GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 30, 2026

Madhava Padavala
MSP 2024 LLC
3834 Zaharas Ln
Okemos, MI 48864

RE: License #: AL250419299
Investigation #: 2026A0872054
Sugarbush Manor

Dear Madhava Padavala:

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 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 (517) 643-7960.

Sincerely,



Susan Hutchinson, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(989) 293-5222

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL250419299
Investigation #:	2026A0872054
Complaint Receipt Date:	09/08/2026
Investigation Initiation Date:	09/09/2026
Report Due Date:	11/07/2026
Licensee Name:	MSP 2024 LLC
Licensee Address:	3834 Zaharas Ln Okemos, MI 48864
Licensee Telephone #:	(614) 477-1542
Administrator:	Madhava Padavala
Licensee Designee:	Madhava Padavala
Name of Facility:	Sugarbush Manor
Facility Address:	G-3237 Beecher Rd Ste A Flint, MI 48532
Facility Telephone #:	(810) 496-0002
Original Issuance Date:	10/14/2025
License Status:	REGULAR
Effective Date:	04/14/2026
Expiration Date:	04/13/2028
Capacity:	16
Program Type:	PHYSICALLY HANDICAPPED AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Staff Barbara Davis is working at this facility although she is ineligible to work in AFC facilities.	Yes
Staff Barbara Davis calls the residents' names, yells at them, and treats them poorly.	No

III. METHODOLOGY

09/08/2026	Special Investigation Intake 2026A0872054
09/09/2026	Special Investigation Initiated - On Site Unannounced
09/10/2026	Contact - Document Sent I emailed the LD requesting information related to this complaint
09/13/2026	Contact - Document Received I received an email and AFC documentation from LD Padavala.
10/22/2026	Contact - Telephone call made I interviewed former staff, Barbara Davis
10/22/2026	Contact - Document Sent I emailed LD Padavala requesting a copy of the staff schedule from May - September 2026.
10/26/2026	Contact - Document Received I received AFC documentation related to this complaint
10/28/2026	Exit Conference I conducted an exit conference with the licensee designee, Madhava Padavala
10/28/2026	Inspection Completed-BCAL Sub. Compliance
10/29/2026	APS Referral I made an APS complaint

ALLEGATIONS:

- **Staff Barbara Davis is working at this facility although she is ineligible to work in AFC facilities.**
- **Staff Barbara Davis calls the residents' names, yells at them, and treats them poorly.**

INVESTIGATION: On 09/09/26, I conducted an unannounced onsite inspection of Sugarbush Manor Adult Foster Care facility. I interviewed the home manager, (HM) Dasia Marks, Resident A, Resident B, and Resident C.

I reviewed the allegations with HM Marks. She said that staff Barbara Davis began working for Sugarbush Manor in February 2026. She said that Staff Davis typically works 3rd shift. According to HM Marks, none of the residents have ever complained about Staff Davis. None of the residents have ever said that Staff Davis calls them names, refuses to give them snacks or water, cusses at them, or yells at them for coming out of their rooms.

Resident A told me that he has lived at this facility for approximately 4 years. He said that he is familiar with staff Barbara Davis and said that she has never treated him inappropriately. Resident A said that over the past several months, whenever he sees Staff Davis, she is usually cleaning the facility. I asked him if she ever provides personal care to him and he said, "If I need help with something and she's there, I can ask her and she will help me." Resident A said that he does not have a problem with Staff Davis and said that he has never seen or heard her treat any of the residents inappropriately. I asked Resident A how often he sees Staff Davis and he said a few times a week.

Resident B said that she has lived at this facility since 2025. Resident B told me that she is familiar with Staff Davis and said that she likes her. Resident B told me that Staff Davis has never treated her inappropriately and she has never seen or heard her treat any of the other residents inappropriately. Resident B said that usually, when Staff Davis is working, she is always cleaning the facility. I asked Resident B if Staff Davis provides personal care to her and she said that if she needs something, Staff Davis will help her. She said that she sees Staff Davis during the day and night and she sees her a couple of times a week.

Resident C said that she has lived at this facility for approximately 2 years. She said that she is familiar with Staff Davis and said that although Staff Davis has never said or done anything inappropriate, she does "get snippy" and she can be "very bossy." Resident C told me that for these reasons, if she needs assistance with something, she will ask one of the other staff instead of asking Staff Davis.

I asked Resident C how often she sees Staff Davis and she said a couple of times a week. I asked her what Staff Davis does while she is at work and she said that Staff Davis always seems to be cleaning. Resident C stated that she observed Staff Davis at the facility at all times of the day and night and said that she does not know what shift she works.

While at the facility, I observed 6 other residents who were all clean, dressed appropriately, and were properly supervised by staff. The other residents have dementia and cannot effectively participate in an interview, so I did not interview them.

On 09/13/2026, I received an email and AFC documentation from the licensee designee (LD), Madhava Padavala. According to LD Padavala, he originally hired Barbara Davis in February 2026. He said, "*When her background check was completed and returned as "failed," we terminated her employment immediately in accordance with Michigan Adult Foster Care requirements. At that time, she informed us that she was working with the agency to resolve the issue and expected the restriction to be lifted in April. However, even after that point, we did not reinstate her employment and did not allow her to return to any direct-care role. During this period, our home had fewer than ten residents, and whenever additional support or a second staff member was required for care during the third shift, we scheduled another employee.*

In May, to reduce workload and provide some relief for our direct-care staff, we explored hiring an external cleaning resource. We entered into an agreement with her company strictly for facility cleaning services. She does not have access to resident records, does not perform any resident-related tasks, and has no direct contact with residents. All cleaning activities are performed during nighttime hours and always under supervision of another employee who remains responsible for resident care and oversight. Barbara is not on our payroll and is engaged solely as an external contractor for housekeeping duties."

I reviewed Staff Davis's employee file. She applied for a direct care worker position and was hired in February 2026. I reviewed her Michigan Workforce Background Check letter dated 03/17/26. According to this letter, Staff Davis is disqualified from employment until 06/20/2033. The letter states, "*The above-named applicant/employee is **NOT ELIGIBLE** to work in a job that involves direct access or provides direct services to a patient or resident in a nursing home, county medical care facility, hospice, hospital that provides swing bed services, inpatient psychiatric hospital or unit, certified home health agency, home for the aged or adult foster care before: **06/20/2033**."*

On 10/22/26, I interviewed former staff, Barbara Davis via telephone. Staff Davis confirmed that she was hired as a direct care worker by Sugarbush Manor in February 2026. She said that she worked several shifts, but when her fingerprint letter came back, it said she was ineligible to work so she was fired. Staff Davis said that in addition to having experience as a direct care worker, she also has a cleaning business called *Hallelujah It's Clean.* According to Staff Davis, she tried to work with LARA to have her conviction removed or expunged so she could once again be hired as a direct care staff worker but thus far she has been unsuccessful. Staff Davis said that she approached the owners of Sugarbush Manor and asked if she could be hired as a cleaner under her cleaning company, *Hallelujah It's Clean.* Staff Davis said that in June 2026, she was hired as a contract cleaner for Sugarbush Manor, and she continued working under that contract until approximately 5-6 weeks ago.

I asked Staff Davis if she was ever put on the staff schedule as a direct care staff after being fired and she said no. I asked her how many times a week she worked as a cleaner for Sugarbush Manor from June 2026 until she was let go and she said that her work varied but on average, she worked a few days a week. Staff Davis said that she would typically clean during 3rd shift but said that she would also come and clean during the day if there was a move-in or a move-out. Staff Davis told me that she still had regular contact with the residents but said that she did not pass medications, give showers, make meals, or provide personal care such as brief changes while in her role of cleaner. However, she did say that if one of the residents asked for assistance with something, she would assist them. According to Staff Davis, she was doing a good job in her cleaning position but some of the other staff had a problem with her so they got her fired. She said that approximately 5-6 weeks ago, the owner told her that her services were no longer needed and she has not been back to Sugarbush Manor since that time.

Staff Davis denied ever treating any of the residents inappropriately. Staff Davis said that she never yelled at any of the residents, she never cussed at them, called them names or refused to give them snacks or water. Staff Davis said that she always had a good relationship with the residents and said to her knowledge, none of the residents ever complained about her.

On 10/26/2026, I received an email and attached documentation from the LD, Madhava Padavala. LD Padavala confirmed that once Sugarbush Manor received Staff Davis's ineligibility letter, her employment was immediately terminated. He said that she later provided cleaning services through her own company. According to LD Padavala, "*During those visits, she may have interacted with the residents, which could have caused some residents to believe that she was still working with us."*

I reviewed the Sugarbush Manor staff schedule for May – September 2026. I noted that Barbara Davis was not listed on any of the schedules I reviewed.

On 10/28/2026, I conducted an exit conference with the licensee designee, Madhava Padavala. I discussed the results of my investigation and explained which rule violation I am substantiating. LD Padavala said that when he learned that a complaint was made, he immediately terminated his contract with Barbara Davis. LD Padavala said that moving forward, if he contracts with an individual who will have significant contact with the residents, he will ensure that they are suitable to work with the residents

APPLICABLE RULE	
MCL 400.734b	**Employing or contracting with certain individuals providing direct services to residents; prohibitions; criminal history check; exemptions; written consent and identification; conditional employment; use of criminal history record information; disclosure; determination of existence of national criminal history; failure to conduct criminal history check; automated fingerprint identification system database; electronic web-based system; costs; definitions.**
	(1) In addition to the restrictions prescribed in sections 13, 22, and 31, and except as otherwise provided in subsection (2), an adult foster care facility shall not employ or independently contract with an individual who regularly has direct access to or provides direct services to residents of the adult foster care facility if the individual satisfies 1 or more of the following: **(a) Has been convicted of a relevant crime described under 42 USC 1320a-7(a).**
ANALYSIS:	I reviewed Staff Davis's employee file. She applied for a direct care worker position with Sugarbush Manor AFC and was hired in February 2026. I reviewed her Michigan Workforce Background Check letter dated 03/17/26. According to this letter, Staff Davis is disqualified from employment until 06/20/2033. LD Padavala confirmed that once Sugarbush Manor received Staff Davis's ineligibility letter, her employment was immediately terminated. He said that she later provided cleaning services through her own company. According to LD Padavala, "*During those visits, she may have interacted with the residents, which could have caused some residents to believe that she was still working with us."* Resident A, Resident B, and Resident C said that for several months, they observed staff Barbara Davis at the facility several times a week during the daytime and at night. They said that if they needed assistance with something, they could ask her and she would assist them. Staff Davis confirmed that she was hired as a direct care worker by Sugarbush Manor in February 2026 and her employment was terminated in March 2026. Staff Davis said that in June 2026, she was hired as a contract cleaner for Sugarbush Manor, and she continued working under that contract until approximately 5-6 weeks ago.

	I conclude that there is sufficient evidence to substantiate this rule violation at this time.
CONCLUSION:	**VIOLATION ESTABLISHED**

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:	Resident A, Resident B and Resident C said that former staff Barbara Davis has never treated them disrespectfully or inappropriately. HM Marks said that none of the residents have ever said that former staff Davis treats them inappropriately or disrespectfully. Former Staff Davis said that she has never treated the residents inappropriately or disrespectfully. I conclude that there is insufficient evidence to substantiate this rule violation at this time.
CONCLUSION:	**VIOLATION NOT ESTABLISHED**

IV. RECOMMENDATION

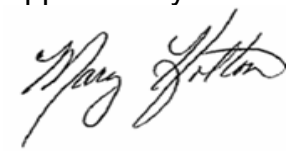
Upon the receipt of an acceptable corrective action plan, I recommend no change in the license status.



October 29, 2026

Susan Hutchinson — Date
Licensing Consultant

Approved By:



October 30, 2026

Mary E. Holton — Date
Area Manager