



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

May 22, 2023

Kristine Curtis  
Impact Inc.  
1001 Military St  
Port Huron, MI 48060

RE: License #: AS740012984  
Investigation #: 2023A0580031  
Simpson House

Dear Mrs. Curtis:

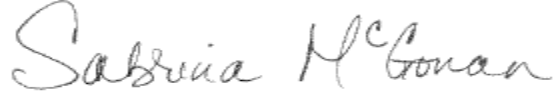
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 feel free to 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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Sabrina McGowan".

Sabrina McGowan, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(810) 835-1019

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS740012984
<b>Investigation #:</b>	2023A0580031
<b>Complaint Receipt Date:</b>	04/05/2023
<b>Investigation Initiation Date:</b>	04/06/2023
<b>Report Due Date:</b>	06/04/2023
<b>Licensee Name:</b>	Impact Inc.
<b>Licensee Address:</b>	1001 Military St Port Huron, MI 48060
<b>Licensee Telephone #:</b>	(810) 985-5437
<b>Administrator:</b>	Aaron Foote
<b>Licensee Designee:</b>	Kristine Curtis
<b>Name of Facility:</b>	Simpson House
<b>Facility Address:</b>	3240 Simpson Rd Fort Gratiot, MI 48059
<b>Facility Telephone #:</b>	(810) 294-5303
<b>Original Issuance Date:</b>	06/21/1979
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/04/2021
<b>Expiration Date:</b>	05/03/2023
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
There is a total of \$700 missing from all six residents personal allowance funds.	Yes

**III. METHODOLOGY**

04/05/2023	Special Investigation Intake 2023A0580031
04/05/2023	APS Referral This complaint was denied by APS for investigation.
04/06/2023	Special Investigation Initiated - Telephone A call was made to Recipient Rights in St. Clair County.
04/07/2023	Contact - Telephone call received Call received from Mr. Aaron Foote, License Administrator.
04/07/2023	Contact - Telephone call received A call was received from Ms. Telly Delor, Recipient Rights, St. Clair County.
04/11/2023	Contact - Document Received Documents requested received via email.
04/24/2023	Contact - Telephone call made Spoke with direct staff Ms. Tonia Rock.
04/24/2023	Contact - Telephone call made Spoke with direct staff Ms. Cassey Cadreau.
04/24/2023	Contact - Telephone call made Spoke with direct staff Ms. Vicki Partaka.
04/24/2023	Contact - Telephone call made Spoke with direct staff Ms. Talisha Pettitt.
04/27/2023	Inspection Completed On-site Interviews with AFC direct staff members, Dennis Loxton, Sara Cassidy, and Grace Butterfied.
04/27/2023	Contact - Face to Face Interview with staff, Ms. Mary Mackey.

05/15/2023	Contact - Telephone call made Call to Deputy Neterer of St. Clair County Sheriff's Department.
05/17/2023	Contact - Telephone call made Call to Ms. Jamie Pollauf, former home manager.
05/17/2023	Contact - Telephone call made Call from Mr. Aaron Foote, license administrator.
05/18/2023	Contact - Document Sent Email from Ms. Delor, Recipient Rights.
05/19/2023	Contact - Telephone call received Spoke with Deputy Neterer.
05/22/2023	Exit Conference Exit conference with the licensee designee, Ms. Kristine Kurtis.

**ALLEGATION:**

There is a total of \$700 missing from all six residents personal allowance funds.

**INVESTIGATION:**

On 04/05/2023, I received a complaint via BCAL Online complaints. This complaint was denied by APS for investigation.

On 04/06/2023, I placed a call to Recipient Rights in St. Clair County. I spoke with Ms. Sandy O'Neil, Secretary. She was not sure if the complaint had been received by their office and would have someone follow-up with a return call.

On 04/07/2023, I received a call from Mr. Aaron Foote, license administrator. He shared that upon auditing the resident funds at the Simpson House, it was discovered that the resident funds were missing. The home manager, Ms. Jamie Pollauf is the only person who has access to the resident funds, which are kept in a safe. This audit occurred while Ms. Pollauf was out of the office for 3-day personal leave. Ms. Pollauf has been placed on administrative leave until an internal investigation is complete. The residents' funds will be replaced. Documentation and phone contact information for staff was requested.

On 04/07/2023, I spoke with Ms. Telly Delor, Recipient Rights Director. She shared that Mr. Foote contacted their office on 04/05/2023 and filed his own complaint. He was advised to file a complaint with AFC licensing as well. Mr. Foote shared that the

residents' funds are maintained in a safe, with the supervisor, Ms. Jamie Pollauf being the only person who has access. In addition to the missing funds, it appears as if \$64 payments made to the residents in February 2023 were never added to their accounts.

On 04/11/2023, I received an email copy of staff contact information and the current resident funds sheets for each resident for which funds are kept.

The Resident Funds sheet for Resident A indicates that she had a \$114.36 balance effective 03/10/2023. Mr. Foote reported that the funds balance on hand for Resident A was audited at \$2.04. This leaves a difference of \$112.32 missing.

On The Resident Funds sheet for Resident B indicates that she had a \$68.01 balance effective 03/24/2023. Mr. Foote reported that the funds balance on hand for Resident B was audited at \$0. This leaves a difference of \$68.01 missing.

On The Resident Funds sheet for Resident C indicates that she had a \$98.22 balance effective 03/06/2023. Mr. Foote reported that the funds balance on hand for Resident C was audited at \$0. This leaves a difference of \$98.22 missing.

On The Resident Funds sheet for Resident D indicates that she had a balance of \$257.24 for Resident D on 03/07/2023. The ending balance for Resident D was recorded at \$112.75 effective 03/10/2023. Mr. Foote reported that the funds balance on hand for Resident D was audited at \$1.72. This leaves a difference of \$111.03 missing.

On The Resident Funds sheet for Resident E indicates that she had a \$242.60 balance on 03/07/2023. The ending balance for Resident E was recorded at \$202.69 effective 03/13/2023. Mr. Foote reported that the funds balance on hand for Resident E was audited at \$1.60. This leaves a difference of \$201.09 missing.

On The Resident Funds sheet for Resident F indicates that she had a \$195.90 balance effective 03/07/2023. Mr. Foote reported that the funds balance on hand for Resident F was audited at \$0.74. This leaves a difference of \$195.16 missing.

While onsite, the license renewal inspection was conducted. Due to the resident funds II sheets observed in the documentation provided on 04/11/2023 and at the renewal inspection, the violation of licensing rule R 400.14315(6), was established in Renewal Licensing Study Report dated 05/04/2023. This was due to residents' personal funds being over \$200.

On 04/24/2023, I spoke with direct staff Ms. Tonia Rock. She reported that she works as midnight staff at Simpson House. Ms. Rock stated that she does not access the residents' funds, nor does she know where the funds are kept.

On 04/24/2023, I spoke with direct staff Ms. Vicki Partaka. She reported that she works as midnight staff at Simpson House. Ms. Rock stated that she is aware of the

allegations that some money has come up missing. She does not access the residents' funds.

On 04/24/2023, I spoke with direct staff Ms. Cassey Cadreau. She stated that she typically works for one of the other homes within the corporation, however, she is currently working as midnight staff at Simpson House on a 3-month temporary basis, covering for staff currently on sick leave. Ms. Rock stated that she is aware of the allegations that some money has come up missing. She does not access funds or medication while temporarily working in the home.

On 04/24/2023, I spoke with direct staff Ms. Talisha Pettitt. Ms. Pettitt stated that she separated her employment with the corporation an estimated 2 weeks ago. She typically worked for one of the other homes within the corporation, however, due to their being no residents there, she was moved over to Simpson House. Ms. Pettitt stated that she worked 2<sup>nd</sup> shift in the home for about a month. During her time there she did not have access to the residents' funds. She recalled that residents' funds were accessed by the manager, Ms. Jamie Pollauf or Ms. Mary Mackey.

On 04/27/2023, I conducted an onsite inspection at Simpson House AFC. Interviews were conducted with AFC direct staff members, Mr. Dennis Loxton, Ms. Sara Cassidy, and Ms. Grace Butterfield. Each staff denied that they had any access to the residents' funds. Each staff stated that the manager, Ms. Jamie Pollauf was the only person who had access to the funds.

On 04/27/2023, I spoke with staff, Ms. Mary Mackey who denied that she ever had access to the residents' funds in the home. To her knowledge, Ms. Pollauf was the only person with access.

On 05/15/2023, I placed a call to Deputy Neterer of St. Clair County Sheriff's Department. A voice mail message was left requesting a return call.

On 05/17/2023, I placed a phone call to Ms. Pollauf. The number is no longer in service.

On 05/17/2023, I spoke with Mr. Foote regarding any further contact with staff, Ms. Pollauf. He stated that the corporation was advised by an employment attorney, not to interview Ms. Pollauf. Ms. Pollauf was terminated effective 04/07/2023 for violation of corporation policies. He also shared that it is his understanding that the police were unable to do anything with this complaint.

On 05/18/2023, I received a follow-up email from Ms. Delor of Recipient Rights. She stated that RR has not has any contact with the accused, Ms. Pollauf. She adds that their office will substantiate exploitation against the former supervisor, Ms. Pollauf.

On 05/19/2023, I spoke with Deputy Neterer. He shared that in his interview with Ms. Pollauf, she denied the allegations that she stole the money from the AFC home. With

their being no video evidence or other witnesses, unfortunately there is not enough evidence to rise to the level of a criminal charge.

<b>APPLICABLE RULE</b>	
<b>R 400.14315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(10) A licensee, administrator, direct care staff, other employees, volunteers under the direction of the licensee, and members of their families shall not accept, take, or borrow money or valuables from a resident, even with the consent of the resident.</b>
<b>ANALYSIS:</b>	<p>It was alleged that There is a total of \$700 missing from all six residents personal allowance funds.</p> <p>License administrator, Mr. Aaron Foote, stated that upon auditing the residents' funds at the Simpson House, it was discovered that the residents' funds were missing. Home manager, Ms. Jamie Pollauf is the only person who has access to the residents' funds, which are kept in a safe. Resident accounts will be made whole.</p> <p>Resident A was audited at \$112.32 missing funds.</p> <p>Resident B was audited at \$68.01 missing funds.</p> <p>Resident C was audited at \$98.22 missing funds.</p> <p>Resident D was audited at \$111.03 missing funds.</p> <p>Resident E was audited at \$201.09 missing funds.</p> <p>Resident F was audited at \$195.16 missing funds.</p> <p>All current staff interviewed denied having access to the residents' funds. The number provided for former staff; Ms. Jamie Pollauf is no longer in service.</p> <p>Ms. Delor, Recipient Rights stated their office will substantiate exploitation against the former supervisor, Ms. Pollauf.</p>



	<p>Deputy Neterer, St. Clair County Sheriff's Department, stated that in his interview with Ms. Pollauf, she denied the allegations that she stole the money from the AFC home. There is not enough evidence to rise to the level of a criminal charge.</p> <p>Based on the interviews conducted with the license administrator, Mr. Aaron Foote, Simpson House AFC staff, Deputy Neterer of St. Clair County Sheriff's Department, Ms. Telly Delor, Recipient Rights Director in St. Clair County and the documents reviewed, there is enough evidence to support the rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 05/22/2023, I conducted an exit conference with the licensee designee, Ms. Kristine Kurtis. Ms. Kurtis was informed of the findings of this investigation.

#### IV. RECOMMENDATION

Upon the receipt of an approved corrective action plan, no change to the license is recommended.

 May 22, 2023

\_\_\_\_\_  
 Sabrina McGowan Date  
 Licensing Consultant

Approved By:

 May 22, 2023

\_\_\_\_\_  
 Mary E. Holton Date  
 Area Manager