



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 12, 2025

William Gross
Haven Adult Foster Care Limited
73600 Church Road
Armada, MI 48005

RE: License #: AG500066337
Investigation #: 2025A0604008
Ridgeway

Dear Mr. Gross:

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.

A six-month provisional license was recommended in Special Investigation Report #2024A0604020 dated 10/23/2024, which remains in effect.

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.

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,

A handwritten signature in cursive script that reads "Kristine Cilluffo".

Kristine Cilluffo, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3026 West Grand Blvd Ste 9-100
Detroit, MI 48202
(248) 285-1703

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AG500066337
Investigation #:	2025A0604008
Complaint Receipt Date:	04/17/2025
Investigation Initiation Date:	04/18/2025
Report Due Date:	06/16/2025
Licensee Name:	Haven Adult Foster Care Limited
Licensee Address:	73600 Church Road Armada, MI 48005
Licensee Telephone #:	(586) 784-8890
Administrator:	William Gross
Licensee Designee:	William Gross
Name of Facility:	Ridgeway
Facility Address:	72188 Russ Road Richmond, MI 48062
Facility Telephone #:	(586) 727-7650
Original Issuance Date:	05/31/1995
License Status:	1ST PROVISIONAL
Effective Date:	11/08/2024
Expiration Date:	05/07/2025
Capacity:	31
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
There is a staff at the home that is not working legally and does not speak English.	No
The home does not have any groceries or laundry detergent.	No
Additional Findings	Yes

III. METHODOLOGY

04/17/2025	Special Investigation Intake 2025A0604008
04/18/2025	APS Referral Adult Protective Services (APS) referral
04/18/2025	Contact - Telephone call received TC from Centralized Intake requesting additional information Returned call.
04/18/2025	Special Investigation Initiated - On Site Completed unannounced onsite investigation. Interviewed Staff, Macy Kammer, Olmer Torres, Shakeeta Simpson and Resident F, Resident H, Resident U, Resident Z and Resident AA.
04/18/2025	Contact - Face to Face Face to Face Interview with Staff, Sheila Washinski, at Griffith Home.
04/18/2025	Contact - Document Sent Email to William Gross
04/23/2025	Contact - Document Received Email from William Gross
04/28/2025	Contact - Document Sent Email to and from William Gross
04/29/2025	Contact - Document Sent Emailed William Gross request for records

05/02/2025	Contact- Document Received Email from William Gross. Sent return email.
05/05/2025	Contact - Document Received Received menus, schedules, employee records and staff list by email from William Gross
05/13/2025	Contact- Document Received Received copy of Department of Environmental, Great Lakes, and Energy (EGLE) Deficiency Violation Notice (DVN); Sanitary Survey Report dated 05/08/2025 with associated records
05/13/2025	Contact- Document Sent Email to William Gross
05/15/2025	Contact- Telephone call received TC from licensee designee, William Gross
05/15/2025	Contact- Document Received Email from William Gross
05/19/2025	Contact- Document Sent Email to William Gross
06/24/2025	Contact- Face to Face Face to Face contact with William Gross at North Meadows
07/15/2025	Contact- Document Received Intake received regarding Ridgeway. Intake #206436. Assigned to LaShonda Reed
08/07/2025	Contact- Document Sent Email to and from William Gross re: EGLE inspection
08/08/2025	Contact- Document Sent Email to EGLE Engineer, Shamsul Fahim
08/12/2025	Contact- Document Received Email from EGLE District Engineer, Shamsul Fahim
08/14/2025	Contact- Document Sent Email to EGLE District Engineer, Shamsul Fahim
08/26/2025	Contact- Document Sent Email to EGLE District Engineer, Shamsul Fahim. Requested update

08/26/2025	Contact- Document Sent Email to William Gross
08/27/2025	Contact- Document Received Email from William Gross
08/28/2025	Contact- Document Received Email from William Gross
08/29/2025	Contact- Face to Face Completed Face to Face with Home Manager, Demarus Mullins, at Ridgeway
08/29/2025	Contact- Document Sent Email to and from William Gross
09/03/2025	Contact- Document Received Email from EGLE District Engineer, Shamsul Fahim
09/12/2025	Exit Conference Completed exit conference with Licensee Designee, William Gross

ALLEGATION:

There is a staff at the home that is not working legally and does not speak English.

INVESTIGATION:

I received a licensing complaint regarding Ridgeway on 04/17/2025. It was alleged that an individual works there who does not speak English and is not legal. They do not provide any groceries in the homes or laundry detergent. The 15-year-old daughter does book work and payroll. They tell you to contact her for almost everything. The same complaint was also made regarding this licensee's other homes including Griffith Home, North Meadows, Gates AFC and Pineview Manor.

I completed an unannounced onsite investigation on 04/18/2025. I interviewed Staff, Macy Kammer, Olmer Torres, Shakeeta Simpson and Resident F, Resident H, Resident U, Resident Z and Resident AA.

On 04/18/2025, I interviewed staff, Macy Kammer. Ms. Kammer stated that, Olmer, is the only staff who speaks Spanish and a little English. He never works alone. He also has a translation app on his phone if needed.

On 04/18/2025, I interviewed staff, Olmer Torres. He indicated that he has worked at Ridgeway for about six months. He stated that he speaks a little bit of English. Mr. Torres indicated that he does assist in passing medication. There are always two people on shift when he is working.

On 04/18/2025, I interviewed Resident H. She stated that she can communicate with all staff at Ridgeway. There are no staff that do not speak English. She believed there are usually two staff on shift.

On 04/18/2025, I interviewed Resident F. She indicated that she is able to communicate with staff at Ridgeway. She stated that staff speak English.

On 04/18/2025, I interviewed Resident U. She stated that she can communicate with staff at Ridgeway.

On 04/18/2025, I interviewed Resident Z. He stated that he is doing alright at Ridgeway. He indicated that he does not speak with staff much because they are very busy.

On 04/18/2025, I interviewed Resident AA. He stated that he has lived at Ridgeway for a few months. He indicated that he can communicate with staff at facility.

On 04/18/2025, I had face to face interview with Staff, Sheila Washinski, at Griffith Home. Ms. Washinski assists with hiring staff. I informed her of concerns regarding Olmer Torres assisting with passing medications if he is reporting that he speaks limited English. She will notify William Gross

On 04/23/2025, I received an email from William Gross. He stated that staff, Olmer Torres Amaris, has worked for him for six months and does not use translator app.

On 05/05/2025, I received March 2025 and April 2025 staff schedules for Ridgeway by email from William Gross. The facility has a day, afternoon and midnight shift. Two staff are being scheduled per shift.

On 05/05/2025, I received employee records by email from William Gross for staff, Macy Kammer and Olmer Torres Amaris. Records received for Ms. Kammer and Mr. Torres Amaris included applications, two reference checks, current medical and TB tests, job descriptions and copies of driver's licenses. Also, both staff had workforce background checks which indicated that they were eligible for employment. Mr. Gross indicated in an email on 05/05/2025 that Olmer Torres Amaris no longer works for Ridgeway.

APPLICABLE RULE	
R 400.2407	Staffing.
	(3) A responsible person, capable of immediately responding to emergencies, shall be on the premises of

	each living unit of a congregate facility during sleeping hours although the person need not be awake and dressed.
ANALYSIS:	<p>There is not enough information to determine that the facility has staff that are working illegally or that do not speak English. On 04/18/2025, I completed an unannounced onsite investigation and interviewed Staff, Macy Kammer and Olmer Torres Amaris. Ms. Kammer stated that, Olmer, is the only staff who speaks Spanish and a little English. Mr. Torres stated that he speaks a little bit of English. He indicated there are always two people on shift when he is working. Residents interviewed stated that they can communicate with staff at the facility. Licensee was reminded that staff should not work alone or pass medications if they cannot communicate in English.</p> <p>On 05/05/2025, Licensee Designee, William Gross was able to provide employee records requested for Staff, Macy Kammer and Olmer Torres Amaris. Records included workforce background checks. Mr. Torres is no longer working at Ridgeway.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The home does not have any groceries or laundry detergent.

INVESTIGATION:

On 04/18/2025, I interviewed staff, Macy Kammer. She stated that they always have food for meals. There was one time they were low on snacks; however, more groceries came in within the next couple days. She stated that the home has laundry detergent for residents. They have laundry detergent pods in the laundry room and never run out. Residents have plenty of clean clothes.

On 04/18/2025, I observed Ridgeway’s laundry room with staff. I observed that there was laundry detergent available in the laundry room.

On 04/18/2025, I interviewed cook, Shakeeta Simpson. She stated that she has been cooking at Ridgeway since January 2025. She stated that she completes an order for groceries every Friday and it arrives by Saturday. She orders food from the meat market, Sam’s Club and Kroger. She stated that there is plenty of food and they are not short on groceries. During the onsite inspection, I observed an adequate amount of food in the kitchen including frozen meat and canned goods. Ms. Simpson was serving lunch during the onsite inspection which included cheeseburgers, chips and grapes.

On 04/18/2025, I interviewed Resident H. She stated that she is getting enough food to eat and that there are always groceries. She indicated that the food at Ridgeway has improved a lot with the new cook. Resident H stated that her laundry is getting done and she has enough clean clothes to wear.

On 04/18/2025, I interviewed Resident F. She stated that she is getting enough food to eat. Resident F stated that her laundry is always getting done. Staff do her laundry.

On 04/18/2025, I interviewed Resident U. She indicated that she is getting enough food to eat. She does her own laundry and always has clean clothes.

On 04/18/2025, I interviewed Resident Z. He indicated that he is getting enough food to eat. He stated that his laundry is getting done.

On 04/18/2025, I interviewed Resident AA. He indicated that he is getting enough food to eat. Staff do his laundry, and he has plenty of clean clothes to wear.

On 05/05/2025, I received copies of March 2025 and April 2025 menus for Ridgeway. The home is completing both regular and diabetic menus.

APPLICABLE RULE	
R 400.2431	Home environment.
	(6) A congregate facility shall make adequate provision for laundering personal laundry.
ANALYSIS:	There is not enough information to determine that the facility does not have laundry detergent or that laundry is not being done. All the residents interviewed indicated that their laundry is being completed. On 04/18/2025, I completed an unannounced onsite investigation and observed that there was laundry detergent available in the laundry room. On 04/18/2025, I interviewed Staff, Macy Kammer who stated that they have laundry detergent pods and never run out.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.2471	Quality of meals.
	(1) A minimum of 3 regular, nutritious, attractively prepared meals shall be provided daily. No more than 15 hours shall elapse between the evening and morning meal. Meals shall be of proper form, consistency, and temperature. Meals

	shall meet the general requirements for nutrition published by the department or currently found in the recommended daily dietary allowances, food and nutrition board, national academy of science.
ANALYSIS:	There is not enough information to determine there is a lack of food at the facility. All the residents interviewed indicated that they are getting enough food to eat. On 04/18/2025, I completed an unannounced onsite investigation. I observed an adequate amount of food in the facility and the residents were being served lunch which included cheeseburgers, chips and grapes. On 04/18/2025, I interviewed cook, Shakeeta Simpson. She stated that she has been cooking at Ridgeway since January 2025 and that there is plenty of food and they are not short on groceries.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 05/13/2025, I received a copy of EGLE’s Deficiency Violation Notice/Sanitary Survey Report for Ridgeway dated 05/08/2025 with associated records. The survey evaluated Ridgeway’s water supply system with respect to the requirements of the Michigan Safe Drinking Water Act, 1976 PA 399, as amended (Act 399). The survey identified potential risks that may adversely affect drinking water quality. The report identified deficiencies/violations with the source, distribution system and operator compliance of the water system as well as made recommendations to avoid future deficiencies. The report indicated that Ridgeway must take the following actions:

- Ridgeway must develop a work plan and schedule for construction of the chemical injector tap and equipping the wells with a means to measure water levels.
- Ridgeway must provide a minimum 2-inch air gap between the pump-to-waste and the sump and must install a 24-mesh screen at the end of the pump-to-waste pipe.
- Ridgeway must provide the appropriate air gap distance or install other backflow prevention devices on the pressure relief discharge pipe.
- The water supply must be under the direct supervision of an OIC certified for S-5 systems. This individual must visit the supply at least once a month, be on call 24 hours a day, and supervise or direct staff responsible for daily operations. To take the water operator exam, an individual must complete the application and meet the experience and education requirements for the specific certification level they are applying for.

- Ridgeway must complete forms for EGLE, indicating the current owner of record for the water supply and provide proof of an escrow fund established in the amount of \$500.00 per resident, but not less than \$10,000 nor more than \$50,000:
- New owner must prepare and submit a Water Supply Cross Connection Report. Copy of report needs to be submitted within six months of letter received.
- EGLE's records indicate that Ridgeway failed to pay the 2024 annual fee. The current balance due is \$419.34. Ridgeway needs to review the EGLE Annual Fee Schedule and submit the payment immediately to avoid potential enforcement and accumulation of interest and/or fines.

On 05/15/2025, I spoke to licensee designee, William Gross, by phone. He indicated that Ridgeway had an inspection completed by EGLE. The last inspection by EGLE was six years ago. Mr. Gross stated that there is both an EGLE consultant and engineer assigned. Mr. Gross indicated that the deadline to correct the issues found in the report is 06/30/2025, however, there is flexibility with that date. The well is good; however, a few additions need to be made. He is also in the process of obtaining his operator's license for S-5 systems. The deficiency notice indicates that the water supply must be under the direct supervision of an OIC certified for S-5 systems.

On 08/07/2025, I received an email from William Gross. He indicated that they have a detailed plan which is due at the end of the month and believes they will have another month to implement everything.

On 08/12/2025, I received an email from EGLE District Engineer, Shamsul Fahim. He stated they are still reviewing the supply's compliance schedule. Mr. Fahim indicated they will provide an update soon.

On 08/28/2025, I received an email from William Gross regarding his progress on correcting the deficiencies. He stated that he and Ms. Mullins are working on finalizing a work plan for the construction of the chemical injector tap and equipping the wells with a means to measure water levels. Mr. Gross indicated that he has corrected the deficiencies regarding 2- inch air gap and mesh screen at the end of the pump-to-waste pipe. He has also corrected the deficiency regarding pressure relief discharge pipe. He indicated that both himself and Demarus Mullins have obtained their S-5 operators licenses. Mr. Gross indicated that he would speak with Shamsul Fahim, however, believes he has met requirement regarding proof of escrow funds. He also believed he has completed requirements for Water Supply Cross Connection report and EGLE annual fees. Mr. Gross indicated that he would double-check that the fees submitted but will send a new check if not paid.

On 08/29/2025, I had a face-to-face meeting with Home Manager, Demarus Mullins, at Ridgeway. Ms. Mullins confirmed that she has been certified as a S-5 Waterworks System Operator and had copy of the certification dated 05/07/2025-07/15/2028. Ms. Mullins stated that they are being instructed to open well head, install a measuring device and put a chemical injection tap in basement. Ms. Mullins stated that they have

concerns regarding completing these items while residents are residing at the facility and how it could affect the water supply. She also indicated that she did not believe a chemical injection tap was necessary in the basement. There is concern about the potential of bacteria with opening well head when the current water supply is fine. Ms. Mullins indicated that they are working on plan with the EGLE engineer.

On 09/03/2025, I received an email from EGLE Engineer, Shamsul Fahim. He indicated that the licensee did not correct deficiencies by the extended deadline of 08/30/2025, however, they submitted a wavier request through email on 08/29/2025. Mr. Fahim indicated that they are reviewing the waiver request internally and it may take some time for them to reach a decision.

I completed an exit conference with licensee designee, William Gross by email on 09/12/2025. I informed Mr. Gross of the violations found and that a corrective action plan would be requested. I also informed Mr. Gross of the recommendation for continuance of the provisional license and that the special investigation report would be mailed once approved. I requested Mr. Gross to contact me to discuss further if he had any questions.

APPLICABLE RULE	
R 400.2431	Home environment.
	(1) A congregate facility shall be so constructed, arranged, and maintained as to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	On 05/13/2025, I received a copy of EGLE’s Deficiency Violation Notice Sanitary Survey Report for Ridgeway dated 05/08/2025. The survey identified potential risks that may adversely affect drinking water quality. The report indicated that the survey of the water system identified deficiencies with the source, distribution system and operator compliance. As of 08/07/2025, licensee designee, William Gross, indicated that he is still working on a plan to implement corrections. As of 09/03/2025, the licensee did not correct deficiencies by the extended deadline of 08/30/2025, however, submitted a wavier request on 08/29/2025.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.2448	Water and sanitation.
	(1) Private water systems shall meet the department of public health rules, "Regulations for Certain Water Supplies in Michigan," available from the Department of Public

	Health, 3500 North Martin Luther King, Jr. Blvd., Lansing, MI 48915. A bacteriological report confirming water quality shall be required during initial inspection and every 2 years thereafter. Congregate facilities using a community-approved water system need not comply with this requirement.
ANALYSIS:	<p>On 05/13/2025, I received a copy of EGLE's Deficiency Violation Notice Sanitary Survey Report for Ridgeway dated 05/08/2025. The survey identified potential risks that may adversely affect drinking water quality. The report indicated that the survey of the water system identified deficiencies with the source, distribution system and operator compliance.</p> <p>As of 08/07/2025, licensee designee, William Gross indicated that he is still working on a plan to implement corrections. As of 09/03/2025, William Gross did not correct deficiencies by the extended deadline of 08/30/2025 and submitted a wavier request on 08/29/2025.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend continuance of the provisional license.

Kristine Cilluffo

09/12/2025

Kristine Cilluffo
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

09/12/2025

Denise Y. Nunn
Area Manager

Date