



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

August 23, 2022

Jennia Woodcock
Community Health Care Management
1805 E Jordan
Mt. Pleasant, MI 48858

RE: License #: AM370085651
Investigation #: 2022A0578037
Country Place II

Dear Ms. Woodcock:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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) 284-9727.

Sincerely,

Eli DeLeon, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(269) 251-4091
enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM370085651
Investigation #:	2022A0578037
Complaint Receipt Date:	06/28/2022
Investigation Initiation Date:	06/30/2022
Report Due Date:	08/27/2022
Licensee Name:	Community Health Care Management
Licensee Address:	2033 Westbrook, Ionia, MI 48846
Licensee Telephone #:	(989) 773-6320
Administrator:	Jennia Woodcock
Licensee Designee:	Jennia Woodcock
Name of Facility:	Country Place II
Facility Address:	1807 E. Jordan, Mount Pleasant, MI 48858
Facility Telephone #:	(989) 773-6320
Original Issuance Date:	07/02/2001
License Status:	REGULAR
Effective Date:	07/13/2022
Expiration Date:	07/12/2024
Capacity:	10
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Resident A was reported missing but was staying with staff member Lisa Bowers.	Yes
Resident A gave staff member Lisa Bowers money to purchase a phone card. Ms. Bowers did not return a phone card or money.	No

III. METHODOLOGY

06/28/2022	Special Investigation Intake 2022A0578037
06/28/2022	APS Referral Completed.
06/29/2022	Contact-Document Reviewed - <i>AFC Licensing Division Incident/Accident Report</i> dated 06/20/2022.
06/29/2022	Contact-Document Reviewed - <i>AFC Licensing Division Incident/Accident Report</i> dated 06/26/2022.
06/30/2022	Special Investigation Initiated - Telephone -With Complainant.
06/30/2022	Contact-Telephone -Interview with staff member Lisa Bowers, unsuccessful.
07/06/2022	Contact-Telephone -Interview with staff member Lisa Bowers, unsuccessful.
07/06/2022	Special Investigation Completed On-site -Interview with staff member Katie Zimmerson. Interview with Resident A.
07/06/2022	Contact-Document Reviewed - <i>Assessment Plan for AFC Residents</i> for Resident A, dated 03/07/2022.
07/06/2022	Contact-Document Reviewed - <i>Health Care Appraisal</i> for Resident A, dated 04/11/2022.
07/06/2022	Contact-Document Reviewed

	- <i>Employee Warning Notice</i> for Ms. Lisa Bowers, dated 06/27/2022.
08/12/2022	Contact-Telephone -Isabella County Central Dispatch.
08/15/2022	Contact-Document Reviewed - <i>Michigan State Police Incident Report #63-1790-22</i> , dated 06/28/2022.
08/19/2022	Exit Conference -With the licensee designee, Ms. Jennia Woodcock.

ALLEGATION:

- **Resident A was reported missing but was staying with staff member Lisa Bowers.**
- **Resident A gave staff member Lisa Bowers money to purchase a phone card. Ms. Bowers did not return a phone card or money.**

INVESTIGATION:

On 06/28/2022, I received this complaint through the BCHS on-line complaint system. Complainant reported Resident A is diagnosed with a Mild Intellectual Disability, Borderline Personality Disorder, Hypertension, Arthritis, Mild Vascular Disease, and Anxiety. Complainant added that Resident A takes prescription medication and does not have a legal guardian or power of attorney. Complainant reported that on 06/20/2022, at 10:18 PM, Resident A became upset with direct care staff, stated she was leaving, and refused to take her medication. Complainant added direct care staff advised Resident A to wait until it was daylight out, but Resident A refused and left the AFC facility the same night. Complainant reported when Resident A did not return later that night, an on-call worker for this facility was notified and drove around attempting to locate Resident A without success. Complainant reported that a *Missing Person's Report* was filed for Resident A on 6/20/2022. Complainant reported Resident A was not heard from until 06/26/2022 at 1:18 PM. Complainant alleged direct care staff member Lisa Bowers, who also worked at this facility the night of 6/20/2022, picked up Resident A after she left the facility and brought Resident A to her personal home. Complainant reported Resident A contacted direct care staff at the AFC facility and was picked up from Ms. Bowers home on 06/26/2022 and returned to this facility. Complainant reported that when confronted, Ms. Bowers stated she did not take Resident A to her home until 06/24/2022. Complainant alleged it is unknown where Resident A was from 06/20/2022 until 06/24/2022, Complainant clarified Resident A stated she was at Ms.

Bowers home the entire time. Complainant reported the administration at the AFC facility was aware of this incident and terminated Ms. Bowers employment on 06/27/2022. Complainant added Resident A was safely back in this facility but had gone without her medication for six days. Complainant reported Resident A was now back on her medication and doing much better. Complainant added it was also concerning that while she was at Ms. Bowers home, Resident A was not allowed to call anyone, was not allowed to eat, and was not allowed to go outside.

On 06/29/2022, additional allegations were received from Complainant. Complainant alleged Resident A stated she gave Ms. Bowers money for a phone card, but Resident A did not receive the phone card and the money was not returned by Ms. Bowers.

On 06/29/2022, I interviewed staff member Jamie Blizzard regarding the allegations. Ms. Blizzard reported serving as the assistant administrator for this facility. Ms. Blizzard confirmed the allegations as reported and clarified that Resident A is her own guardian. Ms. Blizzard reported that Ms. Bowers claimed she saw Resident A walking on the side of the road and took her to her personal home despite still working at this facility and knowing that Resident A had reportedly not returned to the facility. Ms. Blizzard reported that Ms. Bowers had taken Resident A's personal cell phone, but Resident A had managed to call the facility on 06/27/2022 to be returned to the facility. Ms. Blizzard reported that a report was made to local law enforcement and Michigan State Police regarding Resident A not returning to the facility on 06/20/2022 and after Resident A's return to the facility and claim of missing money on 06/27/2022. Ms. Blizzard clarified that Ms. Bowers had not provided Resident A with food or medications while Resident A was kept at her home and did not return \$38 to Resident A. Ms. Blizzard explained that while at Ms. Bowers home, Resident A had provided Ms. Bowers with \$38 to purchase a phone card for Resident A, which Ms. Bowers failed to do and did not return Resident A's money. Ms. Blizzard denied that an appropriate health care professional was consulted regarding Resident A missing medications for several days. Ms. Blizzard was provided consultation regarding missed or refused medications.

On 06/29/2022, I reviewed the *AFC Licensing Division Incident/Accident Report* related to the allegations, dated 06/20/2022. The *AFC Licensing Division Incident/Accident Report* documented that after being observed sitting at the kitchen table with her personal belongings, Resident A informed staff that she was going to a friend's house at approximately 10:18PM. The *AFC Licensing Division Incident/Accident Report* documented Resident A was prompted by staff to visit her friend in the morning and sign out her medications, but Resident A refused, stating she would return the following morning. The *AFC Licensing Division Incident/Accident Report* documented that after not returning to the facility by 10:45PM, staff went out and searched for Resident A along common roads and at two local hospitals with no success. The *AFC Licensing Division Incident/Accident Report* documented staff reported to the Isabella County Sheriff's Department and

Gratiot County Community Mental Health that Resident A was missing and did not have her medication.

On 06/29/2022, I reviewed the *AFC Licensing Division Incident/Accident Report* related to the allegations, dated 06/26/2022. The *AFC Licensing Division Incident/Accident Report* documented that Resident A contacted this facility and was requesting to “come home.” The *AFC Licensing Division Incident/Accident Report* documented Resident A informed direct care staff that when she left the facility, direct care staff member Lisa Bowers picked her up down the road and took her to her personal home. The *AFC Licensing Division Incident/Accident Report* documented Resident A had accidentally broken something at Ms. Bowers home and now wanted to return to the facility. The *AFC Licensing Division Incident/Accident Report* documented that when Resident A was returned to the facility, she informed staff that she had not showered, eaten, or taken her medication for six days. The *AFC Licensing Division Incident/Accident Report* documented direct care staff immediately provided Resident A with food.

On 07/06/2022, I completed an unannounced investigation on-site at this facility and interviewed staff member Katie Zimmermann regarding the allegations. Ms. Zimmermann acknowledged being aware of the allegations and reported that while she was working another staff member had told her that Resident A had called the facility and reported that she was at staff member Lisa Bowers house. Ms. Zimmermann reported that she notified the assistant home manager Ms. Jamie Blizzard, who, along with another direct care staff, picked up Resident A at Ms. Bowers house and returned her to the facility.

While at the facility, I interviewed Resident A regarding the allegations. Resident A reported living at this facility since March 2022. Resident A acknowledged spending several days at Ms. Lisa Bowers’ home and reported Ms. Bowers wanted her to live with her, as Ms. Bowers informed Resident A that she was not receiving adequate care at this facility. Resident A reported Ms. Bowers had repeatedly asked Resident A to live with her prior to Resident A leaving the facility for about two weeks. Resident A reported that when she finally did agree to stay at Ms. Bowers home, Resident A packed several bags of clothing and left the facility and met Ms. Bowers down the road and entered Ms. Bowers personal vehicle. Resident A reported Ms. Bowers informed her to pack her bags and walk down the road from the facility to avoid the outside cameras monitoring the facility. Resident A stated she was not forced to go to Ms. Bowers home or to enter her vehicle.

Resident A reported that while at Ms. Bowers home, she could not go outside and could not use the phone. Resident A reported that Ms. Bowers’ home was a “mess”, and that Ms. Bowers owned several cats and dogs. Resident A reported the only thing Ms. Bowers had asked her to do was clean her home. Resident A reported that while she was at Ms. Bowers home. Resident A provided Ms. Bowers with \$38 to purchase a phone card. Resident A reported that Ms. Bowers never purchased a phone card for Resident A and still has Resident A’s \$38. Resident A reported that

while Ms. Bowers was at work, she used a cell phone to call the AFC facility and requested that staff pick her up. Resident A reported when she was returned to the facility and informed staff of the events, staff assisted Resident A in making a report to the Michigan State Police regarding the \$38 Ms. Bowers had yet to return. Resident A acknowledged not receiving her medications for several days and added that she requested her medications as soon as she was returned to the facility. Resident A denied receiving any type of injury or abuse while residing with Ms. Bowers and I observed Resident A with no visible marks or bruises. Resident A reported that she regretted leaving this facility and clarified that she receives good care at this facility and does not intend to leave again.

On 07/06/2022, I reviewed the *Assessment Plan for AFC Residents* for Resident A, dated 03/07/2022. The *Assessment Plan for AFC Residents* for Resident A documented that Resident A moves independently in the community.

On 07/06/2022, I reviewed the *Health Care Appraisal* for Resident A, dated 04/11/2022. The *Health Care Appraisal* of Resident A documented that Resident A has a diagnosis of Mild Intellectual Disability, Borderline Personality Disorder, and Mild Anxiety Disorder.

While at the facility, I reviewed the staff records for Ms. Lisa Bowers and confirmed Ms. Bowers submitted fingerprints for criminal record clearance and was eligible for employment through the Michigan Workforce Background Check. I also reviewed the *Employment Application* for staff member Lisa Bowers, which verified reference checks were completed for Ms. Lisa Bowers.

On 07/06/2022, I reviewed an *Employee Warning Notice* provided to Ms. Lisa Bowers on 06/27/2022. The *Employee Warning Notice* documented that Ms. Lisa Bowers employment was terminated from this facility for taking Resident A to her personal home for six days knowing that Resident A was vulnerable and without medication. The *Employee Warning Notice* documented the following statement provided by Ms. Bowers:

“I did not take [Resident A] from the Country Place facility. [Resident A] was walking around Alma on Friday the 24th of June 2022. I stopped to talk to [Resident A]. [Resident A] had several bags she was carrying and was crying. I asked what [Resident A] was doing and she said “I don’t know.” I asked [Resident A] what she meant and she said she was homeless. To keep [Resident A] from being homeless I took her to my house. I tried to talk [Resident A] into going back to Country Place several times and she refused.”

Ms. Bowers signed this *Employee Warning Notice* on 06/27/2022.

On 08/12/2022, I contacted the Isabella County Central Dispatch regarding the allegations. Isabella County Central Dispatch confirmed calls for service occurred at

this facility on 06/20/2022 and 06/28/2022 but could not confirm the details of these events as they had been turned over to the Michigan State Police.

On 08/15/2022, I reviewed *Michigan State Police Incident Report #63-1790-22*, dated 06/28/2022. The *Michigan State Police Incident Report #63-1790-22* documented that Ms. Bowers was interviewed by telephone regarding the allegations and denied ever taking any money from Resident A while Resident A was staying with her. The *Michigan State Police Incident Report #63-1790-22* documented that Ms. Bowers reported that Resident A has control over her own money and can purchase her own phone cards for herself. I noted the *Michigan State Police Incident Report #63-1790-22* was still open and pending review at the office of the prosecuting attorney.

APPLICABLE RULE	
R 400.14305	Resident protection.
	<p>(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.</p> <p>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</p>
ANALYSIS:	<p>During this investigation I reviewed Resident A's <i>Assessment Plan for AFC Residents</i> which verified that Resident A was allowed independent community access and an <i>AFC Licensing Division Incident/Accident Report</i> that documented Resident A failing to return to the facility on 06/20/2022 after she told direct care staff members she was leaving to visit a friend. The <i>AFC Licensing Division Incident/Accident Report</i> documented local law enforcement and Gratiot County Community Mental Health were notified of Resident A's absence and missed medications. During an interview, Resident A reported staying at staff member Lisa Bowers home since the night of 06/20/2022 until Resident A voluntarily returned to the facility with the assistance of staff on 06/26/2022. Resident A reported that while out of the facility and at Ms. Bowers home, she had provided Ms. Bowers with \$38 which Ms. Bowers had not returned. I reviewed <i>Michigan State Police Incident Report #63-1790-22</i> which documented when interviewed, Ms. Bowers denied ever taking any money from Resident A. Ms. Bowers also denied picking Resident A up from the facility rather she stated she picked her up from a downtown area after observing Resident A looking disheveled and disoriented. Ms. Bowers was unable to be interviewed for this investigation but was terminated from her</p>

	<p>employment at this facility on 06/27/2022 for having Resident A in her personal home for an unknown period of time without notifying the AFC family and without attempting to provide Resident A with her prescribed medications.</p> <p>I verified that Ms. Bowers had submitted fingerprints for criminal record clearance and was eligible for employment through the Michigan Workforce Background Check. I confirmed that local law enforcement was notified regarding Resident A not returning to the facility and allegedly giving Ms. Bowers \$38 which was not returned. Michigan State Police confirmed that a co-occurring investigation was submitted to the office of the prosecuting attorney for review. As such, the licensee took immediate action and assured Resident A's need for protection from moral and financial exploitation was attended to at all times by calling in a missing persons report on 06/20/2022 when Resident A did not return to the facility, picking Resident A up when she called on 06/26/2022 asking for assistance, and terminating direct care staff member Lisa Bowers employment upon learning her involvement in Resident A's time away from the facility.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.14204	Direct care staff; qualifications and training.
	<p>(2) Direct care staff shall possess all of the following qualifications:</p> <p>(b) Be capable of appropriately handling emergency situations.</p>
ANALYSIS:	<p>Direct care staff member Lisa Bowers did not contact the facility or law enforcement after locating Resident A or having her in her home for a number of days. Ms. Bowers did not appropriately handle the emergency even though she knew Resident A had been missing from the facility without her prescription medication for a number of days. She did not take any steps to get Resident A her medication or return her to the AFC facility.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend that the current license status continue.



08/17/2022

Eli DeLeon
Licensing Consultant

Date

Approved By:



08/23/2022

Dawn N. Timm
Area Manager

Date