



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 6, 2021

Mike Dykstra
Golden Life AFC, LLC
4386 14 Mile Rd, NE
Rockford, MI 49341

RE: License #: AM590395969
Investigation #: 2021A1029011
Golden Life AFC #2

Dear Mr. Dykstra:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On June 17, 2021, you submitted an acceptable written corrective action plan. It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

If you desire technical assistance in addressing these issues, please feel free to contact me. 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 (231) 922-5309.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Browning".

Jennifer Browning, Licensing Consultant
Bureau of Community and Health Systems
1919 Parkland Drive
Mt. Pleasant, MI 48858-8010

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM590395969
Investigation #:	2021A1029011
Complaint Receipt Date:	05/12/2021
Investigation Initiation Date:	05/12/2021
Report Due Date:	07/11/2021
Licensee Name:	Golden Life AFC, LLC
Licensee Address:	4386 14 Mile Rd, NE Rockford, MI 49341
Licensee Telephone #:	(616) 307-7719
Administrator:	Mike Dykstra
Licensee Designee:	Mike Dykstra
Name of Facility:	Golden Life AFC #2
Facility Address:	503 W. Montcalm Greenville, MI 48838
Facility Telephone #:	(616) 232-2584
Original Issuance Date:	01/22/2019
License Status:	REGULAR
Effective Date:	07/22/2019
Expiration Date:	07/21/2021
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Residents are not being fed enough for meals and are starving.	No
Resident A has been overcharged because Golden Life AFC #2 took over \$1000 but Resident A should have only been charged \$913 per month for room and board.	No
Additional Findings	Yes

III. METHODOLOGY

05/12/2021	Special Investigation Intake 2021A1029011
05/12/2021	Special Investigation Initiated - Face to Face with home manager, Lisa Alcala, Joann Wright, Resident B, and C
05/24/2021	Contact – Telephone call to Golden Life AFC to interview Resident A
06/02/2021	Contact - Document Sent to Ken Hornecker, accountant for Golden Life.
06/02/2021	Contact - Telephone call made to licensee designee, Mike Dykstra
06/02/2021	Contact - Document received with resident rent amounts
06/08/2021	Contact – Email sent to Ken Hornecker
06/14/2021	Contact - Email to licensee designee, Mike Dykstra regarding variance.
06/17/2021	Contact – Telephone call to Resident A.
06/23/2021	Contact – Telephone call to Lisa Alcala. Attempted face to face with Resident A but he was not at the home.
06/24/2021	Contact – Text messages from Lisa Alcala, Golden Life regarding bank statements.
06/28/2021	Exit Conference with Licensee designee, Mike Dykstra

ALLEGATION:

Residents are not being fed enough for meals and are starving.

INVESTIGATION:

On May 12, 2021, a complaint was received alleging that residents did not receive enough food and were starving.

During an unannounced on-site investigation on May 12, 2021, I observed residents had just finished their lunch. I interviewed the home manager, Lisa Alcala. She stated that the residents do not usually state they are still hungry after a meal but the night before Resident A was upset because they did not have second helpings to give him because they already passed out all the food. Ms. Alcala stated that Resident A started yelling about the portions being too small after dinner on May 11, 2021. Ms. Alcala stated that Resident A was in a wheelchair so he could not come into the kitchen due to the step up, however, he could ask for a snack at anytime and they would give him something to eat.

During the on-site investigation on May 12, 2021, I was able to observe menus and that the food supply at Golden Life AFC #2 was more than adequate. There were several cupboards of canned foods and dry goods, two refrigerators, and a freezer supply of food.

While reviewing Resident A's resident record, his *Resident Health Care Appraisal (BCAL-3947)*, had documentation that he was on a 2000 calorie diet and that he was diagnosed as 'obese.' Ms. Alcala stated Resident A goes to the store while he is out in the community and buys junk food and snacks on a regular basis.

I interviewed Resident B who has resided at Golden Life AFC #2 for about five months. Resident B stated the food is really good, but she was diagnosed with Type two diabetes, so she has to watch what she eats but thought the portion size was more than adequate. Resident B said residents are able to get seconds if they are still hungry and there is enough food for everyone to have seconds plus there are always snacks available to the residents. The portion size is fine and she has never been hungry after a meal since she moved in.

I interviewed Resident C who has resided at Golden Life AFC #2 for over five years. She stated that she loves it there and gets plenty of food. She said in the past they have had an issue with people getting into the food and eating at night. This is a problem because then they have to change what they are serving if something is missing the next day. However, they are always able to find a different meal to serve on those days. Resident C denied that she is hungry still after one serving of food and states the portions are large enough.

On May 12, 2021, I interviewed Joanne Wright at Golden Life AFC #2 who also stated that if there is enough food left over after meals, the residents are not denied seconds. She said there is always food available and snacks if the residents are hungry.

On May 24, 2021, I interviewed Resident A. He stated he was upset one night because the portion sizes were too small. He asked if he could have more food and the staff told him no because there were no leftovers that night. Overall, Resident A stated the food is good, but there is not enough and he stated he feels this way often. Today for lunch he had scalloped potatoes, ham, and mandarin oranges on the side. He was asked if he could have snacks when he wanted and he said he could not go into the kitchen because he is in an electric wheelchair and there is a step up. He was not sure if he could ask to have snacks more often than what is already scheduled. Resident A stated snacks that are provided to residents along with three meals a day in the home. Resident A stated breakfast is when you wake up, lunch is around 11:45 a.m. and dinner is around 5:00 p.m.

On June 2, 2021, I interviewed licensee designee, Mike Dykstra. If the residents are hungry between meals or after meals, then the residents know they are welcome to have additional food. There have been times recently that one resident will eat all lunch meat out of the refrigerator at night, but they are always able to plan a substitute meal.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.
ANALYSIS:	All residents at Golden Life AFC # 2 are given three regular nutritious meals daily. There is no indication from the interviews with Residents A, B, C, home manager Lisa Alcala and observing the food supply on May 12, 2021, that the residents are not receiving adequate meals or snacks.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A has been overcharged because Golden Life AFC #2 took over \$1000 but Resident A should have only been charged \$913 per month for room and board.

INVESTIGATION:

On May 12, 2021, a complaint was received that Resident A was being overcharged for his rent because he was overcharged when Golden Life AFC #2 took \$1000 out of his account instead of \$913 per month.

On May 12, 2021, I interviewed the home manager, Ms. Alcala who stated she was not aware of someone coming to swipe his debit card to pay the room and board payments but if anyone did it may have been Joanne Wright. She stated that is done through the accounting department which has Resident A's card information saved and records of all payments. Resident A does not have a guardian and maintains his bank account where his stimulus payment was deposited along with other funds as well.

While reviewing Resident A's resident record, the *Resident Care Agreement (BCAL-3266)* dated February 3, 2021, had documentation that his rent amount would be \$907.50 per month. Ms. Alcala stated they do not manage Resident A's personal funds. There was a blank *Resident Funds Part II form (BCAL-2319)* in Resident A's file.

During the unannounced on-site investigation on May 12, 2021, I interviewed Residents B and C. Resident A had just left the home for an outing so was not available to be interviewed. Neither Resident B nor Resident C had any information how the rent was paid because they had guardians and payees who managed their money and finances.

On May 12, 2021, I interviewed Joanne Wright at Golden Life AFC #2. She stated that she did not use a card reader to swipe Resident A's card at Golden Life AFC #2 however all payments for room and board are handled by the accounting office. Ms. Wright stated that Mr. Ken Hornecker is the accountant that handles all resident room and board payments. Ms. Wright stated any stimulus payments that were received are handled by the resident's guardians however since Resident A is his own guardian, he manages that with his debit card. He also pays his room and board payments with the same debit card.

On May 24, 2021, I interviewed Resident A who reported that he has a debit card which has his social security payment deposited on each month. Resident A stated someone from Golden Life AFC 2 came in and asked for the debit card one month and said they were taking \$1000.00 off it. He does not remember who came to swipe the card but thought it may have been Joanne Wright. Resident A stated called social security and his bank to ask for paper statements, but they have not arrived yet. Resident A stated the person who swiped his debit care did not tell him what the extra money was for since he knows he is not supposed to pay that much for rent. Resident A stated his rent is always debited from this card and the accounting office has the numbers, so he found it strange that someone came into his room to swipe his debit card for money. Normally, Resident A stated his rent is supposed to be \$913 per month. He also received some of the stimulus money and it is on the same debit card as social security payment.

On June 2, 2021, I interviewed licensee designee, Mike Dykstra. He stated when the residents receive the stimulus money it is typically not managed by Golden Life AFC #2. He stated that unless they were the payee they do not know if they receive it or not. A lot of the residents do not file taxes for several years so some of the residents did not receive the money. Mr. Dykstra was not aware of Resident A receiving the stimulus money since Mr. Dykstra does not manage Resident A's personal funds. Mr. Dykstra

stated since Resident A does not have a guardian or payee, Resident A would manage this money on his own.

On June 2, 2021, I received the resident room and board statement for Resident A that I requested from Ken Hornecker. There were monthly payments for February 2021-June 2021 with the exception of February since there was an invoice #2566 for \$875 and payment of \$810. Therefore, Resident A had a balance of \$65 that was carried over to the next month. His initial payment was lower because it was prorated for the days that he was residing at Golden Life AFC #2. Mr. Hornecker denied that he kept track of the stimulus money that was received. Mr. Hornecker also confirmed that the account numbers are saved in their payment system and the payment is processed on the fourth of the month by Mr. Hornecker himself. He denied that anyone had been to the home to swipe Resident A's debit card for any amount.

On June 17, 2021, I made a telephone call to Resident A to see if he was able to get his bank statements he requested. He said he did receive the statements and reviewed them. Resident A said that they charged him for two months rent in one charge, but he did not realize that he did not pay one month so it made more sense now. He was charged for two months because there was no payment in March. He was not sure why that payment was not done in March, and he did not realize that he missed a month. He said that he moved into Golden Life in February 2021. Comerica Bank is on the debit card, but he stated that he does not have a bank account. He believes the card comes directly from social security. Resident A stated he did not know about the payment only being \$810 on February 23, 2021, which would have created a balance being forwarded and therefore making the monthly amount higher. It was explained to him that the first month was prorated due to his move in date.

Resident A gave the social security debit card statements for April and May 2021 to the home manager, Lisa Alcala and agreed to have her send them for review. I reviewed the statements from Direct Express Debit Card Program where the social security is deposited for both months and all room and board payments on the resident accounting register for Resident A match with the payments that were deducted on the social security statements.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(12) Charges against the resident's account shall not exceed the agreed price for the services rendered and goods furnished or made available by the home to the resident.

ANALYSIS:	There is no documentation on the resident accounting document from Mr. Hornecker that Resident A was overcharged for his room and board payments. The price on the resident care agreement is \$907.50 and the room and board document also documents \$907.50 for his amount paid. The month of February was different because the payment was prorated for the days that he was residing at Golden Life from his move in date. There are no deductions on his social security debit card statements that Resident A had additional monies deducted by Golden Life, LLC.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDING:

INVESTIGATION:

During the on-site inspection on May 12, 2021, the room and board payments were not tracked on a *Resident Funds Part II form (BCAL-2319)*. There was a blank *BCAL-2319* form in Resident A's record.

On June 2, 2021, I interviewed licensee designee, Mike Dykstra. Mr. Dykstra stated when Resident A moved in, he wanted to pay room and board with his debit card. Mr. Dykstra had a resident care agreement with Resident A for the amount and the accounting department maintains a record of payments in Quick Books. A copy was made of his debit card of the numbers and gave them to the accountant, Mr. Hornecker. Resident A was aware that this happened since this was the agreement when he moved in. It was explained to Mr. Dykstra that in order to use Quick Books instead of using the Resident Funds Part II form to keep track of the room and board payments, he could request a variance to use that software accounting system. An email was sent to Mr. Dykstra outlining what needed to be in a variance request. Mr. Dykstra sent a variance request for Resident Funds Part II on June 17, 2021.

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:	The resident room and board payments were not tracked on the <i>Resident Funds Part II form (BCAL-2319)</i> . During the on-site inspection, there was a blank <i>BCAL-2319</i> in Resident A's record. Licensee designee, Mike Dykstra took immediate action and sent a variance request for Resident Funds Part II on June 17, 2021, therefore an additional corrective action plan is not required.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

An acceptable corrective action plan has been received; therefore, I recommend no change in the license status.

Jennifer Browning

Jennifer Browning
Licensing Consultant

6/29/2021

Date

Approved By:

Dawn Timm

07/06/2021

Dawn N. Timm
Area Manager

Date