



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 24, 2026

Tia Glass
Comfort And Care LLC
1758 E Clark Rd
Dewitt, MI 48906

RE: License #: AS190419091
Investigation #: 2026A1029055
Gunnisonville Meadows East

Dear Ms. Glass:

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 licensee designee 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 (231) 922-5309.

Sincerely,

Jennifer Browning, Licensing Consultant
Bureau of Community and Health Systems
browningj1@michigan.gov - 989-444-9614

**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 #:	AS190419091
Investigation #:	2026A1029055
Complaint Receipt Date:	07/15/2026
Investigation Initiation Date:	07/16/2026
Report Due Date:	09/13/2026
Licensee Name:	Comfort And Care LLC
Licensee Address:	5537 Silverleaf Ct., HASLETT, MI 48840
Licensee Telephone #:	(517) 802-0066
Administrator:	Tia Glass
Licensee Designee:	Tia Glass
Name of Facility:	Gunnisonville Meadows East
Facility Address:	1816 E. Clark Rd, LANSING, MI 48906
Facility Telephone #:	(517) 580-4541
Original Issuance Date:	02/12/2025
License Status:	REGULAR
Effective Date:	08/11/2025
Expiration Date:	08/10/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED AGED

II. ALLEGATION(S)

	Violation Established?
On 07/10/2026 direct care staff members Brittany Crenshaw and Kierra Shade were in a physical altercation. Resident A attempted to intervene during this physical altercation.	Yes

III. METHODOLOGY

07/15/2026	Special Investigation Intake 2026A1029055
07/16/2026	Special Investigation Initiated - Email to APS policy mailbox for RS information
07/16/2026	APS Referral - Referral came from denied APS
07/16/2026	Contact - Sent FOIA Request for police report
07/21/2026	Contact - Document Received - Shelley Stine Dewitt PD
07/22/2026	Inspection Completed On-site - Face to Face with direct care staff member Nae Williams, Resident A, Resident B, and Resident C at Gunnisonville Meadows East
07/31/2026	Contact - Telephone call made to direct care staff member Kierra Shade
08/11/2026	Contact - Telephone call made to licensee designee Tia Glass (Left message) and direct care staff members Brittany Crenshaw, Janaya McKinney (voice mail not set up), Andreca Price
08/12/2026	Contact - Telephone call received from licensee designee Tia Glass, and telephone call made to Brittany Crenshaw (left message) and Janaya McKinney
08/19/2026	Contact – Telephone call to Brittany Crenshaw (left message)
08/21/2026	Contact – Telephone call to Brittany Crenshaw (left message)
08/21/2026	Exit Conference with licensee designee Tia Glass

ALLEGATION: On 07/10/2026 direct care staff members Brittany Crenshaw and Kierra Shade were in a physical altercation. Resident A attempted to intervene during this physical altercation.

INVESTIGATION:

On 07/15/2026 a complaint was received via Bureau of Community and Health Systems online complaint system alleging that on 07/10/2026 direct care staff members Brittany Crenshaw and Kierra Shade were in a physical altercation, and Resident A attempted to intervene. During the altercation, direct care staff Janaya McKinney returned to the facility and became involved in the altercation as well.

On 07/22/2026, I completed an unannounced on-site investigation at Gunnisonville Meadows East and interviewed direct care staff member Nae Williams. Ms. Williams stated she was not present for the incident but was working at the other licensed facility on the property. Ms. Williams stated she has never had issues with any of the involved direct care staff members in the past and has never heard them arguing.

On 07/22/2026, I interviewed Resident A. Resident A stated she did not remember any direct care staff member physically fighting with one another. Rather, Resident A expressed she was happy living at Gunnisonville Meadows East.

I interviewed Resident B. Resident B stated she remembered the incident because she woke up hearing yelling and screaming from direct care staff members Ms. Shade and Ms. Crenshaw. Resident B stated she told them that if they did not stop, she would call law enforcement. She stated the fight began between the two direct care staff members, but a third direct care staff member, Ms. McKinney, arrived and became involved by yelling at the other two. Resident B stated these three direct care staff members were yelling, swearing, and "being nasty with each other." She stated she does not believe this has ever happened before and stated she typically feels safe at the facility; however, she stated that if the situation happens again, she will not want to continue living there. Resident B reported that other residents also heard the altercation because of how loud it was, and some residents were crying. Resident B stated she did not know whether law enforcement responded, but the fighting eventually stopped.

I interviewed Resident C. Resident C stated she remembered direct care staff members fighting and that it was upsetting, so she closed her door. Resident C stated she did not know what happened, only that it was a short argument, but it was difficult to see direct care staff members acting in such a manner. Resident C stated she did not know whether they physically harmed each other or were only arguing.

On 07/31/2026, I interviewed direct care staff member Kierra Shade. Ms. Shade stated that direct care staff member Ms. Crenshaw had relieved her shift a few times, so she met her in passing at work. Ms. Shade stated she was on the phone with another employee when Ms. Crenshaw began speaking to her with an attitude. Ms. Shade

stated she needed to leave for a doctor's appointment and tried to walk away, but Ms. Crenshaw continued being rude. Ms. Shade stated originally Ms. Crenshaw was attempting to fight another coworker and was making statements such as "these bitches" and that she was going to "beat their ass." Ms. Shade stated this was inappropriate in front of residents. Ms. Shade stated she approached Ms. Crenshaw and told her to stop calling the other direct care staff member a "bitch." Ms. Shade stated Ms. Crenshaw then threatened to "beat her ass," and the two argued with each other. Ms. Shade stated Ms. Crenshaw hit her first in the living room, and they began fighting. Ms. Shade stated she had never met Ms. Crenshaw outside of work and did not know what prompted the behavior. Ms. Shade stated after they were fighting with each other Ms. McKinney arrived at the building and attempted to intervene. Ms. Shade stated an unknown resident said, "Do you want me to call the police?" during the incident. She stated Ms. Crenshaw and Ms. McKinney are no longer employed there. Ms. Shade stated Resident A attempted to intervene, but Ms. Shade told her to "back up a little bit so you don't get hurt." Ms. Shade stated she tried to stop the altercation once she realized a resident was involved. Ms. Shade stated Ms. McKinney and Ms. Crenshaw ran out of the building afterward, and she called law enforcement and notified Ms. Glass of the incident.

On 08/11/2026, I interviewed direct care staff member Andreca Price. Ms. Price stated she had an issue with Ms. Crenshaw because she approached her vehicle aggressively and asked if she wanted to fight. Ms. Price stated she walked away and entered a different building, and that is when Ms. Crenshaw became involved in an altercation with Ms. Shade. Ms. Price stated she did not press charges because Ms. Crenshaw did not physically assault her. Ms. Price stated no residents were present when Ms. Crenshaw approached her vehicle.

On 08/12/2026, I interviewed licensee designee Tia Glass. Ms. Glass stated she was very disturbed by this incident and when she learned what occurred, she asked Ms. Crenshaw to return to the facility to speak with her; however, Ms. Crenshaw refused to come back, stating police were there and she would not return. Ms. Glass stated she believes these direct care staff members caused an emotional disturbance to residents, including Resident A, who was up and moving around during the altercation. Ms. Glass stated Ms. Crenshaw and Ms. McKinney were new employees and had been employed for less than two weeks. Ms. Glass stated they did not know Ms. Shade outside of work and she does not know what prompted the fight. Ms. Glass stated shortly afterward Ms. Crenshaw posted about the incident on Facebook within an hour of leaving work how she "beat someone up at work" and Ms. McKinney commented on the post which is how she was able to identify her as the third direct care staff member involved in the incident. Ms. Glass stated the only possible motive she could identify was that Ms. Shade posted a message on the application used for work communication stating, "who was relieving me?" because Ms. Crenshaw had been running late. Ms. Glass stated she spoke with Ms. Crenshaw about calling Ms. Shade a "bitch" the day before, and Ms. Crenshaw told her it was a misunderstanding. Ms. Glass stated Ms. McKinney was not scheduled to work that day and simply showed up during the altercation. She stated Ms. Crenshaw later contacted the business manager about her paycheck and said she was

going to come to the facility, and Ms. Glass told her she was not allowed on the premises. Ms. Glass stated a law enforcement officer sat with Resident A to calm her because she was upset after this incident.

On 08/12/2026, I interviewed direct care staff member Janaya McKinney. Ms. McKinney stated she dropped Ms. Crenshaw off at work and had driven down U.S. 127 when Ms. Crenshaw called her back sounding upset. Ms. McKinney asked her what was happening and whether she was fighting or what was going on and she didn't respond, so she drove back to the facility. When she returned, she stated the fight was ending. Ms. McKinney stated she was aware that Ms. Crenshaw had an issue getting along with Ms. Price but did not know about Ms. Shade before this incident. Ms. McKinney stated she pulled Ms. Crenshaw off Ms. Shade and noticed Ms. Shade had two bumps on her forehead. Ms. McKinney denied hitting anyone during this incident.

Despite contacting and leaving messages for Ms. Crenshaw on 08/11/2026, 08/12/2026, 08/19/2026 and 08/21/2026 and I was unable to reach her for an interview. I reviewed the police report for this incident, and her interview with Officer Scheib with the Dewitt Township Police Department is documented below:

"On 07/10/2026, Ms. Crenshaw contacted the DeWitt Township Police Department and agreed to meet with officers for an interview regarding the incident. On 07/11/2026 at approximately 1030 hours, I made contact with Ms. Crenshaw at her residence. Ms. Crenshaw stated she had been dropped off at work by Janaya at approximately 0700 hours near the main building. Ms. Crenshaw began walking toward the east building when Andreca arrived. Ms. Crenshaw explained that she and Andreca had known each other since childhood and that Andreca had recently been talking about Ms. Crenshaw behind her back. Ms. Crenshaw stated Andreca opened the door of her vehicle and the two began exchanging words. Ms. Crenshaw stated she walked toward Andreca's vehicle but stopped approximately six feet away. Andreca exited the vehicle and they continued arguing. Ms. Crenshaw stated she eventually realized they were not going to fight, so she continued walking toward the east building. While walking to the east building, Ms. Crenshaw called Janaya and began venting to her over the speakerphone. Ms. Crenshaw entered the building and went into the staff room while remaining on the telephone. Ms. Crenshaw stated she was expressing frustration about her coworkers and believed Kierra thought the comments were directed toward her. Ms. Crenshaw recalled Kierra told her to stop. Ms. Crenshaw stated they eventually came out of the room, but she "blacked out" and could not explain how the physical altercation occurred. She stated she did not remember much during the altercation. Ms. Crenshaw recalled that she and Kierra were grabbing each other's hair. She also recalled Janaya arriving and the two of them leaving the facility. When asked why she made the post regarding Kierra, Ms. Crenshaw stated it was because "she tried to show her ass."

According to the police report, Ms. Shade had two raised areas consistent with swelling on her forehead, one was approximately 1.5 inches in diameter, and the second was on the upper right side of her forehead and measured 1 inch in diameter.

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 review of the Dewitt Township Police Department report, interviews with Resident A, Resident B, and Resident C and direct care staff members involved, it was determined that Resident A and the other residents were not protected and safe while at Gunnisonville Meadows East because direct care staff members engaged in a physical and verbal altercation inside the licensed facility while residents were present. Resident A attempted to intervene during the incident, placing the resident at risk, and multiple other residents were upset and crying as the altercation took place.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



Jennifer Browning
Licensing Consultant

08/21/2026

Date

Approved By:



08/24/2026

Dawn N. Timm
Area Manager

Date