



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

June 12, 2023

Patti Holland  
801 W Geneva Dr.  
Dewitt, MI 48820

RE: License #: AM330008452  
Investigation #: 2023A1033044  
Pleasant View AFC

Dear Patti Holland:

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) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Jana Lipps". The signature is written in black ink on a white background.

Jana Lipps, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM330008452
<b>Investigation #:</b>	2023A1033044
<b>Complaint Receipt Date:</b>	04/27/2023
<b>Investigation Initiation Date:</b>	04/27/2023
<b>Report Due Date:</b>	06/26/2023
<b>Licensee Name:</b>	Patti Holland
<b>Licensee Address:</b>	801 W Geneva Dr. Dewitt, MI 48820
<b>Licensee Telephone #:</b>	(517) 669-8457
<b>Administrator:</b>	Patti Holland
<b>Licensee:</b>	Patti Holland
<b>Name of Facility:</b>	Pleasant View AFC
<b>Facility Address:</b>	3016 Risdale Lansing, MI 48911
<b>Facility Telephone #:</b>	(517) 394-6748
<b>Original Issuance Date:</b>	12/12/1992
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	01/22/2022
<b>Expiration Date:</b>	01/21/2024
<b>Capacity:</b>	12
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

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**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Guardian C1/D1 is concerned that direct care staff/home manager, Chastidy Johnston, has mismanaged resident funds for his two wards, Resident C and Resident D. Unexplained withdrawals appear on resident bank accounts and Ms. Johnston is the one who controls the bank cards.	Yes

**III. METHODOLOGY**

04/27/2023	Special Investigation Intake 2023A1033044
04/27/2023	Special Investigation Initiated - Telephone Interview with Complainant via telephone.
04/27/2023	Contact - Telephone call made Interview with Guardian A1/BI via telephone.
05/04/2023	Inspection Completed On-site Interview with direct care staff, Taleah Etchison & Christina Alicea, review of resident records initiated.
05/11/2023	Inspection Completed On-site Interview with direct care staff, Taleah Etchison & Alexis Gilliam.
05/16/2023	Contact - Face to Face Interview with direct care staff/home manager, Chastidy Johnston, and licensee designee, Patti Holland, on-site. Review of resident funds and resident funds documentation.
05/16/2023	Exit Conference- Conducted on-site with licensee, Patti Holland.
05/31/2023	APS Referral- Referred to APS, per protocol.
05/31/2023	Inspection Completed-BCAL Sub. Compliance

***\*To maintain the coding consistency of residents across several investigations, the residents in this special investigation are not identified in sequential order.***

## **ALLEGATION:**

**Guardian C1/D1 is concerned that direct care staff/home manager, Chastidy Johnston, has mismanaged resident funds for his two wards, Resident C and Resident D. Unexplained withdrawals appear on resident bank accounts and Ms. Johnston is the one who controls the bank cards.**

## **INVESTIGATION:**

On 4/27/23 I received a complaint regarding the Pleasant View AFC, adult foster care facility, (the facility). The complaint alleged that direct care staff/home manager, Chastidy Johnston, had mismanaged resident funds for Resident C and Resident D. The complaint alleged that Ms. Johnston was responsible for both, Resident C and Resident D's bank cards and there was evidence of unexplained withdrawals on their bank statements. On 4/27/23 I interviewed Complainant via telephone. Complainant noted that Resident C and Resident D no longer reside at the facility and that Guardian C1/D1 has additional information regarding the complaint.

On 4/27/23, I interviewed Guardian C1/D1 via telephone. Guardian C1/D1 reported that Resident C receives a \$60 deposit on his debit card each month for his monthly spending money. He reported that Resident C had access to his own card and was keeping the debit card in his wallet. When Guardian C1/D1 moved Resident C from the facility at the beginning of April 2023, the card was no longer in Resident C's wallet. Guardian C1/D1 inquired where the debit card was and was told that Ms. Johnston was holding Resident C's debit card. Guardian C1/D1 reported that he observed several large withdrawals from Resident C's bank account at local liquor stores or Quality Dairy and he was unsure why Resident C would have been withdrawing such large sums. Guardian C1/D1 further reported Resident D also has a debit card with cash funds that can be accessed, and the facility staff was managing this debit card as Resident D is non-verbal and not able to manage his own finances. Guardian C1/D1 reported there were concerning withdrawals made on Resident D's bank account as well through ATM debits, also at liquor stores and Quality Dairy. Guardian C1/D1 reported he did not authorize these large transactions that occurred on either residents' debit cards and has no record from the direct care staff as to what the money was spent on for either Resident C or Resident D.

On 5/4/23 I completed an on-site investigation at the facility. I interviewed direct care staff, Taleah Etchison. I requested to review the *Resident Funds Part I* and *Resident Funds Part II* forms for Resident C and Resident D. These forms could not be located during this on-site investigation. Ms. Etchison reported that both Resident C and Resident D had moved from the facility in early April 2023, and she was not certain where their complete files were now located. She further reported that cash funds for the residents are not kept on-site as Ms. Johnston keeps the funds with her and not at the facility. Ms. Etchison reported that Resident C was receiving cash funds and then was switched to a debit card system. She reported that he was not comfortable with how to use the debit card and Ms. Johnston took over managing

the debit card for Resident C. Ms. Etchison reported that she was not aware of how Ms. Johnston spent the money on the debit card or whether cash withdrawals were given to Resident C to manage. Ms. Etchison reported Resident D was not able to manage his own debit card and Ms. Johnston managed Resident D's debit card while he was living at the facility. She reported Resident D rarely received any purchased goods from the store. She reported she would be uncertain as to what Ms. Johnston was purchasing for Resident D, if anything, as Resident D was not able to make his needs known due to being non-verbal. She reported she did not see him with additional snacks, new clothing, or any other new personal items that would account for the money being used from his debit card. Ms. Etchison reported that her knowledge of the resident funds system at the facility is that the residents receive, "Patti Bucks." She reported that "Patti Bucks" are Monopoly money that Ms. Johnston gives to the residents at the beginning of the month, and they can tell Ms. Johnston what they want from the store and then pay her with "Patti Bucks" when she delivers the requested items. She reported that if the resident has leftover "Patti Bucks" at the end of the month then licensee, Patti Holland, exchanges the remaining "Patti Bucks" for cash.

On 5/11/23, during a second on-site investigation to the facility, I interviewed direct care staff, Alexis Gilliam. Ms. Gilliam reported that she was unaware of how the resident funds are managed by Ms. Johnston. She reported she was aware Ms. Johnston is responsible for resident funds. She reported she was aware of the "Patti Buck's" system and reported that residents are given Monopoly money at the beginning of the month to exchange for items they want from the store. If they have remaining Monopoly money at the end of the month then this money is exchanged for cash.

On 5/16/23, during a third on-site investigation to the facility, I interviewed licensee, Patti Holland. Ms. Holland reported that Ms. Johnston has been managing the cash funds for all residents who require this assistance. She reported that Ms. Johnston has made her aware that she has fallen behind on documenting receipts and cash transactions for residents. She reported that Ms. Johnston is trying to go back and update the *Resident Funds Part II* forms for these residents, but she has not been successful in bringing these documents up to date. Ms. Holland reported that she has been using a system called "Patti Bucks" for the residents. She reported that the "Patti Bucks" represent her own personal money that she gives to residents to purchase personal items. She reported that most of the residents do not receive much in the form of cash allowances per month, so she supplements them with her own income. Ms. Holland reported that the residents are provided with \$150 of Monopoly money each month and tell Ms. Johnston what to purchase for them. She reported that if they have additional "Patti Bucks" available at the end of the month they will exchange this Monopoly money for cash.

During on-site investigation on 5/16/23 I interviewed Ms. Johnston. Ms. Johnston reported that she does manage resident funds for the residents who require this assistance. She reported she did manage the debit cards for Resident C and

Resident D, while they were residing at the facility. She reported that she has fallen behind on tracking resident funds transactions and obtaining signatures from residents and guardians. Ms. Johnston reported Resident C was receiving \$60 cash each month prior to November 2022. She reported that starting November 2022 Resident C was switched to a debit card system. She reported Resident C did not like the debit card and he wanted Ms. Johnston to manage the debit card for him. She reported she withdrew \$200 from the debit card in February 2023 and gave the cash to Resident C. She reported she had him sign for this transaction. Ms. Johnston reported that she managed Resident D's debit card as he was unable to manage it on his own. She reported that she would make cash withdrawals with the debit card and this money would be used to buy him pop, snacks, and take him to the movies. She reported she has not kept up with documenting these transactions and was not able to present receipts that reflected these purchases on this date. I asked Ms. Johnston to demonstrate how cash funds are stored on site for resident use. Ms. Johnston presented a zipped pouch that contained a significant amount of cash. She reported that this is the cash funds for the residents of the home. The funds were not separated by resident, and she was not able to determine which funds belonged to which resident.

During on-site investigation on 5/16/23 I reviewed the receipts and documentation that Ms. Johnston provided for resident funds transactions for Resident B, Resident C, Resident D, & Resident H. Ms. Johnston presented a form titled, *Consumer Funds*, documenting the following:

- Resident B's, *Consumer Funds* form for January 2023 and February 2023.
  - The January 2023 document for Resident B noted the following transactions:
    - 1/1/23: "balance forward" \$3.73
    - 1/1/23: "Deposit" \$200.00
    - 1/2/23: "Goodwill" -10.15
    - 1/5/23: "Movies" -9.00
    - 1/5/23: "Movies/Snack" -9.53
  - The February 2023 document for Resident B noted the following transactions:
    - 2/1: "Chinese food" -\$17.44
  - Neither of the *Consumer Funds* forms presented for Resident B had signatures of the Consumer, or a calculation of the remaining balance after transactions occurred.
- Resident C's, *Consumer Funds* form for January 2023 and February 2023.
  - The January 2023 document for Resident C noted the following transactions:
    - 1/19: "Snacks-pop" -63.24
  - The February 2023 document for Resident C noted the following transactions:
    - "Balance Forward" -\$63.24

- Neither of the *Consumer Funds* forms presented for Resident C had signatures of the Consumer/Guardian C1/D1, or a calculation of the remaining balance after transactions occurred.
- Resident D's *Consumer Funds* form for January 2023 and February 2023.
  - The January 2023 document for Resident D noted the following transactions:
    - 12/29: "Balance Forward" \$180.00
  - The February 2023 document for Resident D noted the following transactions:
    - 2/10: "Clothes" -26.02
    - 2/28: "Clothes" -12.00
  - Neither of the *Consumer Funds* forms presented for Resident D had signatures of the Consumer/Guardian C1/D1, or a calculation of the remaining balance after transactions occurred.
- Resident H's *Consumer Funds* form for January 2023 & February 2023.
  - The January 2023 document for Resident H noted the following transactions:
    - 1/23/23: "Comforter" -32.00
  - The February 2023 document for Resident H noted the following transactions:
    - 2/28: "Clothing" -47.00
  - Neither of the *Consumer Funds* forms presented for Resident B had signatures of the Consumer, or a calculation of the remaining balance after transactions occurred.

In addition to the Consumer Funds forms that were presented by Ms. Johnston I was given a scrap piece of paper dated, 2/19/23, that read, "I gave [Resident C] his \$200 cash for spending." This piece of paper was signed by Ms. Johnston and [Resident C].

During on-site investigation on 5/4/23 I reviewed resident records for Resident B, Resident C, and Resident D. I reviewed the *Resident Care Agreement (RCA)* form for these residents and found:

- Resident D's RCA was dated 11/2/22 and indicated on page 1, "I agree to entrust the following to the license for safekeeping, if this option is available:" There is an option to check "funds" or "valuables" and neither option has been selected, however, the "I agree" option was selected on this form.
- Resident B's RCA was dated 10/27/22 and indicated on page 1 "I agree to entrust the following to the license for safekeeping, if this option is available:" On this RCA form "Funds" was selected in this section.
- Resident C's RCA was dated 11/2/22 and on page 1 under the same section as Resident D and B, there was no agreement or disagreement selected regarding managing of resident funds.

On 4/27/23 I reviewed a document titled, *[Resident D] – Tri County Guardianship Services*, which detailed the bank account transactions for Resident D's debit card

for the dates 1/1/23 – 4/27/23. The reported noted the following transactions on Resident D’s debit card:

- 12/29/22: “ATM Cash Withdrawal” “Completed OK” \$43.00
- 12/29/22: “ATM Cash Withdrawal” “Completed OK” \$143.00
- 12/29/22: “ATM Cash Withdrawal” “Completed OK” \$43.00
- 1/20/23: “ATM Cash Withdrawal” “Completed OK” \$60.00
- 3/14/23: “ATM Cash Withdrawal” “Completed OK” \$103.00

On 4/27/23 I reviewed a document titled, *[Resident C] – Tri County Guardianship Services*, which detailed the bank account transactions for Resident C’s debit card for the dates 1/1/23 – 4/27/23. The report noted the following transactions on Resident C’s debit card:

- 12/28/22: “Purchase” “Completed OK” \$14.81
- 2/18/23: “ATM Cash Withdrawal” “Completed OK” \$300.00
- 2/19/23: “ATM Cash Withdrawal” “Completed OK” \$63.50
- 2/22/23: “ATM Cash Withdrawal” “Completed OK” \$33.50
- 3/10/23: “ATM Cash Withdrawal” “Insufficient funds” \$103.00
- 3/10/23: “ATM Cash Withdrawal” “Completed OK” \$53.00
- 3/14/23: “ATM Cash Withdrawal” “Insufficient funds” \$63.00

<b>APPLICABLE RULE</b>	
<b>R 400.14315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(8) All resident fund transactions shall require the signature of the resident or the resident's designated representative and the licensee or prior written approval from the resident or the resident's designated representative.</b>

<b>ANALYSIS:</b>	<p>After review of resident records for Resident B, C, and D, it was identified that Ms. Johnston is not documenting resident funds transactions on the <i>Resident Funds Part II</i> form as required. The <i>Consumer Funds</i> document that Ms. Johnston substituted for the <i>Resident Funds Part II</i> form had a section for the resident/resident representative signature, but there were no signatures documented on any of the <i>Consumer Funds</i> documents that were reviewed in this investigation. Ms. Johnston was able to demonstrate a piece of paper with Resident C's signature acknowledging the receipt of \$200 cash on 2/19/23, but this signature was not documented on the proper form and this signature was not that of his legal representative for financial matters, Guardian C1/D1. Furthermore, the transactions on the <i>Consumer Funds</i> forms, for Resident C and Resident D, do not reflect the transactions listed on the <i>Tri-County Guardianship Services</i> documents for these residents.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14301</b>	<b>Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.</b>
	<p><b>(6) At the time of a resident's admission, a licensee shall complete a written resident care agreement. A resident care agreement is the document which is established between the resident or the resident's designated representative, the responsible agency, if applicable, and the licensee and which specifies the responsibilities of each party. A resident care agreement shall include all of the following:</b></p> <p><b>(k) A description of how a resident's funds and valuables will be handled and how the incidental needs of the resident will be met.</b></p>

<b>ANALYSIS:</b>	After review of the <i>Resident Care Agreement</i> forms for Residents B, C, and D, it was identified that the forms did not accurately notate the handling of resident funds for Resident C and D. Based on the interview with Ms. Johnston, she was actively managing the debit cards for Resident C & Resident D, however on Resident C's <i>Resident Care Agreement</i> form it was not dictated that funds were to be managed by the direct care staff. On Resident D's <i>Resident Care Agreement</i> , the section referencing resident funds was incomplete and missing notations.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(11) A licensee shall obtain prior written approval from a resident and his or her designated representative before charges are made to a resident's account.</b>
<b>ANALYSIS:</b>	Upon review of the <i>Resident Care Agreement</i> form for Resident C, it was identified direct care staff were not given permission from Guardian C1/D1 to manage resident funds for Resident C. Ms. Johnston reported she became involved in managing Resident C's debit card in November 2022 when he switched from cash funds to a debit card, yet the <i>Resident Care Agreement</i> form for Resident C was not updated to reflect this change.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(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.</b>

<b>ANALYSIS:</b>	Based upon review of resident records for Residents B, C, D, and H, it can be determined that Ms. Johnston is not tracking resident funds on the department approved form, instead using the Community Mental Health, <i>Consumer Funds</i> form.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an approved corrective action plan. No change to the status of the license recommended at this time.



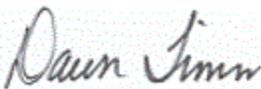
06/01/23

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Jana Lipps  
Licensing Consultant

Date

Approved By:



06/12/2023

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Dawn N. Timm  
Area Manager

Date