



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

January 10, 2024

Glenda Pillars
1212 110th Ave
Martin, MI 49070

RE: License #: AF030293174
Investigation #: 2024A0578010
Morrell's Family Home

Dear Ms. Pillars:

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) 284-9727.

Sincerely,

A handwritten signature in black ink, appearing to read "Eli DeLeon". The signature is fluid and cursive, with a long horizontal stroke at the end.

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 #:	AF030293174
Investigation #:	2024A0578010
Complaint Receipt Date:	11/14/2023
Investigation Initiation Date:	11/16/2023
Report Due Date:	01/13/2024
Licensee Name:	Glenda Pillars
Licensee Address:	1212 110th Ave Martin, MI 49070
Licensee Telephone #:	(269) 547-6449
Administrator:	N/A
Licensee:	Glenda Pillars
Name of Facility:	Morrell's Family Home
Facility Address:	1212 110th Ave Martin, MI 49070
Facility Telephone #:	(269) 547-6449
Original Issuance Date:	06/11/2008
License Status:	REGULAR
Effective Date:	01/28/2023
Expiration Date:	01/27/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Direct care staff member Michelle Deemer has been stealing money and forging checks from Resident A.	Yes

III. METHODOLOGY

11/14/2023	Special Investigation Intake 2024A0578010
11/15/2023	APS Referral
11/16/2023	Special Investigation Initiated - Telephone -With Complainant.
11/16/2023	Contact-Document Received - <i>Bank Statements</i> for Resident A.
12/05/2023	Special Investigation Completed On-site -Interview with licensee Glenda Pillars. Interview with Resident A.
12/05/2023	Exit Conference -With licensee Glenda Pillars.
12/05/2023	Contact-Telephone -Interview with direct care staff Michelle Deemer, unsuccessful.
12/21/2023	Contact-Telephone -Interview with direct care staff Michelle Deemer, unsuccessful.
12/21/2023	Contact-Telephone -With Allegan County Sheriff's Deputy Hunter Kershaw.
01/03/2023	Contact-Document Requested -Allegan County Sheriff's Investigative Report, #22833-23.
01/03/2024	Contact-Telephone -Interview with direct care staff Michelle Deemer, unsuccessful.

ALLEGATION:

Direct care staff member Michelle Deemer has been stealing money and forging checks from Resident A.

INVESTIGATION:

On 11/14/2023, I received this complaint through the BCHS On-line Complaint System. Complainant reported direct care staff Michelle Deemer is a direct care staff employed at this facility. Complainant reported Michelle Deemer is authorized to take Resident A in the community and has access to Resident A's personal funds to do so. Complainant alleged Michelle Deemer used her access to Resident A's personal funds to make fraudulent purchases on PayPal and Facebook and to forge Resident A's signature on fraudulent checks payable to Michelle Deemer. Complainant alleged Michelle Deemer wrote three checks from Resident A's checking account to herself beginning on 04/07/2023 and totaling \$1,245.00.

On 11/16/2023, I reviewed the details of the allegations with adult protective services worker Kathleen Woodworth. Kathleen Woodworth reported making a referral to law enforcement regarding the allegations and identified the responding agency as Allegan County Sheriff Deputy Kershaw. Kathleen Woodworth provided complaint # 22833-23 for the Allegan County Sheriff's Department investigation. Kathleen Woodworth reported contacting the licensee at this facility on 11/09/2023 and that direct care staff Michelle Deemer was not currently working at this facility.

On 11/16/2023, I reviewed *Bank Statements* for Resident A provided by adult protective services worker Kathleen Woodworth. The *Bank Statements* for Resident A provided included a check from Resident A's business account, made out to direct care staff Michelle Deemer for \$800 on 10/01/2023. The *Bank Statements* for Resident A included a check from Resident A's business account, made out to direct care staff Michelle Deemer for \$225 on 04/08/2023. The *Bank Statements* for Resident A included a check from Resident A's business account, made out to direct care staff Michelle Deemer for \$220 on 08/26/2023.

On 12/05/2023, I completed an unannounced investigation on-site at this facility with adult protective services worker Kathleen Woodworth and interviewed licensee Glenda Pillars regarding the allegations. Glenda Pillars reported Resident A operated her own coffee and treat delivery service and would make weekly deliveries to the local community mental health facility. Glenda Pillars reported direct care staff Michelle Deemer would assist Resident A with this service and would frequently pick up supplies, grind coffee, assist with billing, and make coffee and treat deliveries with Resident A. Glenda Pillars reported when the pandemic occurred, community mental health had closed their building and Resident A's services were suspended. Glenda Pillars reported Resident A's coffee and treat service never resumed and Resident A and direct care staff Michelle Deemer sold off Resident A's remaining supplies. Glenda Pillars reported that because of this

coffee and treat service, Resident A had a business debit card and business checks maintained in this facility. Glenda Pillars acknowledged accepting this debt card and business checks for safe keeping in her office which was accessible by direct care staff. Glenda Pillars reported she was made aware of the allegations by adult protective services, who had informed her Resident A's business account was overdrawn. Glenda Pillars reported she was informed the cause of this overdraft was fraudulent checks and online purchases by Michelle Deemer using a PayPal account. Glenda Pillars reported the fraudulent checks were not consistent with Resident A's signature and used Resident A's full name, which was never used by Resident A. Glenda Pillars reported the online PayPal purchases were associated with an email used by direct care staff Michelle Deemer.

Glenda Pillars reported that direct care staff Michelle Deemer had not worked at this facility since adult protective services informed her of the allegations. Glenda Pillars reported Allegan County Sheriff's deputy Hunter Kershaw was investigating the allegations and had been unsuccessful in interviewing direct care staff Michelle Deemer. Glenda Pillars reported Michelle Deemer was interviewed by Samantha Duroskey, recipient rights officer for Allegan County Community Mental Health. Glenda Pillars reported Michelle Deemer denied the allegations and reported having receipts for all the items that were purchased using Resident A's funds. Glenda Pillars reported Resident A had two debit cards for her business account and Michelle Deemer had one of these debit cards in her possession and returned this debit card to the facility.

While at the facility, I reviewed the Michigan Workforce Background Check for direct care staff Michelle Deemer and found her to be eligible for employment. I verified two completed reference checks for Michelle Deemer.

While at this facility, I reviewed *Resident Funds Record Part I* and *Resident Funds Record Part II* for Resident A. I found *Resident Funds Record Part I* and *Resident Funds Record Part II* for Resident A to be incomplete with no documented transactions before 11/16/2023. I reviewed *Resident Funds Record Part I* and *Resident Funds Record Part II* for Resident A with licensee Glenda Pillars. Glenda Pillars disclosed that prior to being made aware of the allegations, *Resident Funds Record Part I* and *Resident Funds Record Part II* forms were not used in this facility to document resident personal funds, including personal funds for Resident A.

While at the facility, I interviewed Resident A regarding the allegations. Resident A acknowledged having a checkbook and debit card available to Michelle Deemer while working at this facility. Resident A reported that Michelle Deemer used this debit card or checkbook to purchase creamer and coffee for Resident A's coffee business. Resident A denied agreeing to offer or loan money to Michelle Deemer for any reason. Resident A was unable to provide any additional details relating to the allegations.

On 12/21/2023, I reviewed the details of the allegations with Allegan County Sheriff's Deputy Hunter Kershaw. Deputy Hunter Kershaw reported that he was able to contact direct care staff Michelle Deemer with an alternate phone number. Deputy Kershaw reported interviewing Michelle Deemer who acknowledged using Resident A's personal funds for her own benefit. Deputy Hunter Kershaw reported he would be forwarding his report to the prosecuting attorney's office, but this report was not yet complete. Deputy Hunter Kershaw reported that Michelle Deemer informed him that some of these transactions were legitimate and had receipts associated with these transactions at the facility but upon requesting these receipts from Glenda Pillars or Michelle Deemer, no receipts were available.

APPLICABLE RULE	
R 400.1421	Handling of resident funds and valuables.
	(8) A licensee, responsible person, and members of the licensee's or responsible person's family shall not borrow money or valuables from a resident, with or without the consent of the resident. A licensee shall further take reasonable precautions to assure the prohibition of financial transactions between a resident and other occupants of the home.
ANALYSIS:	Based upon my investigation, which consisted of interviews with licensee Glenda Pillars, adult protective services worker Kathleen Woodworth and Allegan County Sheriff's Deputy Hunter Kershaw, as well as a review of pertinent documentation relevant to this investigation, licensee Glenda Pillars did not take reasonable precautions to assure Resident A's business debit card was not accessible and to assure prohibition of exploitative financial transactions, resulting in direct care staff Michelle Deemer deceitfully obtaining funds from Resident A without Resident A's consent.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.1421	Handling of resident funds and valuables.
	(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.
	(11) A licensee shall provide a complete accounting of all resident funds and valuables held for safekeeping and in trust fund accounts or paid to the home to the resident or to his or her designated representative on a quarterly basis.

	A receipt for resident expenditures shall be maintained by the licensee and shall be provided to the resident or designated representative upon request. The accounting of a resident's funds and valuables held for safekeeping or paid to the home shall also be provided, upon the resident's or designated representative's request, not later than 5 banking day
ANALYSIS:	Based upon my investigation, which consisted of interviews with licensee Glenda Pillars, adult protective services worker Kathleen Woodworth and Allegan County Sheriff's Deputy Hunter Kershaw, as well as a review of pertinent documentation relevant to this investigation, licensee Glenda Pillars was unable to provide a complete accounting of Resident A's funds. Licensee Glenda Pillars acknowledged not using or having any completed <i>Resident Funds Part I or Resident Funds Part II</i> in order to document a complete accounting of the funds Resident A entrusted in her for safekeeping.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable written plan of correction, it is recommended that this license continues on regular status.



01/03/2024

Eli DeLeon
Licensing Consultant

Date

Approved By:



01/10/2024

Dawn N. Timm
Area Manager

Date