GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 28, 2026

Nichole VanNiman
Beacon Specialized Living Services, Inc.
Suite 110
890 N. 10th St.
Kalamazoo, MI 49009

RE: License #: AS300398555
Investigation #: 2026A1032046
Beacon Home at Salem

Dear Nichole VanNiman:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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,

Dwight Forde, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
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 #:	AS300398555
Investigation #:	2026A1032046
Complaint Receipt Date:	07/28/2026
Investigation Initiation Date:	07/28/2026
Report Due Date:	09/26/2026
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Nichole VanNiman
Licensee Designee:	Nichole VanNiman
Name of Facility:	Beacon Home at Salem
Facility Address:	459 Salem Drive Jonesville, MI 49250
Facility Telephone #:	(517) 826-5293
Original Issuance Date:	06/20/2019
License Status:	REGULAR
Effective Date:	12/20/2025
Expiration Date:	12/19/2027
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff are engaging in unsafe practices while at work.	No
Resident A is being generally mistreated.	No

III. METHODOLOGY

07/28/2026	Special Investigation Intake 2026A1032046
07/28/2026	Contact - Telephone call made Attempted a call to the source, unable to leave voicemail
07/28/2026	Special Investigation Initiated - Letter Email to licensee designee Nicole Vanniman requesting resident roster and any vehicle incident reports
07/28/2026	Contact - Document Received I received the resident roster and incident reports detailing a car accident with a resident
08/05/2026	Inspection Completed On-site Interview with Home Manager Crystal Thorpe, employee Jamie Wilson and meeting with Resident A
08/13/2026	Contact - Document Sent email sent to Lifeways ORR regarding any complaints about improper supervision and personal care
08/26/2026	Contact - Document Received Lifeways ORR Response
08/28/2026	Exit Conference

ALLEGATION:

Staff are engaging in unsafe practices while at work.

INVESTIGATION:

On 7/28/26, I received a complaint that members of staff smoke marijuana, sleep on shifts and ignore the residents. An employee also totaled the facility van while transporting a resident. The complaint also listed Resident A as being left in soiled clothing and a dirty bed.

On 7/28/26, I requested copies of the resident register and any vehicle accident reports.

On 7/28/26, I received the resident register, as well as an incident report dated 4/26/26, where an employee missed a stop sign and collided with another vehicle while transporting a resident. The report mentions that both the resident and the member of staff were seen at a hospital.

On 7/28/26, I attempted to call the complainant but was unable to leave a voicemail due to issues with the complainant's phone.

On 8/5/26, I interviewed Home Manager Crystal Thorpe in the facility. Ms. Thorpe stated that the employee who got into a car accident in April 2026 is still on medical leave and to her knowledge there were no criminal charges filed as a result. She stated that the accident was not related to any reckless staff behavior such as being intoxicated or in an otherwise altered state. Ms. Thorpe reported that she has done spot checks at the home during evening hours and has not seen employees outside smoking marijuana or not directly supervising the residents.

I interviewed employee Jamie Wilson in the facility. Mr. Wilson was asked if he had ever observed other employees being intoxicated or in an altered state while working. He denied having any such interaction with coworkers. He advised that the residents are always supervised and that no one takes breaks at the same time.

During my onsite inspection I observed staff to be supervising the residents appropriately, such as being in close proximity to residents as needed. I did not detect any odors associated with marijuana use.

I was unable to interview Resident A due to neurocognitive issues.
I reviewed Resident A's assessment plan, which states that he has enhanced staffing and requires assistance with toileting and other personal care issues.

On 8/13/26, I reached out to Lifeways Recipient Rights Officer Lashanda Walker to see if her office had received any complaints regarding supervision and personal care violations.

On 8/26/26, Ms. Walker responded that to date, she has not received any complaints of non-compliance related to staff at the facility.

APPLICABLE RULE	
R 400.629	**Direct care staff; qualifications and training.**
	(4) Direct care staff shall possess all of the following qualifications before working independently: **(a) Be capable of meeting the physical, emotional, intellectual, and social needs of each resident.** **(b) Be capable of appropriately handling emergency situations.**
ANALYSIS:	During my onsite inspection, members of staff denied observing any unsafe practices. I observed staff to be appropriately supervising residents. A possible attempt was made to link a car accident to staff recklessness however no criminal charges have been filed to date. I was unable to contact the complainant to provide any further information or proof. Lifeways Office of Recipient Rights denied being in receipt of complaints over staff intoxication or improper supervision. Therefore, I was unable to establish a violation.
CONCLUSION:	**VIOLATION NOT ESTABLISHED**

ALLEGATION:

Resident A is being generally mistreated.

INVESTIGATION:

On 8/5/26, I asked Ms. Thorpe about Resident A's bed and bedding. She stated that Resident A's mattress was changed about a week ago because urine had soaked through his adult diaper. She stated that Resident A is the beneficiary of an enhanced staffing pattern. I observed an employee in Resident A's bedroom while he lay down. I observed Resident A's bed to be dry. There was a mattress protector below the sheet.

I was unable to interview Resident A due to neurocognitive issues. I did observe him to be clean and appropriately dressed for the weather.

I reviewed Resident A's assessment plan, which states that he has enhanced staffing and requires assistance with toileting and other personal care issues.

On 8/13/26, I reached out to Lifeways Recipient Rights Officer Lashanda Walker to see if her office had received any complaints regarding supervision and personal care violations.

On 8/26/26, Ms. Walker responded that to date, she has not received any reports or complaints of mistreatment of residents by staff.

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:	From my observations during the onsite inspection, Resident A was generally clean in appearance. The issue of urine leaking through his bedding had been addressed, and his bed had been changed. He also had enhanced staffing per his plan of service. I was unable to contact the complainant to obtain information to the contrary. Lifeways Office of Recipient Rights denied being in receipt of complaints over Resident A's care. There is insufficient evidence to establish a violation related to dignity and respect, such as leaving Resident A in soiled clothing or in a dirty bed.
CONCLUSION:	**VIOLATION NOT ESTABLISHED**

On 8/28/26, I shared my findings with licensee designee Nichole VanNiman during an exit conference.

IV. RECOMMENDATION

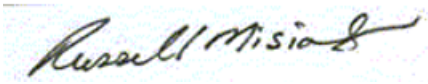
I recommend that the status of this license remains unchanged.



8/28/26

Dwight Forde — Date
Licensing Consultant

Approved By:



8/31/26

Russell B. Misiak — Date
Area Manager