



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 7, 2022

Ann Meldrum
Samaritas
8131 East Jefferson Avenue
Detroit, MI 48214-2691

RE: License #: AS530311992
Investigation #: 2022A0230029
Home of Scottville - Main Street

Dear Ms. Meldrum:

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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Rhonda Richards".

Rhonda Richards, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4942

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS530311992
Investigation #:	2022A0230029
Complaint Receipt Date:	05/25/2022
Investigation Initiation Date:	05/25/2022
Report Due Date:	07/24/2022
Licensee Name:	Samaritas
Licensee Address:	8131 East Jefferson Avenue, Detroit, MI 48214
Licensee Telephone #:	(313) 823-7700
Administrator:	Ann Meldrum
Licensee Designee:	Ann Meldrum
Name of Facility:	Home of Scottville - Main Street
Facility Address:	314 North Main Street, Scottville, MI 49454
Facility Telephone #:	(231) 936-1012
Original Issuance Date:	09/15/2011
License Status:	REGULAR
Effective Date:	03/20/2022
Expiration Date:	03/19/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident funds are missing for three residents.	Yes
Additional Findings	Yes

III. METHODOLOGY

05/25/2022	Special Investigation Intake 2022A0230029
05/25/2022	Special Investigation Initiated - Telephone Administrator Ann Meldrum
05/25/2022	Contact - Telephone call made Home Manager Janice Masters
06/06/2022	Inspection Completed On-site Interview with Staff members Janice Masters, Crystal Castillo, Sandy Forrester, Sandy Ramirez
06/22/2022	Contact - Telephone call made update from Ann Meldrum-Administrator
06/27/2022	Contact - Telephone call made Monique Collins-Adult Protective Services
06/29/2022	Contact - Telephone call made Chief Matt Murphy-Scottville Police Department
06/30/2022	Contact - Telephone call made Lavondra Jennings
06/30/2022	Contact - Telephone call made Staff member Michelle Lopez
06/30/2022	Contact - Telephone call made Staff member Ali Petipren
06/30/2022	Contact - Telephone call made Staff member Jessica Wenzel
06/30/2022	Contact - Telephone call made Kara Rose-Recipient Rights Officer

07/01/2022	Contact - Telephone call made Staff member Ashley Gregorson
07/01/2022	Exit Conference With Licensee Designee Ann Meldrum

ALLEGATION: Resident funds are missing for three residents.

INVESTIGATION: On 05/25/2022, I received a telephone call from Licensee Designee, Ann Meldrum who informed me that the previous day a case manager from West Michigan Community Mental Health, Carol Erdman had made a routine visit to check on all four residents and count their funds. On 05/24/2022, Ms. Erdman found that Resident A was missing \$1171.85, Resident B was missing \$116.00 and Resident C was missing \$1201.11. Resident D's record reflected the money that was observed on hand Ms. Meldrum stated the police, AFC licensing, and Adult Protective Services had all been notified. At this time, Samaritas corporation had started an internal investigation. Ms. Meldrum stated the only individuals who would have been able to access the locked closet where funds are kept are herself and the home manager, Janice Masters. Ms. Meldrum stated that she herself did not remove any funds.

On 05/25/2022, I contacted staff member Janice Masters and interviewed her regarding the above allegations. She denied taking any resident funds. She stated she had been the facility manager since March 2022 and she was the only staff member to have keys to where the resident funds were maintained which was in a closet across from the office. She indicated that Ms. Meldrum had keys but was not regularly at the facility. Ms. Masters indicated she had discovered problems with the door lock in April 2022. She observed that at times the door would "stick" and it would not open but after a few attempts it would eventually open. She noted that she had sent a text message to Ms. Meldrum on 05/09/2022 indicating that this was the third time she had checked the closet before she left work and made sure it was locked and secure. She noted all three times the closet was open when she came in. She was not sure if someone was tampering with the lock or it was springing loose. She stated in the text message that she would feel better if there was a safe for the money. She stated Ms. Meldrum never responded to the text. Ms. Masters stated she does not count the funds every time she takes money out but generally every two weeks. The last time she had counted all the money all resident funds were intact she guessed it was likely two weeks ago.

On 06/06/2022, I conducted an on-site investigation at the facility. I met with Ms. Masters and reviewed all the funds for Residents A, B, C and D. The current balances indicated on the AFC fund's part two form were as follows:

- Resident A showing a balance of \$1143.59 and I observed \$29.23.

- Resident B's funds form indicated the balance was \$113.72 and I observed \$3.89.
- Resident C's funds form indicated a balance of \$1367.48 and I observed \$72.72.
- Resident D's fund's form indicated a balance of \$255.89 and I observed the entire amount in the account with nothing missing.

While at the facility, I interviewed staff members Crystal Castillo, Sandy Forrester, and Sandy Ramirez regarding the above allegations. Ms. Castillo denied that she took any funds from any residents and stated, "Only the home manager has access to the closet where funds are kept." She recalled Ms. Masters having trouble with the door unlocking and asking Ms. Castillo to help her. She stated the two of them eventually got it unlocked. Ms. Castillo stated she had never observed the closet open prior to the time she assisted in opening it.

Ms. Forrester denied that she took any money from any resident funds. She stated, "Funds are kept in a locked closet and only Janice has a key." She stated on one occasion in the past month she had heard Ms. Master's mention the closet door wasn't working. She noted later the maintenance person arrived and fixed it.

Ms. Ramirez denied that she took any resident funds. She stated, "Only Janice can get into the closet because she has keys" She also noted that at least two separate times she had observed the closet cracked open a bit when Ms. Master's had left the facility. Additionally, Ms. Ramirez noted that she observed Ms. Master's keys to the closet unattended next to the refrigerator.

On 06/22/2022, Ms. Meldrum provided an update regarding the missing funds. She stated she had not heard anything from Law Enforcement or Adult Protective Services. She indicated that Samaritas corporation will be reimbursing the residents for their missing money. Ms. Meldrum stated since it is unknown who may have taken the monies, she could not terminate any staff member's employment.

On 06/27/2022, I spoke with Adult Protective Services Worker Monique Collins who reported that she could not substantiate her complaint as she could not determine who took the money and the facility has paid the missing monies back.

On 06/29/2022, I spoke with Scottville Police Chief Matt Murphy. He stated he had investigated the complaint but could not find evidence of who stole the money from residents. He informed me that due to the lack of evidence and the fact that the residents were reimbursed their monies he would be closing his case.

On 06/30/2022, I interviewed staff members Lavondra Jennings, Ali Petipren, Jessica Wenzel, and Michelle Lopez. All four staff members denied taking any funds from residents. All four staff members stated they knew of only the home manager having keys to the closet where resident money is kept.

On 06/30/2022, I spoke with Community Mental Health Recipient Rights Officer Kara Rose who also investigated this complaint. She reported she would be substantiating a recipient rights violation of not safeguarding resident funds.

On 07/01/2022, I interviewed staff member Ashley Gregerson. She denied that she took any resident funds. She stated she had been a home manager at the facility until March 2022 when she asked to be placed in a direct care non-management position. Ms. Gregerson stated after she stepped down Ms. Masters took over as home manager. She stated she knew where the funds were kept in the closet and she no longer had a key to the closet as the key was now with Ms. Masters. Ms. Gregerson stated she had observed Ms. Master's leave the keys in the closet door and leave the door open multiple times.

On 07/01/2022, I conducted an exit conference with Licensee Designee Ann Meldrum and reviewed the findings of the investigation. She had no additional questions and stated all residents who had missing money have been reimbursed. Additionally, they will be spending the money for residents when it's over two hundred dollars in the future. Ms. Meldrum stated because the residents had some stimulus money left, they had not had a chance to spend it as they were waiting for warmer weather with the thought there might be some outdoor items the residents would like to purchase. Ms. Meldrum stated she will submit a plan of correction.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(2) The care of any resident funds and valuables that have been accepted by a licensee for safekeeping shall be treated by the licensee as a trust obligation.
ANALYSIS:	<p>Resident funds accepted by the licensee for safekeeping were not treated as a trust obligation. After reviewing all resident funds at the facility, I observed the following documentation of balances and counted resident money. Three of four residents had money missing</p> <p>Resident A fund form indicated a balance of \$1143.59 and I observed \$29.23. Resident B's funds form indicated the balance was \$113.72 and I observed \$3.89. Resident C's funds form indicated a balance of \$1367.48 and I observed \$72.72. Resident D's fund's form indicated a balance of \$255.89 and I observed the entire amount in the account with nothing missing.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

During the course of this special investigation, it was noted that Residents A, C and D's funds were over \$200.00.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(6) Except for bank accounts, a licensee shall not accept resident funds of more than \$200.00 for any resident of the home after receiving payment of charges owed.
ANALYSIS:	The licensee maintained over two hundred dollars in resident funds after receiving payment of charges owed for three residents. While reviewing funds records for all residents, I observed that Resident A's balance noted on the AFC funds form was \$1143.59, Resident C's balance was \$1367.48 and Resident D's balance was \$255.89.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

I recommend, contingent upon the submission of an acceptable corrective action plan, the status of the license remain unchanged.

Rhonda Richards

07/07/2022

Rhonda Richards
Licensing Consultant

Date

Approved By:

Jerry Hendrick

07/07/2022

Jerry Hendrick
Area Manager

Date