GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 7, 2026

Heaven Amandou
LILALO GROUP HOME LLC
1060 44th Street Southeas
Kentwood, MI 49508

RE: License #: AS410420474
Investigation #: 2026A0579054
Lilalo Group Home LLC

Dear Heaven Amandou:

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.

If you desire technical assistance in addressing these issues, please 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 (616) 356-0100.

Sincerely,



Cassandra Duursma, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(269) 615-5050

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 #:	AS410420474
Investigation #:	2026A0579054
Complaint Receipt Date:	08/27/2026
Investigation Initiation Date:	08/28/2026
Report Due Date:	10/26/2026
Licensee Name:	LILALO GROUP HOME LLC
Licensee Address:	1060 44th Street SE, Kentwood, MI 49508
Licensee Telephone #:	(616) 589-9250
Administrator:	Malik Amandou
Licensee Designee:	Heaven Amandou
Name of Facility:	Lilalo Group Home LLC
Facility Address:	1060 44th Street SE, Kentwood, MI 49508
Facility Telephone #:	(616) 589-9250
Original Issuance Date:	08/05/2026
License Status:	TEMPORARY
Effective Date:	08/05/2026
Expiration Date:	02/04/2027
Capacity:	4
Program Type:	PHYSICALLY HANDICAPPED/ MENTALLY ILL/ DEVELOPMENTALLY DISABLED/ ALZHEIMERS/ AGED/ TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Resident A is mistreated by a direct care worker in the home.	No
Additional Findings	Yes

III. METHODOLOGY

08/27/2026	Special Investigation Intake 2026A0579054
08/28/2026	Special Investigation Initiated - Letter Exclusion Notice sent to Heaven Amandou, Licensee Designee
08/28/2026	APS Referral Denied
09/23/2026	Contact- Face to Face Resident A, Resident B, Erica Gino (Direct Care Worker), Heaven Amandou (Licensee Designee)
09/29/2026	Contact- Document received Jay Calewarts, LARA BCHS AFC Division Director
09/29/2026	Contact- Document sent Heaven Amandou, Licensee Designee
09/29/2026	Contact- Telephone call received Nicholas Bowers, Former Direct Care Worker
09/29/2026	Contact- Telephone call made Heaven Amandou, Licensee Designee
10/01/2026	Contact- Document received Heaven Amandou, Licensee Designee
10/05/2026	Contact- Document sent Heaven Amandou, Licensee Designee
10/07/2026	Exit Conference- Ms. Amandou

ALLEGATION: Resident A is mistreated by a direct care worker in the home.

INVESTIGATION: On 8/27/26, I received this referral which alleged direct care worker Nick (Last Name Not Provided) lives in the home. He mistreats Resident A

by expecting him to help with home maintenance, providing Resident A with cigarettes without requesting payment but then later requesting Resident A pay him, and he has called Resident A “a pussy.” Nick has also pressured Resident A to use his food assistance to purchase food for Nick.

On 8/27/26, I received an exclusion notice for direct care worker (DCW) Nicholas Bowers. I forwarded the notice to administrator Heaven Amandou who confirmed she received the notice and Mr. Bowers is no longer providing direct care to residents. The exclusion notice process was discussed with Ms. Amandou. The allegations were not discussed at this time.

On 9/23/26, I completed an unannounced on-site investigation at the home. Interviews were completed with Resident A, Resident B, Erica Gino (DCW), and Heaven Amandou (Licensee Designee).

Resident A denied the allegations. He stated Mr. Bowers never provided him with cigarettes or called him names. He stated he does not have a Bridge card in his possession. He stated Mr. Bowers has not been a DCW for “a few weeks” now, although he reported Mr. Bowers comes to this home on occasion because he has belongings in the staff area in the basement of the home.

Resident B stated Mr. Bowers was “so, so” and you had to “catch him on a good day.” He denied being mistreated by Mr. Bowers but stated Mr. Bowers would “get angry” because his car was stolen which Resident B said was understandable. He stated Ms. Bowers “couldn’t handle the responsibility” of being a DCW but he would not take it out on the residents. Resident B did not elaborate on how Mr. Bowers could not handle the responsibility but reported there are many tasks required of a DCW and “it’s a lot of work.” He stated that he does not have any problems with Mr. Bowers. He stated Mr. Bowers stopped working at the home about a month ago but his belongings are downstairs and Mr. Bowers stays in the basement on occasion.

Ms. Gino stated she is the primary direct care worker for this home and she is moving into this home. She stated she knows Mr. Bowers but he stopped working at this home prior to her beginning her employment here. She stated in the weeks she has worked here; Mr. Bowers has not been left unattended with residents although his belongings are in the basement where she will be moving.

Ms. Amandou stated Relative A holds Resident A’s Bridge card. It is not left in Resident A’s possession, so there is no way Mr. Bowers could use it or force Resident A to use it on his behalf. She stated Relative A reported Mr. Bowers asked Relative A about Resident A’s food assistance and when she became aware, she advised Mr. Bowers it is not appropriate to ask about resident food assistance. She stated Mr. Bowers did not provide Resident A with cigarettes.

Ms. Amandou stated she immediately ended Mr. Bowers’ employment after receiving the exclusion notice. She stated Mr. Bowers has a home, but he is unable

to access it, so he is currently unhoused. She stated due to this; she has allowed his belongings to remain in the staff area in the basement while he figures out a living arrangement and at times he comes to this home. She stated he is not left unattended with residents. She stated she will discuss living options with Mr. Bowers, as Ms. Gino needs to move her belongings into the home, including moving into another home that she owns.

On 9/29/26, I received notification from LARA BCHS AFC Division Director Jay Calewarts informing me that Mr. Bowers was still listed on the Workforce Background Check System (WBCS) profile for this home. He advised contact needed to be made with Ms. Amandou to ensure she removes Mr. Bowers from the WBCS to comply with licensing rules. A guide was provided on how to remove an individual from the WBCS.

On 09/29/26, I provided the guide on how to remove an individual from the WBCS to Ms. Amandou and advised Mr. Bowers needed to be removed from the WBCS.

On 9/29/26, I received a voicemail message from Mr. Bowers. I placed a return phone call to him. Mr. Bowers denied the allegations. He reported Relative A holds Resident A's Bridge card so it is not possible that could influence Resident A to spend the money on him as Relative A manages the card. He denied forcing Resident A to assist with maintenance or calling Resident A names. He advised Resident A smokes a different brand of cigarettes than he does so he also did not provide cigarettes to Resident A.

Mr. Bowers reported that Ms. Amandou had just advised him that his belongings cannot remain in the home as he cannot live there. He stated he spoke with Kentwood Police Department and he is aware that Ms. Amandou cannot force him to leave without evicting him. He stated since his belongings are in the home, he intends to continue living there, now full time, until he is properly evicted. He inquired why he was no longer allowed to live in the home and asked if it was due to these allegations. I advised him he is no longer allowed to live in the home due to a confirmed criminal history that excluded him from providing care to vulnerable adults and not due to the allegations. I advised his refusing to move could impact the status of the license which could displace the residents in the home. He stated he did not want to displace residents but he did want Ms. Amandou to "get in trouble" because she should not have hired him and allowed him to move in if he was going to be excluded from living and working in the home. He stated had I not arrived on 9/23/26, Ms. Amandou was going to sign a three-month contract with him allowing him to live in the home.

I inquired if he reported his criminal history to Ms. Amandou so she could make an informed choice about hiring him. He reported Ms. Amandou "found (him) on the street corner" and did not complete any interviewing with him before allowing him to move into the home so he had no reason to disclose his criminal history.

Mr. Bowers stated he wanted to make me aware that Ms. Amandou also “hid” him and forced him to leave the home while I was present on 9/23/26 so she knew he was not supposed to be living in the home prior to 9/23/26. He stated she and Mr. Amandou “snuck” him out of the home while I was present. I agreed I would discuss Ms. Amandou’s hiring practices with her, in addition to the concerns he addressed. He reported he would consider leaving the home without being evicted, however at that time he intended to move back to the home full-time as he is currently unhoused and the weather is turning cold.

On 9/29/26, I completed a telephone interview with Ms. Amandou. She stated she had advised Mr. Bowers his belongings needed to be removed from the home on 9/28/26 and that he could not continue to access the home. She stated she followed up on this after receiving my email that morning which caused Mr. Bowers to become agitated and threatening.

Ms. Amandou reported that Mr. Bowers is not unhoused, he has a home but due to conflict with an individual in the home, he has been staying outside of that home. She stated she had allowed his belongings, and him on occasion, to stay in the staff area in the basement of the home after his employment ended in hopes that he would be able to move into his own home and not be left unhoused. She reported under her previous license at this home, Mr. Bowers did maintenance work and she was also continuing to allow him to do that so long as he did not interact with residents. She stated under the previous license, Ms. Bowers did well as a maintenance worker, which is why she allowed him to move in and become a live-in DCW at this license.

Ms. Amandou acknowledged she likely did not complete all the requirements, such as documenting reference checks, for Mr. Bowers prior to allowing him to become a live-in DCW. She denied “hiding” Mr. Bowers on 9/23/26. She stated she had no reason to, as she was honest about his belongings, and him on occasion, staying in the home due to housing concerns. Consultation was provided on necessary employee paperwork. I advised it is best practice to not allow individuals to move into the home until they are criminally cleared moving forward.

On 10/01/26, Ms. Amandou reported that Mr. Bowers had voluntarily moved from the home. She also provided his employee file which listed an AFC Licensing Information Request dated 8/4/26, where Mr. Bowers disclosed his criminal history and listed an address outside of this home. Reference checks were found in Mr. Bowers’ file.

On 10/5/26, I advised Ms. Amandou that she previously stated she did not obtain written reference checks prior to allowing Mr. Bowers to move into the home. However, reference checks were found in his file. I inquired when these reference checks were completed as they were dated 6/20/26.

Ms. Amandou responded, “…I told you that I asked his wife and friends all those

questions when we said we were going to let him work at the group home; I just didn't write them down. When you mentioned that there was a form I could fill out, I found it and completed it" indicating the written reference checks were completed after our phone call on 9/29/26.

APPLICABLE RULE	
R 400.641	**Resident behavior interventions.**
	(5) Staff, volunteers, visitors, or other occupants of the facility shall not mistreat a resident. Mistreatment includes any intentional action or omission that exposes a resident to a serious risk, physical or emotional harm, or the deliberate infliction of pain by any means.
ANALYSIS:	Resident A, Ms. Amandou, and Mr. Bowers denied the allegations. Resident B denied mistreatment by Mr. Bowers. Based on the interviews completed there is insufficient evidence that Resident A or Resident B was mistreated by Mr. Bowers.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDING

On 9/29/26, Mr. Bowers reported Ms. Amandou did not complete an interview or obtain necessary information prior to hiring him.

On 9/29/26, Ms. Amandou reported needed items may be missing from Mr. Bowers' employee file. I requested she submit Mr. Bowers' employee for review.

On 10/01/2026, I received Mr. Bowers' employee file. Verification of his previous education, experience, and training was not present in the file.

APPLICABLE RULE	
R 400.639	**Staff records.**
	(1) A licensee shall maintain a record for each staff that contains all of the following: **(e) Verification of experience, highest level of education completed, and training.**
ANALYSIS:	Verification of Mr. Bowers' previous education, experience, and training was not present in his employee file. Therefore, the violation is established.

CONCLUSION:	**VIOLATION ESTABLISHED**

On 9/29/26, Mr. Bowers reported Ms. Amandou did not complete an interview or obtain necessary information prior to hiring him.

On 9/29/26, Ms. Amandou reported needed items may be missing from Mr. Bowers' employee file. I requested she submit Mr. Bowers' employee for review.

On 10/01/2026, I received Mr. Bowers' employee file. A statement signed by a physician within 30 days of employment start date attesting to the DCW's physical health was not found in Mr. Bowers' file. A baseline screening for communicable diseases was also not found in the file.

APPLICABLE RULE	
R 400.631	**Health screenings.**
	(2) A licensee shall have on file a statement signed by a licensed physician or physician's designee attesting to the physical health of the licensee, staff, and members of the household. Statements for the licensee and administrator must be signed no more than 6 months before the issuance of a temporary license and at any other time requested by the department. Statements for staff and members of the household must be obtained within 30 days of employment start date, assumption of duties, or occupancy in the facility. **(5) A licensee shall maintain documentation of a baseline screening for communicable diseases and records of illness on hiring. Staff who have direct physical contact with residents or resident Courtesy of Michigan Administrative Rules Page 10 food may perform those duties only when they are noninfectious or when proper precautions are taken to prevent the spread of a communicable disease. A licensee shall follow a staff's health care professional or local health department guidance on controlling the spread of a communicable disease when identified. History: 2025 MR 22, Eff. November 3, 2025.**
ANALYSIS:	A statement signed by a physician within 30 days of employment start date attesting to the DCW's physical health was not found in Mr. Bowers' file. A baseline screening for communicable diseases was also not found in the file. Therefore, the violation is established.

CONCLUSION:	VIOLATION ESTABLISHED

On 10/7/26, I completed an exit conference with Ms. Amandou who did not dispute my findings and recommendations. Consultation was provided regarding employee file requirements and maintenance.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable plan of corrective action, I recommend that the status of the license remains the same.

Cassandra Duursma 10/07/2026

Cassandra Duursma Date
Licensing Consultant

Approved By:

Jerry Hendrick 10/07/2026

Jerry Hendrick Date
Area Manager