



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 11, 2024

Tina Goss  
3222 Main St.  
Marlette, MI 48453

RE: License #: AM760009651  
Investigation #: 2024A0871005  
Conquest AFC - Marlette

Dear Tina Goss:

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

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available, and you need to speak to someone immediately, please contact the local office at (517) 643-7960.

Sincerely,

A handwritten signature in blue ink that reads "Kathryn A. Huber". The signature is written in a cursive style with a small dot under the 'y' in Kathryn.

Kathryn A. Huber, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48605  
(989) 293-3234

enclosure

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

**I. IDENTIFYING INFORMATION**

|                                       |  |
|---------------------------------------|--|
| <b>License #:</b>                     | AM760009651  |
| <b>Investigation #:</b>               | 2024A0871005   |
| <b>Complaint Receipt Date:</b>        | 02/15/2024   |
| <b>Investigation Initiation Date:</b> | 02/16/2024   |
| <b>Report Due Date:</b>               | 04/15/2024   |
| <b>Licensee Name:</b>                 | Karen Conquest   |
| <b>Licensee Address:</b>              | 11437 Runnells Dr.<br>Clio, MI 48420                               |
| <b>Licensee Telephone #:</b>          | (810) 397-3458   |
| <b>Administrator:</b>                 | Tina Goss  |
| <b>Licensee Designee:</b>             | N/A  |
| <b>Name of Facility:</b>              | Conquest AFC - Marlette  |
| <b>Facility Address:</b>              | 3222 Main Street<br>Marlette, MI 48453                             |
| <b>Facility Telephone #:</b>          | (989) 635-7770   |
| <b>Original Issuance Date:</b>        | 04/01/1988   |
| <b>License Status:</b>                | REGULAR  |
| <b>Effective Date:</b>                | 02/16/2023   |
| <b>Expiration Date:</b>               | 02/15/2025   |
| <b>Capacity:</b>                      | 12   |
| <b>Program Type:</b>                  | PHYSICALLY HANDICAPPED<br>DEVELOPMENTALLY DISABLED<br>MENTALLY ILL |

|  |      |
|--|------|
|  | AGED |
|--|------|

## II. ALLEGATION(S)

|  | Violation Established? |
|--|------------------------|
| Administrator Tina Goss did not allow Resident A to visit a family member. | Yes                    |

## III. METHODOLOGY

|            |  |
|------------|--|
| 02/15/2024 | Special Investigation Intake<br>2024A0871005   |
| 02/15/2024 | APS Referral<br>Denied to Sanilac County MDHHS   |
| 02/16/2024 | Special Investigation Initiated - On Site<br>Interviewed Administrator Tina Goss, Resident A |
| 03/05/2024 | Inspection Completed On-site<br>Interviewed Administrator Tina Goss and Resident B           |
| 03/08/2024 | Inspection Completed On-site<br>Interviewed Resident A and Resident B                        |
| 03/11/2024 | Inspection Completed-BCAL Sub. Compliance  |
| 03/11/2024 | Exit Conference<br>Telephone exit conference with Administrator Tina Goss                    |

### ALLEGATION:

Administrator Tina Goss did not allow Resident A to visit a family member.

### INVESTIGATION:

On February 16, 2024, I conducted an unannounced onsite investigation and interviewed Administrator Tina Goss. Administrator Goss stated that Resident A wanted to go visit a family member but was asked if she could wait a day because her controlled medications were not there for her to take with her. Resident A was

told that they would be in later in the day and that she could go to her family member's house in the morning. Administrator Goss stated that Resident A was okay with it. Administrator Goss stated she paid for Resident A to go to her family member's house the next morning. Administrator Goss indicated that Resident A is her own guardian.

On February 16, 2024, I interviewed Resident A. Resident A said Administrator Goss told her she has to stay more days so that she could get paid for her stay. Resident A indicated Administrator Goss did say "something about my meds." Resident A said she did go to her family member's house the next day. Resident A said she had her medications to take with her the next day.

On March 5, 2024, I conducted an unannounced onsite investigation and interviewed Administrator Goss. Administrator Goss indicated Resident A could only be gone so many days or she would not get paid for her stay. Again, Administrator Goss indicated Resident A "was okay with it," not going to her family member's house.

I also interviewed Resident B. Resident B stated Administrator Goss told Resident A that she could go in a day. Resident B said Resident A "was demanding that she go that day" and Administrator Goss "tried to compromise with her." Resident B said this is the first time Resident A has been in an AFC home and is not used to the rules.

On March 8, 2024, I conducted an onsite investigation and interviewed Resident A. Resident A said she was talking with Administrator Goss, and she was "a little bit upset with the incident." Resident A said she did want to go but was not allowed to. Resident A said "I can leave as I please" because she does not have a guardian. Resident A indicated she "does not want anything bad to happen to Tina."

On March 11, 2024, I conducted a telephone exit conference with Administrator Goss in the absence of Licensee Karen Conquest, who passed away in January. Administrator Goss was advised that Resident A should have been able to leave even though her medications were not available.

| <b>APPLICABLE RULE</b> |  |
|------------------------|--|
| <b>R 400.14304</b>     | <b>Resident rights; licensee responsibilities.</b>   |
|                        | <b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</b> |

|                    |   |
|--------------------|---|
|                    | <p><b>(h) The right to participate in the activities of social, religious, and community groups at his or her own discretion.</b></p> <p><b>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</b></p> |
| <b>ANALYSIS:</b>   | <p>Administrator Tina Goss did not allow Resident A to leave the facility because she did not have her medications. Resident A was upset because she could not leave, and she does not have a guardian. I confirm violation of this rule.</p>               |
| <b>CONCLUSION:</b> | <b>VIOLATION ESTABLISHED</b>  |

#### IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the status of this adult foster care medium group home remain unchanged (capacity 1-12).

*Kathryn A. Huber*

03/11/2024

Kathryn A. Huber  
Licensing Consultant

Date

Approved By:

*Mary E. Holton*

03/11/2024

Mary E. Holton  
Area Manager

Date