



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 20, 2026

Marcia Curtiss
CSM Alger Heights, LLC
1019 28th St.
Grand Rapids, MI 49507

RE: License #: AL410384527
Investigation: 2026A0470007
Alger Heights - North

Dear Mrs. Curtiss:

Attached is the Special Investigation Report for the above-mentioned facility. Due to 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 party responsible 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. If 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 "Gene Coulter".

Gene Coulter, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
269.249.8479
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL410384527
Investigation #:	2026A0470007
Complaint Receipt Date:	06/22/2026
Investigation Initiation Date:	06/23/2026
Report Due Date:	08/21/2026
Licensee Name:	CSM Alger Heights, LLC
Licensee Address:	1019 28th St. Grand Rapids, MI 49507
Licensee Telephone #:	(616) 262-1792
Administrator:	Marcia Curtiss, Designee
Licensee Designee:	Marcia Curtiss, Designee
Name of Facility:	Alger Heights - North
Facility Address:	1015 28th St. SE Grand Rapids, MI 49548
Facility Telephone #:	(616) 608-3708
Original Issuance Date:	10/25/2016
License Status:	REGULAR
Effective Date:	04/25/2025
Expiration Date:	04/24/2027
Capacity:	17

Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED
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ALLEGATION(S)

	Violation Established?
Facility staff are not properly caring for Resident A	Yes

METHODOLOGY

06/22/2026	Special Investigation intake 2026A0470007.
06/23/2026	Special Investigation initiated telephone call to RS.
07/01/2026	Inspection Completed On-site, Face to Face AFC staff, Jenneifer Leak and Resident A.
07/17/2026	Inspection On site, Face to Face AFC staff, Nita Helette and Resident A.
8/19/2026	Spoke with licensee, Marcia Curtiss, regarding corrective action plan.
8/19/2026	Received (approved) corrective action plan from, licensee, Ms. Marcia Curtiss.
8/19/2026	Exit Conference with licensee, Marcia Curtiss

ALLEGATION: Facility staff are not properly caring for Resident A.

INVESTIGATION: On 6/30/2026, I received this complaint through Bureau of Community and Health Systems. The complaint, alleged Resident A, is not being properly cared for, with his shower, has feces on himself and floor.

On 7/1/2026 I met with on sight director, Jennifer Leak, to discuss allegations. Ms. Leak informed me that the allegations were not true. Resident A is properly cared for by staff.

Ms. Leak and I did a walkthrough of the facility. I did not observe any feces, on floor, walls, or anywhere else. I observed in one bathroom, there was some toilet paper on the floor, but was picked up by Ms. Leak and tossed in waste basket. I observed resident A's room, which was appropriate, proper bedding, dirty laundry in hamper, no feces on floor or walls, in bedroom.

On 7/1/2026 I had face to face meeting with Resident A. Resident A who appears to be very limited when it comes to speaking English. There was an evident language barrier, therefore a complete interview was not conducted. Resident A was observed to have stained pants, fingernails were long, dirty and needed to be clipped and his hair needed to be trimmed.

On 7/17/2026 I made another unexpected visit to facility. Resident A's hair was trimmed; clothing was clean as he sat on porch getting fresh air.

On 7/17/2026 I met with resident care manager, Nita Helette to observe assessment plan for resident A. Assessment plan was signed and completed on 04/13/2026. Under the self-care skill assessment section, it states Resident A does refuse hygiene practices often and requires staff prompting. Ms. Helette stated resident A is doing better when it comes to showering and putting on clean clothing.

On 8/19/2026, I spoke with licensee, Marcia Curtiss, to conduct and exit conference. Ms. Curtiss was informed of the investigation findings and recommendations. Ms. Curtiss stated a corrective action plan would be submitted.

On 8/19/2026, I received a corrective action plan from licensee, Marcia Curtiss and plan has been accepted and approved.

APPLICABLE RULE	
R 400.671	Resident care.
	(4) A licensee shall provide supervision, protection, and personal care as specified in a resident's assessment plan. A hospice service plan, do-not resuscitate order, or any other advance directive must be included as an addendum to the resident assessment and maintained with the assessment plan in the resident's record.

ANALYSIS:	Based on my investigative findings, there is sufficient evidence to support a rule violation of Resident A, not being properly cared for. On my initial visit to facility, (7/1/2026), Resident A, had stained trousers, hair was long and greasy, and needed to be cut. Resident A had long and dirty fingernails that needed trimming. Upon my second visit on 7/17/26, Resident A was wearing clean clothing, hair was trimmed and staffer, Ms. Helette, informed me that Resident A is doing a much better job when it comes to him showering and changing his clothing.
CONCLUSION:	VIOLATION ESTABLISHED

II. RECOMMENDATION

I recommend due to receiving and accepting the approved corrective action plan, the current license status remain unchanged.

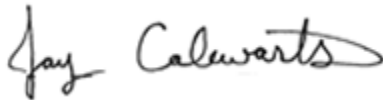


8/19/2026

Gene Coulter
Licensing Consultant

Date

Approved By:



For

08/20/2026

Jerry Hendrick
Area Manager

Date