



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 12, 2024

Joseph Richert II
Special Tree Neuro Care Center Ltd.
Suite 2
16880 Middlebelt Road
Livonia, MI 48154

RE: License #: AL820313042
Investigation #: 2024A0116023
NeuroCare Center South

Dear Mr. Richert, II:

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 (313) 456-0380.

Sincerely,

A handwritten signature in blue ink that reads "Pandrea Robinson". The signature is written in a cursive style with a large initial "P".

Pandrea Robinson, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 319-9682

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL820313042
Investigation #:	2024A0116023
Complaint Receipt Date:	02/28/2024
Investigation Initiation Date:	02/28/2024
Report Due Date:	04/28/2024
Licensee Name:	Special Tree Neuro Care Center Ltd.
Licensee Address:	39010 Chase Road Romulus, MI 48174
Licensee Telephone #:	(734) 239-1937
Administrator:	Megen McDonough
Licensee Designee:	Joseph Richert II
Name of Facility:	NeuroCare Center South
Facility Address:	39000 Chase Road Romulus, MI 48174
Facility Telephone #:	(734) 893-1000
Original Issuance Date:	08/07/2012
License Status:	REGULAR
Effective Date:	06/10/2022
Expiration Date:	06/09/2024
Capacity:	15
Program Type:	PHYSICALLY HANDICAPPED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Staff 1 is alleged to have taken over \$1000 of Resident A's funds using cash app and possibly a check.	Yes

III. METHODOLOGY

02/28/2024	Special Investigation Intake 2024A0116023
02/28/2024	Special Investigation Initiated - Telephone Interviewed Jennifer Ward, Residential Program Manager (RPM).
02/28/2024	APS Referral Made by Relative A.
03/01/2024	Inspection Completed On-site Spoke with Ms. Ward and Resident A. Reviewed Staff 1 employee file.
03/04/2024	Contact - Telephone call made Interviewed Relative A.
03/04/2024	Contact - Telephone call made To Staff 1 No answer, voicemail full.
03/06/2024	Contact - Telephone call made Attempted to speak with Staff 1, no message could be left.
03/08/2024	Inspection Completed-BCAL Sub. Compliance
03/08/2024	Exit Conference With licensee designee, Joseph Richert II.

ALLEGATION:

Staff 1 is alleged to have taken over \$1000 of Resident A's funds using cash app and possibly a check.

INVESTIGATION:

On 02/28/24, I interviewed Residential Program Manager (RPM), Jennifer Ward, after receiving an email and incident report alleging that Staff 1 had taken money from Resident A. Ms. Ward reported that they were notified by Relative A that two large transactions were made from Resident A's bank account, and she was concerned that someone at the facility may have made them. Ms. Ward reported that she immediately started an internal investigation, which uncovered that newly hired Staff 1 had created a cash app account on Resident A's cell phone and had taken money from her.

Ms. Ward reported that on 02/12/24 \$300 dollars was sent from Resident A's cash app to Staff 1's cash app account. Ms. Ward reported that on 02/14/24, a transaction of \$700 was sent from Resident A's cash app to Staff 1's cash app, and on 02/16/24, Staff 1 requested \$250 via cash app from Resident A's cash app account. Ms. Ward reported that the \$250 was never sent to Staff 1 as there was no available funds in Resident A's bank account. Ms. Ward further reported that Staff 1 wrote a check from Resident A's check book in the amount of \$600 and in the memo wrote, "for rent." Ms. Ward reported that according to Relative A, Staff 1 never attempted to cash the check. Ms. Ward reported that she spoke with Resident A and she denied downloading the cash app on her phone or writing a check to anyone. Ms. Ward reported that Resident A has a traumatic brain injury (TBI) and is a poor historian, however, reported that Resident A would not have the capacity or knowledge to download the app and input all of the banking information to even use the app. Ms. Ward reported that they were also able to confirm that Staff 1 wrote the check after matching her writing from documents contained in her employee file to the writing on the check.

Ms. Ward reported that she along with the human resource department and Megan McDonough, administrator, met with Staff 1 and she denied everything. Ms. Ward reported that after the meeting she walked Staff 1 off the grounds and informed her that she is suspended indefinitely pending further investigation. Ms. Ward reported that Relative (A) has filed a police report and a complaint with APS.

On 03/01/24, I conducted a scheduled onsite inspection and spoke with RPM, Jennifer Ward, interviewed Resident A and reviewed Staff 1 employee's record. Ms. Ward reported that Staff 1 was officially terminated on 02/29/24. Ms. Ward added that Staff 1's hire date was 01/22/24 and reported that she was fully trained, other than medication training, and was doing well as it relates to providing quality care to the residents.

Ms. Ward provided copies of the cash app transactions found on Staff 1 and Resident A's cell phones, a copy of the check that Staff 1 wrote to her herself from Resident A's account and the termination letter from the human resource department.

I interviewed Resident A and she reported that the staff treat her very well. Resident A could not provide any information regarding the incident. She was unaware of who Staff 1 is and was not aware of her asking or writing a check from her check book.

I reviewed Staff 1's employee record. Staff 1 is trained in all required areas and all of the required background and fingerprinting processes were completed as required by the rules.

On 03/04/24, I interviewed Relative A and she reported that she is also the guardian of Resident A. She reported that this is an unfortunate situation and that this is the reason she limits the amount of money she keeps in Resident A's bank account. Relative A reported that Staff 1 was able to take \$1000 dollars from Resident A's bank account using cash app and confirmed that the \$250 additional cash app request never went through. Relative A also reported that she spoke with a representative at Resident A's bank regarding the check Staff 1 wrote to herself and reported they confirmed no attempt was made to cash it. Relative A reported that a police report and a complaint to APS has been filed. Relative A reported that she has granted the facility permission to keep Resident A's check book locked in the office in efforts to prevent a reoccurrence.

On 03/04/24 and 03/06/24 I attempted to interview Staff 1. Both attempts were unsuccessful as Staff 1's voicemail was full. To date I have not received any return calls.

On 03/08/24, I conducted the exit conference with licensee designee, Joseph Richert II, and informed him of the findings of the investigation. Mr. Richert II reported an understanding of the rule violation and the requirement of submission of a corrective action plan.

APPLICABLE RULE	
R 400.15315	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 the findings of the investigation, which included interviews of Ms. Ward, Relative A and consultant observation, I am able to corroborate the allegation.</p> <p>Ms. Ward was able to determine and confirm that former Staff 1, took \$1000 dollars from Resident A's bank account via cash app. Ms. Ward determined during her internal investigation that Staff 1 downloaded the app on Resident A's cell phone and then sent cash apps in the amounts of \$300 and \$700 from Resident A cell phone to herself.</p> <p>Relative A also confirmed this information and reported she saw the transactions and alerted the facility staff of the matter, which they immediately investigated and confirmed that Staff 1 was the culprit.</p> <p>I also observed copies of the cash app transactions that Ms. Ward obtained from both Resident A and Staff 1 phone, in addition to the check that Staff 1 had written to herself for rent from Resident A's check book.</p> <p>This violation is established as Staff 1 took \$1000 from Resident A personal bank account, resulting in her termination of employment.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



Pandrea Robinson
Licensing Consultant

03/08/24
Date

Approved By:

A handwritten signature in black ink that reads "A. Hunter". The signature is written in a cursive style with a large, looped initial "A".

Ardra Hunter
Area Manager

Date 03/12/24