an email from Ms. Milner.
07/20/2026	Contact – Telephone call made Call made to staff member Oceana Lee, no answer.

07/20/2026	Contact – Telephone call made Spoke with staff member Demesha Samples
07/20/2026	Exit Conference Held with the licensee designee, Renee Ostrom by telephone.

ALLEGATION:

Staff member Carmen Doss at Beacham CLF treated Resident A disrespectfully through rude language, yelling, and intimidating behavior.

INVESTIGATION:

On 5/13/2026, a complaint was received and assigned for investigation alleging that staff member Carmen Doss treated Resident A disrespectfully through rude language, yelling, and intimidating behavior.

On 5/26/2026, I spoke with the licensee designee, Renee Ostrom, by telephone. Ms. Ostrom stated the residents attend a workshop or have a job and are not home during the day. However, Resident A is off on Mondays and Wednesdays.

On 6/03/2026, I conducted an on-site investigation at which time I interviewed Resident A and the licensee designee, Renee Ostrom. I did not interview Resident B, Resident C, or Resident D as they were not home. Resident A stated Ms. Doss was mean to him, cursed at him, and bossed him around. She would tell him to get out of the kitchen whenever she was in the kitchen and would not allow him to sit in the front seat of the van during transport. Ms. Doss told Resident A he had to sit in the back seat because the front seat was for staff. Resident A said he had been sitting in the front seat of the van for years and none of the other staff had a problem with it. Resident A went on to state that one day (exact date unknown) Ms. Doss was on her cell phone while driving the company van. He told her she cannot talk on the phone while driving. She became upset and yelled at him, "Shut the fuck up and leave me alone." On another occasion, Resident A was standing at the back door and Ms. Doss said, "Close the door, damn." Resident A said there was never anyone else around when Ms. Doss was mean to him or yelled at him. Resident A went on to state that he is glad Ms. Doss no longer works in the home because things are back to normal.

Ms. Ostrom stated Ms. Doss was a relatively new employee, as she had only worked in the home for 90 days. Resident A told Ms. Ostrom that Ms. Doss would not allow him to sit in the front seat of the van, she was mean to him, and he was afraid of her. She said she believed Resident A, as he was detailed with the information he reported about the incident. She stated that Resident A's statements are not always timely, but he is usually accurate with what he says. Resident A has always sat in the front seat of the van, and it was never an issue until Ms. Doss began working in the home.

On 7/15/2026, I received an email from the assigned Office of Recipient Rights worker, Hailey Milner, informing me that she investigated Carmen Doss and substantiated against her for dignity and respect in reference to the same allegations documented in this report.

On 7/20/2026, I interviewed staff member Demesha Samples by telephone. Ms. Samples stated Ms. Doss had a very high-pitched voice and would speak loudly all the time. She stated she does not believe Ms. Doss was a bad person, but her high-pitched voice and tone could be mistaken for something that was not actually intended to be. She said she never heard her curse at any of the residents, but her tone with Resident A was not always appropriate. Ms. Samples recalled an incident when Resident A was in the garage talking to his mother on his cell phone and had her on speakerphone. Resident A's mother heard the tone Ms. Doss used while speaking to Resident A and she was not happy about it. Ms. Samples said she spoke with Ms. Doss about how she would speak to Resident A and advised her that she needed to tone it down a notch. She went on to state that Resident A reported to her that he did not like Ms. Doss because she was mean to him. Ms. Samples reported this information to the home manager. Ms. Doss no longer works for the company.

I attempted to contact former staff, Carmen Doss, on 06/08/26 and 06/23/26, but did not receive a return phone call.

On 7/20/2026, I conducted an exit conference with the licensee designee, Renee Ostrom, by telephone. I informed Ms. Ostrom of the investigative findings and recommendation documented in this report. Ms. Ostrom stated Ms. Doss is no longer employed with the company and she in-serviced her employees regarding dignity and respect for the residents. Ms. Ostrom agreed to submit a corrective action plan upon receipt of this report.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.
ANALYSIS:	Based on the information obtained during this investigation, there is sufficient information to determine that Ms. Doss did not treat Resident A with dignity and respect. On 6/03/2026, Resident A stated Ms. Doss was mean to him, cursed at him, yelled at him and would not allow him to sit in the front seat of the van.

	On 6/03/2026, Ms. Ostrom stated Resident A reported the allegations to her and he was detailed in his account of what occurred. On 7/20/2026, Ms. Samples stated Ms. Doss had a high-pitched voice and her tone with Resident A was not always appropriate.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

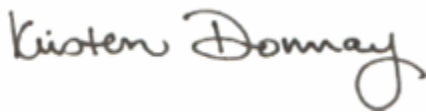


7/20/2026

Cindy Berry
Licensing Consultant

Date

Approved By:



WOC Area Manager for

07/21/2026

Denise Y. Nunn
Area Manager

Date