



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

October 6, 2023

Janet Difazio
Spectrum Community Services
Suite 700
185 E. Main St
Benton Harbor, MI 49022

RE: License #: AS630397254
Investigation #: 2023A0611029
Leidich Home

Dear Mrs. Difazio:

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 (248) 975-5053.

Sincerely,

A handwritten signature in grey ink that reads "Sheena Worthy".

Sheena Worthy, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3026 W. Grand Blvd, Suite 9-100
Detroit, MI 48202

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630397254
Investigation #:	2023A0611029
Complaint Receipt Date:	08/07/2023
Investigation Initiation Date:	08/08/2023
Report Due Date:	10/06/2023
Licensee Name:	Spectrum Community Services
Licensee Address:	Suite 700 185 E. Main St Benton Harbor, MI 49022
Licensee Telephone #:	(734) 458-8729
Administrator:	Janet Difazio
Licensee Designee:	Janet Difazio
Name of Facility:	Leidich Home
Facility Address:	1087 Leidich Lake Orion, MI 48362
Facility Telephone #:	(248) 693-4957
Original Issuance Date:	06/18/2019
License Status:	REGULAR
Effective Date:	06/14/2022
Expiration Date:	06/13/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
The Leidich home is using Resident J funds to pay for trips (upcoming trip August 25 th and 26 th) and flowers for the home over the summer.	Yes
Not enough food is being kept in the house to make appropriate meals.	No
The residents are not being bathed and/or changed regularly.	Yes
Additional Findings	Yes

III. METHODOLOGY

08/07/2023	Special Investigation Intake 2023A0611029
08/08/2023	Special Investigation Initiated - Letter An email was sent to the recipient rights specialist, Rishon Kimble regarding the allegations.
08/08/2023	APS Referral An Adult Protective Services (APS) referral was made.
08/23/2023	Inspection Completed On-site I completed an unannounced onsite. I interviewed the home manager, Crystal Lewis, Resident J and Resident S. I received copies of Resident J's individual plan of service (IPOS), Resident J and Resident S funds part II, receipts, Resident S and Resident R brief change record and BM record.
08/24/2023	Contact - Telephone call made I made a telephone call to staff member, Martina Pierce. The allegations were discussed.
08/24/2023	Contact - Telephone call made I made a telephone call to staff member, Tamika Johnson. The allegations were discussed.
08/24/2023	Contact - Telephone call made I made a telephone call to Resident J's guardian. The allegations were discussed.

08/24/2023	Contact - Telephone call made I left a voice message for staff member, Karla Haig requesting a call back.
08/24/2023	Contact – Document Received I received a copy of Resident J and Resident S resident care agreements.
08/24/2023	Exit Conference I received a return phone call from the licensee designee, Janet Difazio. An exit conference was complete.
08/25/2023	Contact - Telephone call made I left a voice message for staff member, Karla Haig requesting a call back.
08/25/2023	Contact - Telephone call made I received a return phone call from Resident J's guardian. Additional information was provided.
08/25/2023	Contact - Telephone call made I made a telephone call to the licensee designee, Janet DiFazio. Additional information was provided.
08/25/2023	Contact – Telephone call made I made a phone call to an anonymous source. The allegations were discussed.
08/25/2023	Contact – Document Received I reviewed Resident J's funds part II regarding his cash on hand for the timeframe of January 2023 through August 2023. I also reviewed receipts pertaining to Resident J's transactions. I also received bank receipts for Resident J, Resident S, and Resident I.
08/31/2023	Contact – Telephone call made I made a telephone call to an anonymous source to inquire about additional information.
08/31/2023	Contact – Document Received I received copies of Resident S funds part II and receipts regarding the Tiger's game tickets.
09/01/2023	Contact – Telephone call made I made a telephone call to staff member, Karla Haig. The allegations were discussed.

09/05/2023	Contact – Document Received I received a second copy of Resident J's resident care agreement including Ms. DiFazio signature.
09/06/2023	Contact – Telephone call made I made a telephone call to Mrs. Yost. The allegations were discussed.
09/06/2023	Contact – Telephone call made I left a voice message for staff member, Yvonne Cox requesting a call back.
09/08/2023	Contact – Telephone call made I made a telephone call to staff member, Tamika Johnson. Additional information was provided.
09/08/2023	Contact – Telephone call made I made a telephone call to the second anonymous person. The allegations were discussed.
09/08/2023	Contact – Face to Face I completed a second unannounced onsite. I obtained additional funds part II for every resident, BM records, brief change records, and outing logs.
09/12/2023	Contact – Telephone call made I made a telephone call to Resident J's guardian. Additional information was received.
09/12/2023	Contact – Telephone call made I made a telephone call to the second anonymous person. Additional information was received.
09/12/2023	Contact – Telephone call made I received a phone call from the assistant director from MOGI, Teresa Moore. The allegations were discussed.
09/12/2023	Exit conference I completed a second exit conference with the licensee designee, Janet DiFazio via telephone.

ALLEGATION:

The Leidich home is using Resident J funds to pay for trips (upcoming trip August 25th and 26th) and flowers for the home over the summer.

INVESTIGATION:

On 08/07/23, a complaint was received stating that the home is using Resident J's funds to pay for trips (upcoming trip August 25th and 26th) and flowers for the home over the summer. The complainant reports not enough food is being kept in the house to make appropriate meals and the residents are not being bathed and/or changed regularly.

On 08/23/23, I completed an unannounced onsite. I interviewed the home manager, Crystal Lewis, Resident J and Resident S. I received copies of Resident J's individual plan of service (IPOS), Resident J and Resident S funds part II, receipts, menu, Resident S and Resident R brief change record and BM record. I attempted to interview Resident R however, she would not engage.

On 08/23/23, I interviewed the home manager, Crystal Lewis. Regarding the allegations, Ms. Lewis stated Resident J and Resident S are scheduled to visit Frankenmuth from 08/25/23 to 08/27/23. Resident J and Resident S will be accompanied by staff member Tamika Johnson, and staff member Martina Pierce. Resident J and Resident S will leave for their trip at 1:00pm and return in the afternoon on 08/27/23. Resident J and Resident S have permission from their guardians to go to Frankenmuth. Ms. Lewis stated she will drive to Frankenmuth on 08/26/23, to relieve a staff member. Resident J and Resident S paid for this trip with their own money. Resident J enjoys going to Frankenmuth as he previously visited last month with his former foster parent.

Ms. Lewis stated she thinks the allegations came from staff member, Karla Haig. Ms. Haig was recently suspended for cutting Resident S hair. The staff are not allowed to cut any of the residents hair as haircuts must be performed by a professional. Ms. Lewis reported Ms. Haig actions to recipient rights. Resident S guardian did not want Ms. Haig to get in trouble because Ms. Haig works well with the residents. Ms. Haig was approved to return to work yesterday but, she will be working at a different AFC group home within the company.

Ms. Lewis stated Resident J has used his personal funds to purchase flowers for the yard at the AFC group home. Resident J planted the flowers in the yard as an activity. Ms. Lewis stated Resident S would be the best resident to interview as he can speak and comprehend well. Ms. Lewis stated Resident J cannot carry a conversation as he will say yes to every question.

On 08/23/23, I received a copy of Resident J and Resident S funds part II pertaining to their personal funds from their savings account that was spent on their trip to Frankenmuth. I also received a copy of Resident J's IPOS. The funds part II for Resident J is dated from 04/11/23 to 06/16/23. I observed a transaction on 06/11/23 for Bavarian Inn Lodge in the amount of \$773.14. The program administrator Constance Warren, signed under the guardian column for each transaction on the funds part II form. I received a copy of the receipt from Bavarian Inn Lodge dated 06/11/23. The receipt was for \$773.14. The receipt indicates the trip is for 08/25/23 to 08/27/23. I received a copy of three receipts including purchases for flowers for Resident J. One of the receipts are from Wojo's Green House (\$338.97) and; the other two receipts are from Menards (\$140.24, 57.02). The receipts are dated 06/05/23, 06/05/23, and 06/09/23. All of the transactions for the flowers are listed on Resident J's funds part II as well.

Resident S funds part II is dated 05/17/23 to 06/30/23. I observed a transaction on 06/11/23 for Bavarian Inn Lodge in the amount of \$547.14. The program administrator Constance Warren, signed under the guardian column for each transaction on the funds part II form. I received a copy of the receipt from Bavarian Inn Lodge dated 06/11/23. The receipt was for \$547.14. The receipt indicates the trip is for 08/25/23 to 08/27/23. I received two receipts including purchases for flowers for Resident S. One receipt is from Home Depot (\$131.34) and the second receipt is from Meijer (\$132.36). The receipts are dated 06/03/23 and 06/05/23. All of the transactions for the flowers are listed on Resident S funds part II as well.

I also observed on Resident J's funds part II dated 04/11/23 through 06/16/23, a deposit was made on 04/11/23 for \$350, and another deposit was made on 05/17/23 for \$2,300 which ended in a balance of \$2,650 until 06/03/23. Resident J's funds part II dated 08/01/23 through 08/31/23, indicates he had a balance of \$205.86 from 08/08/23 until 08/13/23. Resident J's funds part II dated 03/01/23 through 03/31/23, indicates he had a balance of \$359.59 on 03/30/23.

According to Resident S funds part II dated 05/17/23 to 06/30/23, a deposit was made on 05/17/23 for \$1,300. The balance remained \$1,300 until 06/03/23.

On 08/23/23, I interviewed Resident S. Resident S has lived in the home since 2019. Regarding the allegations, Resident S did not report any problems. Resident S stated he likes the current staff members. Resident S is treated well in the home and has what he needs. Resident S confirmed that he is going to Frankenmuth with Resident J. Resident S stated he has no idea who paid for his trip. Resident S denies buying flowers. Resident S stated the home manager gives him spending money and he can buy what he wants.

On 08/23/23, I interviewed Resident J. Resident J stated he does not know how long he has lived at the AFC group home but, he likes living here. Resident J stated there is nothing he doesn't like about the home. Resident J confirmed that he is going to Frankenmuth. Resident J stated he has his own money and he paid for his trip.

Resident J does not know how much it cost to go to Frankenmuth. Resident J does not know whether or not if staff has taken his money. Resident J denies buying flowers.

On 08/24/23, I made a telephone call to staff member Martina Pierce. Regarding the allegations, Ms. Pierce is not aware of any staff member misusing or stealing Resident J's personal funds. Ms. Pierce is aware of Resident J paying for his upcoming trip to Frankenmuth. Resident J also chose to purchase flowers to do gardening in the yard of the AFC group home. Resident J enjoys assisting staff with watering the flowers. Resident S also chose to purchase flowers for the garden at the AFC group home. Ms. Pierce stated Resident R also likes to assist with the garden.

On 08/24/23, I made a telephone call to staff member, Tamika Johnson. Regarding the allegations, Ms. Johnson is not aware of any staff member misusing Resident J's personal funds. Resident J chooses how he wants to spend his money. Ms. Johnson stated Resident J likes to buy flowers for the AFC group home and plant them in the yard as a group activity.

On 08/24/23, I received a return phone call from Resident J's guardian. Regarding the allegations, the guardian stated he has not visited the AFC group home since last year due to health issues. The guardian received a letter from the home manager requesting authorization to use Resident J's personal funds to pay for the staff and the other residents in the home expenses for events. The guardian stated he informed the licensee designee, Janet Difazio that he will not provide authorization. Ms. Difazio informed the guardian that she will take care of it. The guardian stated a few years ago the AFC group home used some of Resident J's personal funds to decorate the home. The guardian stated during this time he was not the guardian and; the previous guardian passed away 6-8 months ago. The guardian does not know if the previous guardian gave authorization for the AFC group home to use Resident J's personal funds to decorate the home.

On 08/24/23, I received a copy of Resident J and Resident S resident care agreements. Resident J's resident care agreement indicates that the licensee has the authority to manage funds and account for financial transactions and; any expenditures of personal funds over the amount of \$200 requires prior written approval. Resident J's resident care agreement is signed by his previous guardian. Resident J's resident care agreement is dated 01/08/23. The resident care agreement is not signed by the licensee designee, Janet DiFazio. On 09/05/23, Ms. DiFazio provided a copy of Resident J's resident care agreement including her signature dated 01/20/23.

Resident S resident care agreement indicates that the licensee has the authority to manage funds and account for financial transactions and; any expenditures of personal funds over the amount of \$200 requires prior written approval. Resident S resident care agreement is signed by his guardian and dated 12/28/22. The licensee designee, Janet DiFazio did not sign Resident S resident care agreement.

On 08/25/23, I received a return phone call from Resident J's guardian. The guardian confirmed that he gave authorization for Resident J to visit Frankenmuth this weekend (08/25/23-08/27/23).

On 08/25/23, I made a telephone call to the licensee designee, Janet DiFazio. Ms. DiFazio stated before Resident J's previous guardian passed away, she had permission from all of the residents guardians that when the residents go out to dinner each resident would take a turn with paying the bill. Ms. DiFazio stated Ms. Lewis sent Resident J's current guardian an email requesting permission for Resident J to pay for dinner for all the residents when it became his turn. Ms. DiFazio stated she explained this arrangement to Resident J's current guardian however; he has dementia and other health issues. Ms. DiFazio stated she no longer allows this to happen and now the residents are only responsible for paying their own bill whenever they go out to dinner.

Ms. DiFazio denied Resident J ever buying furniture for the AFC group home. Resident J's Medicaid will not allow Resident J to keep his benefits if he has more than \$2,000 in his savings account. Ms. DiFazio stated whenever Resident J's savings account reaches that limit, his guardian is contacted and asked what he wants the home to buy for Resident J. Ms. DiFazio stated Resident J's guardian often gets things confused as he will ask the AFC group home for copies regarding Resident J's trust fund account. Ms. DiFazio stated the AFC group home does not have any access to Resident J's trust fund account. Ms. DiFazio stated she always receives permission from Resident J's guardian before his personal funds are used.

On 08/25/23, I made a phone call to an anonymous source. The anonymous source stated there is a fraudulent transaction listed on the residents funds part II forms regarding an event. The program administrator, Constance Warren documented on all of the residents funds part II that the residents went to Canterbury Village Taco Fest on 06/14/23. The anonymous source stated none of the residents went to the Canterbury Village Taco Fest. The anonymous source also stated the Canterbury Village Taco fest was not held on 06/14/23. Th anonymous source provided a copy of the 2023 event schedule to confirm the correct date of the Canterbury Village Taco Fest was from June 23rd through June 25th. The anonymous source stated this was the only discrepancy that was found on the residents funds part II.

On 08/30/23, I received copies of Resident J's funds part II regarding his savings account for the month of January 2023, February 2023, April 2023, and June 2023. I also received copies of Resident J's bank statements for his savings account for the abovementioned months. The ending balance on the funds part II forms coincided with the ending balance on each bank statements.

On 08/31/23, I made a telephone call to the anonymous source. The anonymous source advised that additional discrepancies were discovered regarding Resident S and Resident I. On 06/16/23, a Tiger's game ticket was purchased for Resident S and for a staff member. The game was on 06/23/23. Resident S refused to go to the game. The anonymous source stated there is a receipt from Mrs. Yost stating Resident S was

given \$150 for spending money for the game. There is no record indicating that money was returned to Resident S funds given that he did not go to the game.

The anonymous source stated Resident I was hospitalized from 06/23/23 to 6/27/23. However, there are receipts that the residents were taken to Big Boy on 06/26/23. There is also a receipt for Resident I despite the fact she was in the hospital.

On 09/01/23, I made a return phone call to staff member, Karla Haig. Ms. Haig stated she is currently on medical leave until 09/07/23. Ms. Haig has been on medical leave since 08/25/23. Prior to 08/25/23, Ms. Haig was not on the staff schedule for two weeks as she was suspended on 08/06/23 for shaving Resident I's hair. Ms. Haig stated she will resume work at a different AFC group home (Adams home). Ms. Haig worked at Leidich Home for eight years primarily on the afternoon shift. Regarding the allegations, Ms. Haig stated around May 2023 she was at the AFC group home in the garage with Constance Warren, and staff member Yvonne Cox. While in the garage, Ms. Warren mentioned that Resident J needed to spend his money in order to keep his insurance. Ms. Haig stated later that day, Ms. Warren's daughter and her daughter's husband came to the AFC group home and; she saw Ms. Warren hand her daughter an envelope with cash in it. Ms. Haig stated there was anywhere from \$1,300 to \$1,500 dollars in the envelope. Ms. Warren asked her daughter to spend the money on flowers and decorations for the yard for the AFC group home.

Ms. Haig stated she does not know if Ms. Warren received permission from Resident J's guardian to spend his money on flowers. Ms. Haig assumes that Resident J's guardian did not give permission to use Resident J's money on flowers and/or decorations, since he did not approve the home to use Resident J's money to pay for other residents to go to Frankenmuth. Resident J's guardian did approve for Resident J to go to Frankenmuth on 08/25/23.

Ms. Haig stated the flowers were planted about four days later by Ms. Warren's daughter and the residents did not help. Ms. Haig was not present at the AFC group home when the flowers were planted. Ms. Warren sent Ms. Haig pictures of the flowers that were planted via text message. Ms. Haig does not recall if the pictures were sent to her directly via text or in a group text message with other co-workers. Ms. Haig also received a text message from Ms. Warren stating the flowers were planted by her daughter. Ms. Haig thinks this is the first-time flowers were bought for the AFC group home. Ms. Haig provided pictures via text of the flowers that were planted at the home. In the pictures there is a female, male and a young boy who appeared to be planting the flowers.

Ms. Haig stated she thinks Ms. Warren received permission from Resident J's previous guardian to spend Resident J's money on furniture for the home such as; a kitchen table and chairs. Ms. Haig stated this occurred either the end of last year or the beginning of 2023. Ms. Haig stated she wouldn't put it past Ms. Warren to deceive Resident S regarding his money. Ms. Haig stated it is possible for Ms. Warren to have Resident S to sign off on receiving an amount up to \$200 but only giving him a lesser amount than

what he signed off on and; pocket the rest of the money or spend it on another resident to go on an outing. Ms. Haig admits that she has no proof of Ms. Warren misusing and/or stealing Resident S or any other resident's money.

On 09/06/23, I made a telephone call to the program administrator, Constance Yost. Mrs. Yost advised that she recently changed her last name from Warren to Yost. Regarding the allegations, Mrs. Yost was promoted to program administrator in April 2023. Prior to Mrs. Yost promotion she was the quality coordinator. Mrs. Yost stated from February 2022 to June 2022 she was the home manager. Mrs. Yost stated she is aware of some of the allegations. Mrs. Yost stated she was informed that it was reported that money was spent for Resident J and Resident S to go on a trip that they weren't actually going on. Mrs. Yost stated this allegation is not true as Resident J and Resident S did go to Frankenmuth. Mrs. Yost stated she submitted receipts to a recipient rights specialist about 8-10 days ago. Mrs. Yost confirmed that if Resident J has more than \$2000 in his account, he will lose his Medicare and Medicaid benefits.

Mrs. Yost was also informed that the allegations had something to do with flowers being spent for the AFC group home. Mrs. Yost stated she was responsible for the residents funds up until Ms. Lewis became the home manager. During the month of May, Mrs. Yost was responsible for the residents funds. Mrs. Yost stated in May, she received permission from Resident J's guardian to spend Resident J's money on flowers for the AFC group home. Mrs. Yost stated she received permission over the telephone and via email. Mrs. Yost stated she provided a list of items that would be bought via email to Resident J's guardian as well. Mrs. Yost agreed to provide copies of the email from Resident J's guardian granting permission. Mrs. Yost stated about a year ago, Resident J's previous guardian provided permission to buy a recliner chair for his bedroom and a kitchen table for the home.

Mrs. Yost stated she and staff member, Tamika Johnson went to the store with Resident J and Resident S to buy flowers. Resident J and Resident S picked out the flowers they wanted to buy. Mrs. Yost stated she and staff helped Resident J and Resident S plant the flowers in the yard at the AFC group home. Mrs. Yost denied having any relatives that work at the AFC group home.

On 09/08/23, I made a telephone call to staff member Tamika Johnson. Ms. Johnson could not remember off hand if she went to the store with Mrs. Yost to buy the flowers for the home. Ms. Johnson stated she was at the AFC group home when the flowers were brought home. Ms. Johnson stated she helped Resident J, Resident S, and Resident R with planting the flowers. Ms. Johnson asked if she could call me back as she was in front of people she did not want to talk in front of.

On 09/08/23, I received a telephone call from staff member Tamika Johnson. Ms. Johnson stated she did not go to the store with Mrs. Yost to buy flowers. Ms. Johnson stated she does not know if Mrs. Yost has a daughter that came to the AFC group home.

On 09/08/23, I made a telephone call to a second anonymous person. Regarding the allegations, the second anonymous person described an instance in May when they were in the garage at the AFC group home with Ms. Haig, and Mrs. Yost. Mrs. Yost stated she had a couple of thousand dollars from Resident J's money to buy flowers. The second anonymous person stated Mrs. Yost daughter and her son in-law bought flowers for the home. The second anonymous person did not see Mrs. Yost hand her daughter or her son in-law any money. However, Mrs. Yost waited at the home for her daughter and son in-law to return with the flowers, the change from the purchase, and the receipt. Mrs. Yost came back to the AFC group home with her daughter and son in-law over the weekend and planted the flowers. The second anonymous person thinks the flowers were bought on a Wednesday or Thursday and planted on Saturday. Mrs. Yost stated she had permission to buy the flowers with Resident J's money. The second anonymous person does not know if Mrs. Yost actually spoke with Resident J's guardian.

The second anonymous person does not know if Resident J or any other resident helped with planting the flowers. The second anonymous person stated decorative items for the yard were also purchased such as a stone, a ball and a stand. The second anonymous person stated on Sunday there was some left-over flowers that did not get planted. The second anonymous person does not know if Ms. Johnson assisted with planting flowers.

The second anonymous person stated Mrs. Yost said that Resident J was going to pay for all of the residents to go to Frankenmuth. There was receipts on the employee desk. One receipt had "SK + staff" and the second receipt had "JN + staff". Mrs. Yost and her husband went to Frankenmuth to pay for all the residents hotel rooms and meals. The second anonymous person stated when Resident J's guardian found out about Frankenmuth, he did not approve for Resident J's money to be used to pay for the other residents expenses for Frankenmuth. The second anonymous person later discovered that the residents meals were not paid for in advance but, there was receipts saying that they were.

On 09/08/23, I completed a second unannounced onsite. Ms. Pierce was the only staff member present. Ms. Pierce does not have access to the residents part II forms as they are locked up inside the home. Ms. Pierce contacted Mrs. Yost and Mrs. Yost stated only Ms. Lewis has the key to the residents part II forms. Mrs. Yost confirmed that she will send me the documents I requested from her. I contacted Ms. Lewis and she stated she will meet me at the AFC group home.

Upon Ms. Lewis arrival she provided copies of Resident J's funds part II regarding his savings account for the remainder of the months (March and July) that were not sent to me on 08/30/23. Resident J's bank statements for the aforementioned months were provided as well. I also received Resident S funds part II regarding his savings account for the month of June and July along with the bank statements. A copy of a receipt for a

Tiger's game tickets, and a receipt for Resident S to receive \$150 for spending money for the Tiger's game was provided.

I received copies of Resident R funds part II regarding her allowance for the month of May, June, and July along with receipts. I received copies of Resident I's funds part II regarding her allowance for the month of May, June, and July along with receipts. I also received copies of Resident I's medical records regarding her admission into the hospital.

Moreover, I received a receipt for every resident stating each resident went to Canterbury Village Taco fest for a fee of \$20. Resident J, Resident S, and Resident R receipts indicate they went to the Canterbury Village Taco fest on 06/14/23 however; Resident I's receipt indicate she went to the Canterbury Village Taco fest on 06/11/23. Resident I funds part II form indicates she went to the Canterbury Village Taco fest on 06/11/23. Resident J, Resident S, and Resident R's funds part II form indicates they went to the Canterbury Village Taco fest on 06/14/23.

Furthermore, I received copies of receipts from Big Boy for every resident. The receipts are dated 06/26/23 between 5:04pm to 5:51pm. Resident R receipt is for \$23.12 including tip, Resident J receipt is for \$23.12 including tip, Resident S receipt is for \$20.47 including tip, Ms. Haig receipt is for \$26.35 including tip, and a receipt for Resident I is for \$22.12 including tip. (Resident I was in the hospital during this timeframe) The Big Boy transactions are included in all of the residents funds part II forms. Resident S funds part II form also indicates that he paid for a staff members meal (Ms. Haig) as well.

According to Resident J's funds part II for his savings account for the month of March and July, the ending balance on the funds part II forms coincided with the ending balance on each bank statements. A funds part II for the month of May was not provided regarding Resident J's savings account. A bank statement for the month of May was provided for Resident J which also included the month of April and June on the same bank statement.

According to Resident S funds part II for his savings account for the month of June and July, the ending balance on the funds part II forms coincides with the ending balance on each bank statements. According to Resident S funds part II for his cash allowance (initially received on 08/23/23), he was given \$150 for spending money for the Tiger's game however; there is nothing documented stating the money was returned to his funds when he did not go to the game.

According to Resident R funds part II for her personal allowance, I found a discrepancy regarding a purchased made at Yates store on 05/28/23. The receipt for this purchase is for \$6.25 however; on the funds part II form is indicates \$ 5.28 was spent at this store.

There were no discrepancies found regarding Resident I funds part II for her personal allowance with the exception of the month of June regarding the Canterbury Village

Taco fest and Big Boy. According to Resident I's medical records, she was admitted into the hospital on 06/23/23 and discharged on 06/27/23. Resident I received a follow up doctor's appointment on 07/05/23.

The outing logs received on 09/08/23, for Resident I indicate she was taken to the hospital on Friday June 23, 2023 around 3:00pm and returned to the home on June 27, 2023 at 3:50pm. The outing logs for Resident J listed his outings for May and June. There was nothing documented stating Resident J went to Canterbury Village Taco fest on 06/14/23. The outing log for Resident S listed his outings for the month of May.

Ms. Lewis confirmed the female, male, and young boy in the pictures that were received regarding the flowers, was Mrs. Yost daughter, son in-law and grandson.

On 09/12/23, I made a telephone call to second anonymous person. The second anonymous person stated they paid for all the residents meals at Big Boy including themselves and Ms. Haig. The second anonymous person confirmed that Resident I was not present at Big Boy as she was in the hospital. The second anonymous person took pictures of all the receipts and sent them to Mrs. Yost via text. Mrs. Yost advised that she will pick up the receipts from the home and reimburse the second anonymous person. The second anonymous person stated she was not reimbursed the full amount that she spent as she only received \$100 back when the total amount was \$115.18. Mrs. Yost informed the second anonymous person that staff are only reimbursed up to \$15 for their meals. The second anonymous person stated Mrs. Yost should have used Resident R, Resident J, and Resident S personal funds to reimburse the second anonymous person for paying for their meals. The funds to reimburse the second anonymous person for their meal and Ms. Haig meal should have come from the company's funds. However, as mentioned above, Resident S funds part II form indicates that he paid for a staff members meal as well. The second anonymous person stated she assumes that Mrs. Yost revised the receipts that were provided and took the anonymous person name off their receipt and replaced it with Resident I's name despite the fact Resident I was in the hospital during this time. Mrs. Yost may have done this in order to use Resident I's funds to reimburse the second anonymous person.

On 09/12/23, I made a telephone call to Resident J's guardian. Resident J's guardian confirmed that he did not grant permission for the AFC group home to purchase flowers for the home during the month of May. The guardian stated an auditor from Spectrum contacted him a few days ago and asked him if he gave authorization for the AFC group home to use Resident J's funds for flowers for the home and; he told them no. The guardian stated if there is any documentation stating he gave approval to buy flowers with Resident J's money it is fraudulent. The guardian stated currently the only thing he has authorized is for the AFC group home to pay for Resident J to attend two summer camps next year. The guardian is working with the licensee designee, Janet DiFazio regarding this.

On 09/12/23, I received a telephone call from Teresa Moore. Mrs. Moore is the assistant director at MOGI, and she works with Resident S guardian Jim Starks. Mrs. Moore

stated that authorization was not given to the AFC group home to use Resident S money to purchase flowers for the home. Mrs. Moore stated authorization was not given for the AFC group home to use Resident S money to purchase a Tiger's game ticket for a staff member. Mrs. Moore stated there has been instances where authorization has been given for Resident S funds to be used to pay for a fellow residents meal at a restaurant and/or a staff member. Mrs. Moore was informed that a resident cannot give an employee money.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(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.
ANALYSIS:	<p>Based on my findings and the information gathered, there is sufficient evidence to support the AFC group home has taken money from residents. According to Resident S funds part II form dated 06/01/23 through 06/30/23, a staff members meal at Big Boy's was paid for out of Resident S funds in the amount of \$26.35. In addition, Resident S funds part II form dated 05/17/23 through 06/30/23 indicates that he paid for his ticket and a staff members ticket for a Tiger's game for the amount of \$87.10 on 06/16/23. The receipt for the tigers tickets is for \$87.60. Resident S did not attend the Tiger's game. However, per Resident S funds part II form, it indicates he was given \$150 for spending money for the Tiger's game. There was no deposit documented on Resident S funds part II indicating the \$150 was returned to his funds.</p> <p>Furthermore, Mrs. Yost stated she received permission from Resident J's guardian to purchase flowers for the AFC group home. Mrs. Yost did not provide any proof that she received permission from Resident J's guardian to purchase flowers. On 09/12/23, the guardian confirmed that he did not authorize the AFC group home to use Resident J's money to purchase flowers.</p>
CONCLUSION:	VIOLATION ESTABLISHED

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:	<p>Based on my findings and information gathered, there is sufficient evidence to support that the licensee and/or AFC group home has accepted more than \$200 for a resident at the AFC group home. According to Resident J's funds part II dated 04/11/23 through 06/16/23, a deposit was made on 04/11/23 for \$350, and another deposit was made on 05/17/23 for \$2,300 which ended in a balance of \$2,650 until 06/03/23. Resident J's funds part II dated 08/01/23 through 08/31/23, indicates he had a balance of \$205.86 from 08/08/23 until 08/13/23. Resident J's funds part II dated 03/01/23 through 03/31/23, indicates he had a balance of \$359.59 on 03/30/23.</p> <p>According to Resident S funds part II dated 05/17/23 to 06/30/23, a deposit was made on 05/17/23 for \$1,300. The balance remained \$1,300 until 06/03/23.</p>
CONCLUSION:	VIOLATION ESTABLISHED

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>On 09/08/23, I received a copy of Resident I's medical records confirming that she was hospitalized on 06/23/23 through 06/27/23. I received receipts indicating all of the residents went to Big Boys on 06/26/23 including Resident I. It is not possible for Resident I to have been at Big Boy's as she was in the hospital during this timeframe. According to Resident I's funds part II, a withdrawal was made on 06/26/23 for Big Boy's in the amount of 22.12. The transaction was signed by Ms. Warren (Mrs. Yost).</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

The complainant reports not enough food is being kept in the house to make appropriate meals.

INVESTIGATION:

On 08/23/23, Ms. Lewis stated she does not know why the home is being accused of not having enough food because there is plenty of food in the home.

On 08/23/23, Resident S stated he eats three meals a day. Resident S stated there is always enough food in the home.

On 08/23/23, I observed plenty of food in the refrigerator, freezer, and the kitchen cabinets. I also observed a sufficient supply of food in the deep freezer in the garage.

On 08/24/23, Ms. Pierce stated there is always plenty of food in the home. The residents are served three meals a day and snacks in between.

On 08/24/23, Ms. Johnson stated the residents are served three meals a day and snacks.

On 09/01/23, Ms. Haig stated prior to Ms. Lewis becoming the home manager, there was an issue with not having enough food in the home. Ms. Haig stated there wouldn't be enough fruits or vegetables or enough food to prepare a full meal. For instance, the residents would be fed the same breakfast items for several days and/or they would only have spaghetti o's or beefaroni for lunch. Ms. Haig stated she would contact Ms. Warren to ask for petty cash (debit card) to buy food. Ms. Haig stated sometimes she would get a response from Ms. Warren and sometimes she wouldn't. Ms. Haig stated this would happen on a weekly basis until Ms. Lewis was hired in July 2023. Ms. Haig stated prior to Ms. Lewis becoming the home manger, Ms. Warren was considered the home manager but, she was not present in the home. Ms. Haig was instructed by Ms. Warren to not contact the licensee designee, Janet DiFazio for anything. Ms. Haig stated Ms. Warren would yell at her if she suggested to contact Ms. DiFazio.

On 09/06/23, Mrs. Yost stated she was informed by the home manager that it was reported that there wasn't enough food in the home. Mrs. Yost stated there is always enough food in the home. Mrs. Yost visits the home once a week to ensure the menu matches the food in the home. Mrs. Yost checks to see if the home needs anything such as cleaning supplies or paper products. Mrs. Yost stated these checks are apart of her "PA report".

On 09/08/23, The second anonymous person stated before Ms. Lewis became the home manager in July 2023, there was an issue with there not being enough food in the home. At times, there would be two packages of meat, and a few cans of vegetables.

There was no fresh fruit or vegetables in the home. Mrs. Yost would keep the bridge card locked up. The second anonymous person stated when Mrs. Yost would give the bridge card to Ms. Pierce, Ms. Pierce would only buy a few items that would be gone by the weekend. Ms. Haig would purchase food out of her own pocket and was never reimbursed. The second anonymous person stated when Mrs. Yost was contacted regarding buying food sometimes, she would forget to provide the bridge card and sometimes she wouldn't come to the home.

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:	During my onsite on 08/23/23, I observed plenty of food in the refrigerator, freezer, and the kitchen cabinets. I also observed a sufficient supply of food in the deep freezer in the garage.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The residents are not being bathed and/or changed regularly.

INVESTIGATION:

On 08/23/23, Ms. Lewis stated the AFC group home does not utilize a shower chart for the residents. The staff assist residents with taking a shower every other day. However, there has been a recent staff scheduling change which requires two staff members to work every afternoon shift, in order to ensure each resident takes a shower daily. Resident S does not require staff assistance to take a shower. Resident J, Resident R, and Resident S took a shower last night while Ms. Lewis was present.

According to Resident J's IPOS, Resident J requires staff assistance in all areas of ADL's such as; bathing, dressing, grooming, and personal hygiene. Staff are expected to ensure the water is not too hot when Resident J washes his hair.

On 08/23/23, I received copies of Resident I and Resident R brief change record and BM record. According to Resident I brief change record for the month of August, staff have been documenting each shift every two hours weather or not Resident I has had a bowel movement, wet, or dry. Each shift has been documented with the exception of 08/21/23 and 08/22/23 during the second shift. I observed the initials of "CL" for both shifts that were not completed. There was also a few shifts that just list the staff initials (DP) with a line written down each hour without indicating the results of the brief check.

Resident I BM record is formatted similar to her brief change form. I observed similar issues on the BM record such as; the second shift was left blank on 08/21/23 and 08/22/23. The first shift on 08/19/23 and 08/20/23 was also left blank. The same staff initials "DP" was observed with a line written down each hour several times.

Resident R brief change record was also incomplete on 08/21/23 and 08/22/23. I observed a few shifts that just list the initials of "DP" with a line written down each hour without the results of the brief check. Resident R BM record was left blank during the second shift on 08/21/23 and 08/22/23. The first shift on 08/12/23 was also left blank. The same staff initials "DP" was observed with a line written down each hour several times.

On 08/23/23, Resident S stated he baths himself and does not require assistance from staff. Resident S stated staff does help other residents take a shower.

On 08/23/23, Resident J stated he takes showers and receives assistance from staff. Resident J does not know how often the other residents take showers.

On 08/24/23, Ms. Pierce stated Resident I wears a brief. Resident R wears a pull up during the day and a brief at night. Resident I and Resident R briefs/pull ups are checked by staff every two hours. Ms. Pierce stated the brief checks are documented by staff. Ms. Pierce stated she has never observed Resident I or Resident R briefs not being changed or checked in a timely manner. The residents are bathed every day. Ms. Pierce stated every resident receives assistance with bathing except Resident S. Resident S only requires verbal prompting to bathe.

On 08/24/23, Ms. Johnson stated the residents take about four showers a week. All of the residents receive assistance with bathing except Resident S. Resident I and Resident R wear briefs. Resident S recently started wearing pull ups because he started having accidents as he was not making it to the bathroom in time.

On 09/01/23, Ms. Haig stated this year it has been an issue with the residents receiving assistance with showers because there would only be one staff on shift. Ms. Haig stated the residents would receive showers when she and Ms. Cox worked together for a few hours. Ms. Haig stated it takes 45 minutes to an hour to bathe Resident I. Ms. Haig stated the staff schedule changed from two staff during the days and afternoon shifts to one staff due to lack of finances as there is only four residents in the home.

Ms. Haig described an instance when she started her shift and Resident I brief would be full from a bowel movement because the midnight staff did not change her brief at the end of their shift. There was an instance that occurred this year when Resident R's bed was soaked with urine.

On 09/06/23, Mrs. Yost stated she is not aware of any residents brief not being changed in a timely manner. The residents receive showers between 3-5 times a week. The residents IPOS's indicate the frequency of many showers each resident should receive.

Mrs. Yost stated she is in the process of creating a shower chart for each resident. Mrs. Yost stated for the past four months, there has been two staff scheduled to work on the afternoon shift. There is one staff scheduled to work on the day and midnight shift. The residents who require staff assistance, receive their showers during the afternoon shift.

On 09/08/23, The second anonymous person stated the residents would receive showers when there was two staff members on shift. However, there were instances where Ms. Pierce and Frances Nwemamgbe were working together and the residents did not receive showers, or they would receive one shower a week.

On 09/08/23, I received copies of all the residents BM records for the month of September, Resident I and Resident R's brief change record for the month of September, and outing logs for Resident I, Resident J, and Resident S. The BM records were completed with the exception of Resident R's for 09/08/23. Ms. Pierce left Resident R's BM record blank for the first shift. Resident R and Resident I's brief change record was left blank for the first shift on 09/08/23. Resident R's brief change record was also left blank on 09/03/23.

APPLICABLE RULE	
R 400.14314	Resident hygiene.
	(1) A licensee shall afford a resident the opportunity, and instructions when necessary, for daily bathing and oral and personal hygiene. A licensee shall ensure that a resident bathes at least weekly and more often if necessary.
ANALYSIS:	Based on my findings and information gathered, there is enough evidence to support the allegations pertaining to the residents not being changed in a timely manner. I reviewed the brief change record and BM record for Resident I and Resident R. For the month of August, there were days that were not documented and/or left incomplete by staff. The BM record for September for Resident R was not completed for 09/08/23. Resident R and Resident I's brief change record was left blank for the first shift on 09/08/23. Resident R's brief change record was also left blank on 09/03/23. Ms. Haig described an instance when the previous shift left Resident I sitting in a full brief filled with a bowel movement. Ms. Haig stated Resident R was also left in a soiled brief. Due to the incompletes on the residents BM record, brief change record, and Ms. Haig statements, there is reason to believe that the residents briefs are not being changed and/or checked in a timely manner.

	Ms. Haig and the second anonymous person confirmed that there were issues with residents receiving showers however; there is no evidence that the residents did not receive at least one shower a week.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 08/23/23, I received a copy of the menu. The menu is not dated nor is the month documented. I observed breakfast, lunch, dinner, and snacks on the menu each day with the exception of four days that stated "your choice". There was also one day that stated "out to dinner".

On 08/24/23, I completed an exit conference with the licensee designee, Janet DiFazio. Ms. DiFazio was informed of which violation will be substantiated. Ms. DiFazio was advised that a corrective action plan will be required.

On 09/12/23, I completed a second exit conference with the licensee designee, Janet DiFazio. The discrepancies concerning the residents funds were discussed. Ms. DiFazio was aware that Resident I was hospitalized. Ms. DiFazio was not aware of the discrepancies but will take the necessary actions to ensure the residents accounting is being completed accurately. Ms. DiFazio confirmed that there are instances where large amounts of money have been withdrawn from residents savings accounts to make purchases for the residents over the course of several days. Ms. DiFazio stated the large amounts of money are either kept at the AFC group home or locked away in Mrs. Yost office. Ms. DiFazio was advised that a resident cannot have more than \$200 at the AFC group home. Ms. DiFazio stated Mrs. Yost is currently in the hospital. Ms. DiFazio was informed that a corrective action plan will be required.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(4) Menus of regular diets shall be written at least 1 week in advance and posted. Any change or substitution shall be noted and considered as part of the original menu.

ANALYSIS:	During my initial onsite on 08/23/23, I observed that the menu was not dated nor was the month documented. I observed breakfast, lunch, dinner, and snacks on the menu each day with the exception of four days that stated "your choice". There was also one day that stated "out to dinner".
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend no changes in the license status.

Sheena Worthy
Licensing Consultant

09/12/23

Date

Approved By:

10/06/2023

Denise Y. Nunn
Area Manager

Date