GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 17, 2026

Gary Ray
Genesee Manor, Inc.
30002 Saint Martins
Livonia, MI 48152

RE: License #: AS630417946
Investigation #: 2026A0605030
Nat West Home 1

Dear Gary Ray:

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:

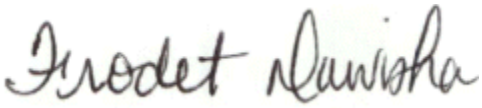
- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

The issuance of a six-month provisional license was previously recommended in special investigation report #2026A0605008 dated 02/24/2026, which remains in effect. You submitted documentation agreeing to the issuance of a provisional license on 03/11/2026 and the 1st provisional was issued effective 03/11/2026.

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,



Frodet Dawisha, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3044 W. Grand Blvd
2nd Floor Annex, Ste 2-730
Detroit, MI 48202
(248) 303-6348

enclosure

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

## I. IDENTIFYING INFORMATION

| | |
|---|---|
| **License #:** | AS630417946 |
| | |
| **Investigation #:** | 2026A0605030 |
| | |
| **Complaint Receipt Date:** | 07/27/2026 |
| | |
| **Investigation Initiation Date:** | 07/27/2026 |
| | |
| **Report Due Date:** | 09/25/2026 |
| | |
| **Licensee Name:** | Genesee Manor, Inc. |
| | |
| **Licensee Address:** | 30002 Saint Martins<br>Livonia, MI 48152 |
| | |
| **Licensee Telephone #:** | (313) 949-2501 |
| | |
| **Administrator:** | Michele Ray |
| | |
| **Licensee Designee:** | Gary Ray |
| | |
| **Name of Facility:** | Nat West Home 1 |
| | |
| **Facility Address:** | 31835 Alameda<br>Farmington Hills, MI 48336 |
| | |
| **Facility Telephone #:** | (313) 949-2501 |
| | |
| **Original Issuance Date:** | 01/29/2025 |
| | |
| **License Status:** | REGULAR |
| | |
| **Effective Date:** | 03/11/2026 |
| | |
| **Expiration Date:** | 09/10/2026 |
| | |
| **Capacity:** | 6 |
| | |
| **Program Type:** | DEVELOPMENTALLY DISABLED<br>MENTALLY ILL |

## II. ALLEGATION(S)

| | **Violation Established**? |
|---|---|
| Lead staff Shauna Minter forced Resident A to get up out of bed to take her medications. Resident A called Shauna a "bitch," and Shauna said, "back to you." Shauna locked Resident A's bedroom door preventing Resident A from accessing her bedroom. Shauna also told Resident A "you can't even wipe that booty correctly." Home manager Steven Price was present and instead of redirecting Shauna, he redirected Resident A. | Yes |

## III. METHODOLOGY

| | |
|---|---|
| 07/27/2026 | Special Investigation Intake<br>2026A0605030 |
| 07/27/2026 | Special Investigation Initiated - Telephone<br>Discussed allegations with administrator Michele Ray and program director Wanda Milledge |
| 07/27/2026 | Contact - Document Sent<br>Emailed complaint to Wayne County Recipient Rights |
| 07/27/2026 | APS Referral<br>Adult Protective Services (APS) referral was made |
| 07/27/2026 | Contact - Telephone call received<br>Discussed allegations with DCS |
| 07/29/2026 | Inspection Completed On-site<br>Conducted unannounced on-site investigation |
| 08/03/2026 | Contact - Document Sent<br>Email to Detroit Wayne Integrated Health Network (DWIHN) Office of Recipient Rights (ORR) worker Ann Alexander |
| 08/03/2026 | Contact - Telephone call received<br>From ORR Ann Alexander |
| 08/25/2026 | Contact - Telephone call made<br>Interviewed direct care staff (DCS) |
| 08/25/2026 | Exit Conference<br>Conducted exit conference with the administrator Michele Ray with my findings |

**ALLEGATION:**

**Lead staff Shauna Minter forced Resident A to get up out of bed to take her medications. Resident A called Shauna a "bitch," and Shauna said, "back to you." Shauna locked Resident A's bedroom door preventing Resident A from accessing her bedroom. Shauna also told Resident A "you can't even wipe that booty correctly." Home manager Steven Price was present and instead of redirecting Shauna, he redirected Resident A.**

**INVESTIGATION:**

On 07/27/2026, intake #211712 was assigned for investigation regarding Resident A being emotionally abused by lead staff Shauna Minter.

On 07/27/2026, I made a referral to Adult Protective Services (APS) and Office of Recipient Rights office with Detroit Wayne Integrated Health Network (ORR-DWIHN) regarding these allegations.

On 07/27/2026, I interviewed lead staff Shauna Minter regarding the allegations. Shauna stated that when she arrived at this group home, Resident A was in bed. The midnight shift direct care staff (DCS), Pearl Wynn and Andrea Jackson were present. Resident A was lying in bed, so Shauna asked her to get up. Resident A did not want to get out of bed and began cursing and “went crazy.” Shauna stated she was arguing back and forth with Resident A which she regrets doing, but Shauna stated “that’s all I did. I didn’t physically abuse her or anything.” Shauna stated that she was not getting along with the midnight shift staff because they were not doing their jobs with documentation so one of them recorded this incident between Shauna and Resident A. Shauna stated she is currently suspended pending an investigation by the administrator Michele Ray who was made aware of the video. I asked Shauna was there anything else on the video that I needed to be made aware of and she stated, “no.” Shauna was extremely emotional and crying during this interview. She stated this was an isolated incident and that she has never been mean to Resident A.

On 07/27/2026, I interviewed Michele Ray and program director Wanda Milledge regarding the allegations. Mrs. Ray was provided with the video taken by DCS Andrea Jackson on 07/22/2026. Mrs. Ray stated that Shauna did not provide me with everything that appeared in the video. Mrs. Ray emailed me the video and wanted me to watch the video and then call her back, which I did. Resident A called Shauna a "bitch," and Shauna said, "back to you." Shauna locked Resident A's bedroom door preventing Resident A from accessing her bedroom. Shauna also told Resident A "you can't even wipe that booty correctly." The video also showed HM Steven Price was present and redirected Resident A instead of redirecting Shauna. Mrs. Ray stated that both Shauna and Steven have been suspended pending investigation.

On 07/29/2026, I conducted an unannounced on-site investigation. Present were DCS Kimberly Conner and Tierra Vance. Also present were Resident A and Resident B.

Resident C was at school. Resident A was lying asleep in bed, I woke her up, but she did not want to wake up to speak with me. I observed Resident B lying in her bed in her bedroom. I did not interview her regarding the allegations due to her cognitive disability.

I interviewed DCS Kimberly Conner regarding the allegations. Kimberly has been working here for about a month in a half. She was not present during the incident between Resident A and Shauna. Kimberly heard that Shauna was disrespectful towards Resident A. Resident A has cursed at Kimberly, called her a bitch, but Kimberly redirects Resident A by saying, “that’s not a nice word.” Kimberly has worked with Shauna and is very surprised about this incident because Shauna is caring towards Resident A and the other residents. Kimberly has never witnessed Shauna disrespecting Resident A. Kimberly has worked with HM Steven and described him as “not a strong HM.” He does his job, but Shauna is the stronger leader than Steven.

I interviewed DCS Tierra Vance regarding the allegations. Tierra has been working for this corporation for one year. Tierra was not present during the incident between Resident A and Shauna. She heard that Shauna and Steven were under investigation for Shauna “hitting one of the consumers.” She does not know which consumer was hit but stated that is what she heard. She does not know who she heard this from. Tierra has worked with Shauna and has never witnessed Shauna disrespect Resident A or the other residents. Tierra stated that DCS cannot force residents to take their medications. DCS attempts to redirect residents if they refuse but if they continue to refuse medication, then they document the refusal and complete an IR. DCS are not allowed to use their cellphones to record anyone, but she heard it was the midnight staff that recorded Shauna and Steven. She had worked with Steven, and she too stated he was not a strong HM.

On 08/03/2026, I received a telephone call from ORR-DWIHN Ann Alexander. Ms. Alexander is investigating these allegations. She stated this is not the first time Shauna Price has been disrespectful to Resident A. There have been other incidents. She will be substantiating her case.

On 08/25/2026, I interviewed HM Steven Price regarding the allegations via telephone. Steven was Resident B’s one-on-one on 07/22/2026. Shauna arrived at her shift, and the midnight shift staff Pearl and Andrea were present sitting in the living room. Shauna tried to prompt Resident A to come out of her room so she could take her vitals and have her participate in an activity. Resident A was agitated and said, “You can’t tell me what to do. F, you.” Steven stated, “Shauna was calm, but it wasn’t appropriate that she said I’m not your momma.” Steven stated, “I was minding my own business, but I kept hearing Bitch from Resident A, I told Resident A to watch your mouth.” Steven stated he was concerned about Resident B because when there is commotion in the home, Resident B has a behavior. He was trying to prevent that behavior, so he redirected Resident A and not Shauna. Steven stated he had a conversation after Pearl and Andrea left with Shauna about how she should have handled the situation and that Shauna should have allowed Resident A to go back into her bedroom. Steven confirmed that Shauna locked Resident A’s bedroom door to prevent Resident A from

returning to go back to sleep. He stated, “Shauna wanted Resident A to stay active so that’s why she did not want her to go back to sleep.” Steven had never heard Shauna become disrespectful towards Resident A until this day. She has a good rapport with Resident A. Steven stated he has a deformation case against this corporation, Genesee Manor, because of all the problems he encountered as staff. He reported emotional abuse by Mrs. Ray but did not provide further details. His employment has been terminated.

On 08/25/2026, I interviewed DCS Pearl Wynn regarding the allegations via telephone. Pearl has been working for this corporation for four years. She works midnight shift from 12AM-8AM. On 07/22/2026, she and DCS Andrea Jackson were present when the incident occurred between Shauna and Resident A. That morning, Resident A got up, had breakfast and wanted to return to bed, which Pearl allowed her to. Shauna arrived at 8AM and said, “I don’t want Resident A sleeping.” Shauna proceeded to wake Resident A up, but Resident A did not want to get up. Shauna insisted that Resident A wake up so Resident A did, was upset and began saying, “you’re not the boss of me. F you.” Resident A wanted to return to her bedroom, but the door was locked. Shauna said, “You can’t go back to your bedroom, I locked the door.” Resident A was more upset and agitated and began cursing at Shauna. HM Steven was present but instead of Steven redirecting Shauna, Steven told Resident A to stop. Before Andrea began recording, Pearl and Andrea told Shauna to leave Resident A alone and that Resident A could return to her bedroom because that was Resident A’s right. However, Shauna disregarded what they said, so Andrea began recording. Pearl stated she knows that DCS are not allowed to use their cellphones at this group home or record, but they wanted to show Mrs. Ray what happened. To her knowledge, this was an isolated incident with Shauna disrespecting Resident A.

On 08/25/2026, I followed up with Shauna Minter regarding the allegations. Shauna denied locking Resident A’s bedroom door and stated that the door automatically locks once it was closed. She stated, “I told Resident A to wait so I can unlock the door, but she couldn't wait.” Shauna stated that Genesee Manor has been informing staff that they want the residents engaged in activities and productive, no sleeping all day, so that is what Shauna was doing. She stated, “Nobody was hindering Resident A from going to her room.” Shauna acknowledged her approach and choice of words to Resident A were inappropriate, but she stated, “I wasn’t physical with her or anything.” Shauna stated that Steven did talk to her about her choice of words towards Resident A after Pearl and Andrea left. Shauna denied that she had been disrespectful towards Resident A before this incident.

On 08/25/2026, I interviewed DCS Andrea Jackson regarding the allegations via telephone. Andrea has been working for this corporation for one year. She works the midnight shift. Andrea has observed in the past Shauna being disrespectful towards Resident A. She mentioned this to management but because there was nothing concrete, nothing was done. On 07/22/2026, when Shauna arrived at her shift, she wanted Resident A to get out of bed even though Resident A was refusing. Andrea and Pearl both told Shauna to leave Resident A alone and that she had the right to not want

to get out of bed. In the past, Shauna would not allow Resident A to return to sleep, so when Andrea saw that Resident A was locked out of her bedroom by Shauna, she began recording. Andrea wanted to show Mrs. Ray what Shauna was doing and how Shauna was infringing on Resident A's rights. HM Steven was present, but instead of Steven redirecting Shauna, he was redirecting Resident A to stop. She stated, "I couldn't believe what I was seeing. Steven told Resident A to stop when Shauna was being disrespectful and locked Resident A out of her bedroom." Andrea stated, "Shauna was not listening to anything we had to say."

On 08/25/2026, I conducted the exit conference via telephone with the administrator Michele Ray. Mrs. Ray has terminated both Shauna Minter and Steven Price. She agreed to submit a corrective action plan.

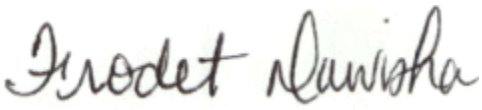
| **APPLICABLE RULE** | |
|---|---|
| **R 400.681** | **Resident rights; licensee responsibilities.** |
| | **(3) A licensee and staff shall respect and safeguard all of the following resident rights to:**<br>**(p) Be treated with consideration and respect with due recognition of personal dignity, individuality, and need for privacy.** |
| **ANALYSIS:** | On 07/22/2026, a video was recorded showing shift lead Shauna Minter disrespecting Resident A; saying "back at you," after Resident A called Shauna a "bitch." Shauna also told Resident A "you can't even wipe that booty correctly," and "I'm glad I'm not your momma." Resident A was not treated with dignity and respect by Shauna Minter. |
| **CONCLUSION:** | **VIOLATION ESTABLISHED** |

| **APPLICABLE RULE** | |
|---|---|
| **R 400.681** | **Resident rights; licensee responsibilities.** |
| | **(3) A licensee and staff shall respect and safeguard all of the following resident rights to:**<br>**(q) Access their bedroom at their own discretion.** |

| | |
|---|---|
| **ANALYSIS:** | On 07/22/2026, I reviewed a video recording of Resident A walking towards her bedroom but then shift lead Shauna Minter said to Resident A “that’s why you’re not going into the room. That’s why the door is locked.” Therefore, Shauna did not respect and safeguard Resident A’s right to access her bedroom at her own discretion. |
| **CONCLUSION:** | **VIOLATION ESTABLISHED** |

## IV. RECOMMENDATION

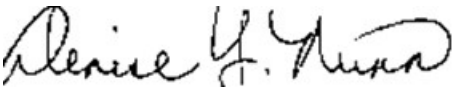
I recommended the issuance of a 1st provisional license in special investigation report #2026A0605008, dated 02/24/2026. Contingent upon receiving an acceptable corrective action plan, the recommendation for a provisional license remains in effect.



08/27/2026

Frodet Dawisha — Date
Licensing Consultant

Approved By:



09/01/2026

Denise Y. Nunn — Date
Area Manager