



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 7, 2019

Debra Krajewski
SouthWest AFC, L.L.C.
#296
6026 Kalamazoo Ave., SE
Kentwood, MI 49508

RE: License #: AM410285333
Investigation #: 2019A0583026
SouthWest AFC

Dear Ms. Krajewski:

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) 356-0183.

Sincerely,



Toya Zylstra, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 333-9702

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM410285333
Investigation #:	2019A0583026
Complaint Receipt Date:	04/16/2019
Investigation Initiation Date:	04/16/2019
Report Due Date:	05/16/2019
Licensee Name:	SouthWest AFC, L.L.C.
Licensee Address:	#296 6026 Kalamazoo Ave., SE Kentwood, MI 49508
Licensee Telephone #:	(616) 698-6681
Administrator:	Debra Krajewski
Licensee Designee:	Debra Krajewski
Name of Facility:	SouthWest AFC
Facility Address:	212 56th St. SW Wyoming, MI 49548
Facility Telephone #:	(616) 534-5870
Original Issuance Date:	05/01/2007
License Status:	REGULAR
Effective Date:	10/18/2017
Expiration Date:	10/17/2019
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED, MENTALLY ILL, AGED

II. ALLEGATION(S)

	Violation Established?
Residents' funds are missing from the facility.	Yes
Facility staff failed to complete an accounting of all resident funds.	Yes

III. METHODOLOGY

04/16/2019	Special Investigation Intake 2019A0583026
04/16/2019	Special Investigation Initiated - Telephone Licensee Debra Krajewski
04/17/2019	Contact - Face to Face Licensee Designee Debra Krajewski, Resident B, Resident C, Resident F
04/25/2019	Contact - Telephone Staff Denise MayfieldJohnson
04/25/2019	Contact - Telephone Public Guardian Andrea Millard
04/25/2019	Contact - Telephone Servants Center Payee manager Peggy Boverhoff
04/25/2019	Contact - Telephone Sandra Wagner
04/25/2019	Contact - Telephone Jan Waterway
04/25/2019	Adult Protective Services
04/26/2019	Contact - Telephone APS Staff Chelsea Towns
04/26/2019	Contact - Telephone Professional Guardian Karin VanSweeden
04/30/2019	Contact - Telephone Staff Ollar Denise MayfieldJohnson
04/30/2019	Contact - Telephone Staff Compliance Officer Brittney Krajewski

04/30/2019	Contact - Telephone Professional Guardian Betty Kronemeyer
05/07/2019	Exit Conference Licensee Designee Debra Krajewski

ALLEGATIONS:

- **Residents' funds are missing from the facility.**
- **Facility staff failed to complete an accounting of all residents' funds.**

INVESTIGATION: On 04/17/2019 I interviewed Licensee Debra Krajewski via telephone. Ms. Krajewski stated that on 04/04/2019 the corporation's Compliance Officer Brittney Krajewski visited the facility and discovered all residents' funds and residents' funds forms were missing from the facility safe. Ms. Krajewski stated all resident's funds are locked in the facility safe stored in the kitchen of the facility and facility manager, Ollar Denise Mayfield Johnson, was the only staff with possession of the key to open the safe. Ms. Krajewski stated she does not have a key to the safe and Ms. Mayfield Johnson was the only staff responsible for dispersing and tracking resident's funds. Ms. Krajewski stated she interviewed Ms. Mayfield Johnson regarding the missing residents' funds and residents' funds forms and Ms. Mayfield Johnson stated she did not steal the money. Ms. Krajewski stated Ms. Mayfield Johnson explained that Ms. Mayfield Johnson passed out residents' funds on 03/27/2019 but when she attempted to lock the safe the key broke in the safe's lock. Ms. Krajewski stated Ms. Mayfield Johnson explained Ms. Mayfield Johnson thought the safe was locked after the key broke however on 04/04/2019 the residents' funds and residents' funds forms were discovered missing. Ms. Krajewski stated Ms. Mayfield Johnson denied she stole the money and denied she knew where the residents' funds forms were located. Ms. Krajewski stated she terminated Ms. Mayfield Johnson's employment and filed a police report with the Wyoming Police Department. Ms. Krajewski stated all the affected residents have a legal guardian in place who send Ms. Krajewski spending money via check. Ms. Krajewski stated she cashes the residents' checks and always provides the cash to Ms. Mayfield Johnson for deposit into the facility safe. Ms. Krajewski stated Ms. Mayfield Johnson then dispersed the funds as requested by residents and recorded the transactions on the residents' funds forms. Ms. Krajewski stated Ms. Mayfield Johnson has been a longtime employee with no history of concerns.

On 04/16/2017 I received two Incident Reports via fax from Ms. Krajewski. I reviewed the first Incident Report signed by Ms. Mayfield Johnson on 04/04/2019. The Incident Report states the following: *"On 03-27-19 I passed out the Residents weekly stipend. Put all accounts back in safe. The key broke in lock. I assumed it was locked. On 04/03/2019 Brittany the home facilitator came to do monthly inspections and we found the safe unlocked and residents folder's which contained their funds missing."*

I reviewed the second Incident Report signed by Ms. Krajewski on 04/15/2019. The Incident Report states the following: *“On 04-04-19 it was discovered resident funds were missing from safe by CC. Denise (supervisor for home) was in charge of managing funds and only person to access safe with 1 key. Denise said she would replace the residents money but did not know where records were? CC rechecked safe 4-11-19 but funds were not replaced. Police were contacted and statements were taken. Denise was terminated from her position/job.”*

On 04/17/2017 I completed an unannounced onsite investigation at the facility and interviewed Licensee Designee Debra Krajewski, Resident B, Resident C, and Resident F each privately.

Ms. Krajewski stated she removed the original safe from the facility and replaced it with a new safe. Ms. Krajewski stated Ms. Mayfield Johnson stated Ms. Mayfield Johnson would replace the lost resident funds, but she did not. Ms. Krajewski stated she replaced what Ms. Mayfield Johnson stated was missing from the resident funds (\$610.00) and placed the funds in the new safe with new resident funds forms. Ms. Krajewski stated she drafted new resident funds forms beginning 04/05/2019.

I reviewed Resident A’s resident funds ledger which indicated Resident A had \$40.00 in cash. I counted \$40.00 in cash.

I reviewed Resident B’s resident funds ledger which indicated Resident B had \$235.00 in cash. I counted \$235.00 in cash.

I reviewed Resident C’s resident funds ledger which indicated Resident C had \$20.00 in cash. I counted \$20.00 in cash.

I reviewed Resident D’s resident funds ledger which indicated Resident D had \$0.00 in cash. I counted \$0.00 in cash.

I reviewed Resident E’s resident funds ledger which indicated Resident E had \$160.00 in cash. I counted \$160.00 in cash.

I reviewed Resident F’s resident funds ledger which indicated Resident F had \$25.00 in cash. I counted \$25.00 in cash.

I reviewed Resident G’s resident funds ledger which indicated Resident G had \$70.00 in cash. I counted \$70.00 in cash.

I reviewed Resident H’s resident funds ledger which indicated Resident H had \$10.00 in cash. I counted \$10.00 in cash.

Resident B, Resident C, and Resident F were each interviewed privately. Each resident stated Ms. Mayfield Johnson was the only staff with access to the facility

safe and dispensed their funds as requested. Each resident stated Ms. MayfieldJohnson would dispense their money and then each resident would sign the resident funds form as documentation of disbursement. Each resident stated Ms. Mayfield Johnson provided their funds to them when requested and there was no indication, she was stealing their funds.

On 04/25/2019 I interviewed Professional Guardian Andrea Millard via telephone. Ms. Millard stated she is the court appointed guardian of Resident C and Resident F. Ms. Millard stated each month she sends Ms. Krajewski a separate check for spending money for Resident C and Resident F. Ms. Millard stated she sends Ms. Krajewski \$80.00 per month spending money for Resident C and \$60.00 per month spending money for Resident F. Ms. Millard stated she hasn't sent Ms. Krajewski any extra checks recently for large items. Ms. Millard stated that on February 2019 Resident C was hospitalized for approximately two weeks and when she returned to the facility Resident C stated she had "no money" in her account. Ms. Millard stated she contacted Ms. Krajewski regarding Resident C's concerns because Resident C should have had money in her resident funds account. Ms. Millard stated the incident "resolved itself" and Resident C was given access to her funds. Ms. Millard stated she does not know how much money each resident should have in their resident funds account currently and has no other concerns regarding the management of Resident C and Resident F's funds. Ms. Millard stated she has no concerns regarding the care of residents at the facility.

On 04/25/2019 I interviewed Peggy Boverhoff Servant's Center Payee Manager via telephone. Ms. Boverhoff stated Servant's Center is the legal guardian of Resident E. Ms. Boverhoff stated she sends Ms. Krajewski \$60.00 per month in a check drafted to Southwest AFC for Resident E's spending money. Ms. Boverhoff stated the \$160.00 Ms. Krajewski recently deposited in Resident E's account "seems about right". Ms. Boverhoff stated she has no concerns regarding Resident E's care at the facility or the management of Resident E's funds.

On 04/25/2019 I interviewed Professional Guardian Sandra Wagner via telephone. Ms. Wagner stated she is the court appointed guardian of Resident B. Ms. Wagner stated she sends a monthly check to Ms. Krajewski in the amount of \$20.00. Ms. Wagner stated Resident B rarely spends her money and the \$235.00 Ms. Krajewski recently deposited in Resident B's account appears "accurate". Ms. Wagner stated Resident B has never reported she is denied access to her funds. Ms. Wagner stated she has no concerns regarding Resident B's care at the facility or the management of Resident B's resident funds.

On 04/25/2019 I interviewed Professional Guardian Jan Waterway via telephone. Ms. Waterway stated she is the legal guardian of Resident D. Ms. Waterway stated she sends a monthly check drafted to Southwest AFC in the amount of \$25.00. Ms. Waterway stated she believes it is accurate that Resident D has a current balance of zero dollars in her account. Ms. Waterway stated Resident D has never reported she is denied access to her funds. Ms. Waterway stated she has no concerns

regarding Resident D's care at the facility or the management of Resident D's resident funds.

On 04/25/2019 I completed a referral to Kent County Adult Protective Services Centralized Intake via email.

On 04/26/2019 I interviewed Adult Protective Services Staff Chelsea Towns. Ms. Towns stated she is assigned to investigate the complaint allegations.

On 04/26/2019 I interviewed Professional Guardian Karin VanSweeden via telephone. Ms. VanSweeden stated she is the legal guardian of Resident A. Ms. VanSweeden stated she sends a monthly check drafted to Ms. Krajewski in the amount of \$40.00. Ms. VanSweeden stated she believes it is accurate that Resident A has a current balance of \$40.00 in her account. Ms. VanSweeden stated Resident A has never reported she is denied access to her funds. Ms. VanSweeden stated she has no concerns regarding Resident A's care at the facility or the management of Resident A's resident's funds.

On 04/30/2019 I interviewed facility manager, Ollar Denise Mayfield Johnson, via telephone. Ms. Mayfield Johnson stated that on 03/27/19 she passed out residents' funds and afterwards placed all funds back into the facility safe which is located in the kitchen of the facility. Ms. Mayfield Johnson stated the key broke in the lock when she attempted to close the facility safe however, she assumed it was locked. Ms. Mayfield Johnson stated that on 04/03/2019 the corporation's Compliance Officer Ms. Brittney Krajewski visited the facility to complete an inspection of records and discovered that the safe was actually unlocked. Ms. Mayfield Johnson stated the residents' folders which contained their funds and forms were missing from the facility safe. Ms. Mayfield Johnson stated Ms. Krajewski regularly received checks from residents' legal decision makers, cashed the checks, and provided the cash to Ms. MayfieldJohnson to deposit into residents' funds located in the facility safe. Ms. MayfieldJohnson stated she was the only staff to disperse residents' funds and record the transactions. Ms. Mayfield Johnson stated she was the only staff with a key to access the residents' funds however Ms. Mayfield Johnson stated she did not steal any resident's funds. Ms. Mayfield Johnson stated she told Ms. Krajewski the amount of funds each resident had in their accounts prior to discovering the funds were missing and Ms. Krajewski replaced the funds.

On 04/30/2019 I interviewed corporate Compliance Officer Brittney Krajewski. Ms. Brittney Krajewski stated she visited the facility on 04/03/2019 and requested to audit the resident's funds. Ms. Brittney Krajewski stated the facility safe was able to be opened and she did not see a key stuck in the lock. Ms. Brittney Krajewski stated the residents' funds and fund forms were all missing from the safe and Ms. Mayfield Johnson stated she did not know where the funds were. Ms. Brittney Krajewski stated Ms. Mayfield Johnson explained that she had passed out residents' funds on 03/27/2019 but when she attempted to lock the facility safe the key broke in the safe's lock. Ms. Krajewski stated Ms. Mayfield Johnson explained she had no idea

where the funds were and denied she stole them. Ms. Brittney Krajewski stated she had previously requested to audit the residents' funds however Ms. Mayfield Johnson stated she didn't have the key. Ms. Brittney Krajewski stated Ms. Mayfield Johnson is the only staff with access to the facility safe and residents' funds.

On 04/30/2019 I interviewed Professional Guardian Betty Kronemeyer via telephone. Ms. Kronemeyer stated she is the legal guardian of Resident H. Ms. Kronemeyer stated she sends a monthly check to Ms. Krajewski in the amounts of \$30.00-\$44.00. The check is drafted to SouthWest AFC. Ms. Kronemeyer stated she believes it is accurate that Resident H has a current balance of \$10.00 in her account. Ms. Kronemeyer stated Resident H has never reported she is denied access to her funds. Ms. Kronemeyer stated she has no concerns regarding Resident H's care at the facility or the management of Resident H's resident's funds.

On 04/30/2019 I interviewed Becky Metelonis via telephone. Ms. Metelonis stated she is the sister and legal guardian of Resident G. Ms. Metelonis stated she sends randomly timed checks to Ms. Krajewski in the amount of \$10.00. The check is drafted to SouthWest AFC. Ms. Metelonis stated she believes it is accurate that Resident G has a current balance of \$70.00 in her account. Ms. Metelonis stated Resident G has never reported she is denied access to her funds. Ms. Metelonis stated she has no concerns regarding Resident G's care at the facility or the management of Resident G's funds.

On 05/07/2019 I conducted an Exit Conference with Licensee Designee Debra Krajewski via telephone. Ms. Deerfield stated she understood the findings and stated she will submit an acceptable corrective action plan.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.
ANALYSIS:	<p>Licensee Designee, Ms. Debra Krajewski, stated that on 04/04/2019 the corporation's Compliance Officer Brittney Krajewski visited the facility and discovered all residents' funds and funds forms were missing from the facility safe. Ms. Krajewski stated facility manager, Ollar Denise Mayfield Johnson, is the only staff with access to the safe containing resident funds and the only staff responsible for managing residents' funds.</p> <p>Corporate Compliance, Officer Ms. Brittney Krajewski, stated she visited the facility on 04/03/2019 and discovered the facility safe was not locked and she did not see a key stuck in the lock. Ms. Brittney Krajewski stated the residents' funds and resident's</p>

	<p>fund forms were all missing from the safe and Ms. Mayfield Johnson stated she did not know where the funds were. Facility Manager, Ollar Denise Mayfield Johnson, acknowledged she is the only staff with access to the safe and the only staff with the responsibility of managing resident funds. Ms. Mayfield Johnson stated she observed resident's funds were missing from the facility safe on 04/03/2019. Ms. Mayfield Johnson stated she did not steal resident's funds and does not know where the funds disappeared to.</p> <p>Licensee Designee Debra Krajewski has replaced a total of \$610.00 in resident funds which was reported by Ms. Mayfield Johnson as the total missing amount of resident's funds.</p> <p>There is a preponderance of evidence to substantiate violation of R 400.14305 (1).</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(3) A licensee shall have a resident's funds and valuables transaction form completed and on file for each resident. A department form shall be used unless prior authorization for a substitute form has been granted, in writing, by the department.
ANALYSIS:	<p>Licensee Designee Ms. Debra Krajewski, Corporate Compliance Officer Ms. Brittney Krajewski, and facility Manager Ollar Denise Mayfield Johnson all acknowledged the resident funds forms were missing.</p> <p>Licensee Designee Debra Krajewski has replaced resident's funds forms from effective 04/05/2019.</p> <p>There is a preponderance of evidence to substantiate violation of R 400.14315 (3).</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable Corrective Action Plan, I recommend the license remain unchanged.



05/07/2019

Toya Zylstra
Licensing Consultant

Date

Approved By:



05/07/2019

Jerry Hendrick
Area Manager

Date