



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 21, 2024

Nichole VanNiman
Beacon Specialized Living Services, Inc.
Suite 110
890 N. 10th St.
Kalamazoo, MI 49009

RE: License #: AS390403202
Investigation #: 2024A0578020
Beacon Home at Kal-Haven

Dear Nichole VanNiman:

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', written in a cursive style.

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 #:	AS390403202
Investigation #:	2024A0578020
Complaint Receipt Date:	01/31/2024
Investigation Initiation Date:	01/31/2024
Report Due Date:	03/31/2024
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Nichole VanNiman
Licensee Designee:	Nichole VanNiman
Name of Facility:	Beacon Home at Kal-Haven
Facility Address:	5359 N. 8th Street Kalamazoo, MI 49009
Facility Telephone #:	(269) 214-4341
Original Issuance Date:	05/05/2020
License Status:	REGULAR
Effective Date:	11/05/2022
Expiration Date:	11/04/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff at this facility have been unable to find Resident A's tribal food card. Resident A left this facility in November 2023 without their tribal food card. Resident A's tribal food card has been used multiple times during November and December of 2023 after Resident A's left this facility and without Resident A's knowledge.	Yes

III. METHODOLOGY

01/31/2024	Special Investigation Intake 2024A0578020
01/31/2024	Special Investigation Initiated - Telephone -With Complainant.
01/31/2024	APS Referral
01/31/2024	Contact-Telephone -Interview with Integrated Services of Kalamazoo recipient rights officer Stephanie Short.
01/31/2024	Contact-Document Reviewed - <i>Transaction Records</i> for Resident A.
02/01/2024	Contact-Telephone -Interview with Jordan Williams, asset protection specialist.
02/01/2024	Special Investigation Completed On-site -Interview with direct care staff Satin Langford, direct care staff Katelyn Elkins, and direct care staff Kim Scott.
02/05/2024	Contact-Telephone -Interview with Jordan Williams, asset protection specialist.
02/05/2024	Contact-Telephone - <i>Transaction Record</i> for Resident A, dated 12/17/2023.
02/09/2024	Special Investigation Completed On-site -Interview of direct care staff Amanda Morin with Integrated Services of Kalamazoo recipient rights officer Stephanie Short.
02/09/2024	Contact-Face to Face -Interview with Resident A.
03/14/2024	Contact-Document Reviewed

	-Kalamazoo County Sheriff's Office Case Report Contact # 2024-00003614.
03/19/2024	Exit Conference -With licensee designee Nichole VanNiman.

ALLEGATION:

Staff at this facility have been unable to find Resident A's tribal food card. Resident A left this facility in November 2023 without their tribal food card. Resident A's tribal food card has been used multiple times during November and December of 2023 after Resident A's left this facility and without Resident A's knowledge.

INVESTIGATION:

On 01/31/2024, I received this complaint through the BCHS On-line Complaint System. Complainant reported Resident A's tribal food card had been used multiple times in November 2023 and December 2023 without Resident A's knowledge and not for Resident A's benefit. Complainant reported Resident A moved to another facility on November 13, 2023 and arrived at this facility without the tribal food card. Complainant reported when Resident A lived at this facility, direct care staff held Resident A's tribal food card and would take Resident A shopping. Complainant alleged that now the facility has been unable to locate Resident A's tribal food card since she moved out.

On 01/31/2024, I reviewed the details of the allegations with Integrated Services of Kalamazoo recipient rights officer Stephanie Short. Stephanie Short reported obtaining transaction records for Resident A's tribal food card for the month of November 2023 and December 2023. Stephanie Short reported speaking with a tribal representative who had informed her that Resident A denied using her tribal food card during the month of November 2023 or December 2023. Stephanie Short reported Resident A's tribal food card has since been cancelled. Stephanie Short reported GPS location information for the vehicles at this facility that were provided to her did not visit a local grocery store where Resident A's tribal food card was used. Stephanie Short reported Resident A's tribal card was held by this facility to prevent impulsive spending by Resident A. Stephanie Short reported the use of Resident A's tribal food card required direct knowledge of Resident A's tribal food card pin number.

On 01/31/2024, I reviewed the *Transaction Records* for Resident A's tribal food card. The *Transaction Records* documented Resident A's tribal food card was used to purchase items on 11/16/2023 at 4:27PM for \$30.16, 12/09/2023 at 3:18 PM for

\$62.59, 12/12/2023 at 12:51PM for \$106.53, and 12/17/2023 at 3:46PM for \$40.87. All transactions were completed at one local grocery store.

On 02/01/2024, I contacted Jordan Williams, asset protection specialist for a local shopping center. Jordan Williams reported every transaction associated with Resident A's tribal food card could be reviewed in addition to video documentation. Jordan Williams reported not currently having access to the recording system but would report back with his findings.

On 02/02/2024, I completed an unannounced investigation on-site at this facility and interviewed direct care staff Satin Langford regarding the allegations. Satin Langford recalled working with Resident A and reported Resident A attended school three times a week. Satin Langford acknowledged Resident A would go shopping in the community and reported Resident A would frequent several local stores and the mall. Satin Langford denied knowing if Resident A would use cash or card when making purchases in the community. Satin Langford reported being aware of Resident A having a tribal food card but denied ever seeing Resident A use this card or where this card was kept in the facility. Satin Langford denied knowledge of anyone that would be using Resident A's tribal food card on Resident A's behalf.

While at the facility I interviewed direct care staff Katelyn Elkins and direct care staff Kim Scott regarding the allegations. Katelyn Elkins reported Resident A was discharged to another facility on 11/13/2023. Katelyn Elkins reported serving as the home manager for this facility after Resident A was discharged. Katelyn Elkins denied having a *Resident Funds Part II Form* for the use of Resident A's tribal food card. Katelyn Elkins and Kim Scott denied that Resident A's tribal food card was kept by this facility for safe keeping and reported it was believed that Resident A never turned in her tribal food card to this facility. Kim Scott acknowledged that if Resident A had turned in her tribal food card for safekeeping by this licensee, this tribal food card should have been included in Resident A's personal belongings inventory and the use of this tribal food card documented on *Resident Funds Part II Form*. Kim Scott verified Resident A's tribal food card was not documented in Resident A's personal belongings inventory.

On 02/05/2024, Jordan Williams reported direct care staff Amanda Morin was observed using Resident A's tribal food card. Jordan Williams was not provided with any direct care staff information for this facility prior to identifying Amanda Morin. Jordan Williams reported Amanda Morin was observed using Resident A's tribal food card while accompanied by an employee of this local shopping center. Jordan Williams reported Amanda Morin would use this employee's discount while using Resident A's tribal food card.

On 02/05/2024, I reviewed a *Transaction Record* for Resident A's tribal food card provided by Jordan Williams. The *Transaction Record* for Resident A's tribal food care totaled \$40.87 and was dated 12/17/2023. The *Transaction Record* for Resident A's tribal food card included the following items: margarine oil spread,

corn dogs, chocolate, beer battered fillets, fish sticks, peanut butter and jelly sandwiches, and Monster energy drinks.

On 02/09/2024, Integrated Services of Kalamazoo recipient rights officer Stephanie Short and I interviewed direct care staff Amanda Morin regarding the allegations. Amanda Morin reported working at this facility for the past two years. Amanda Morin acknowledged being familiar with Resident A but reported working primarily overnight shifts at this facility. Amanda Morin reported having “no clue” the protocols or procedures for assisting Resident A with the use of her tribal food card. When asked if Amanda Morin knew what we wanted to discuss, Amanda Morin reported, “probably me getting stuff for her (Resident A).” Amanda Morin reported for the last several months, Resident A had been calling and asking staff to take snacks to her current facility. Amanda Morin reported that Resident A was insisting she was not provided with snacks at this new facility. Amanda Morin reported a former staff would provide her with Resident A’s tribal food card and either this former staff or Resident A would provide Amanda Morin with a list of requested snack items. Amanda Morin reported she would purchase the requested snack items either early in the morning or late at night and provided these snack items to this former staff, who would then deliver these items to Resident A at her current facility. Amanda Morin reported she would give Resident A’s tribal food card back to this former staff when she provided the snack items. Amanda Morin denied being aware of where or how Resident A’s tribal food card was stored in the facility when not in use. Amanda Morin denied currently having Resident A’s tribal food card. Amanda Morin could not recall any of the snack items that Resident A had requested be purchased on her behalf. Amanda Morin acknowledged this arrangement for obtaining snacks for Resident A was odd but clarified that she was “going through a lot” and her family was experiencing a family medical concern. Amanda Morin denied having any correspondence from Resident A or this former staff member on her current phone regarding this arrangement, but reported she had an old computer that has messages from Resident A requesting snack items. Amanda Morin reported she would log into this computer and provide evidence of this correspondence after returning to her home. As of the date of this report, Amanda Moring has not provided any evidence of correspondence with Resident A or this former staff regarding using Resident A’s tribal food card to purchase Resident A snacks.

On 02/09/2024, I reviewed the details of Amanda Morin’s interview with Kim Scott. Kim Scott reported Resident A has had no recent visitors besides Relative A1 and her case manager at her current placement.

On 02/09/2024, I interviewed Resident A off-site of this facility. Resident A acknowledged being aware that her tribal food card had gone missing and was unaware of who was responsible. Resident A denied giving anyone permission to use her tribal food card on her behalf. Resident A reported her tribal food care was kept in a zippered pouch and placed in a cabinet in the medication room of this facility.

Resident A acknowledged being provided with snacks at her current facility and reported having the opportunity to purchase her own snacks in the community as well as the opportunity to purchase snacks at this facility through an incentive program. Resident A reported her preference in snacks are goldfish crackers, cheese crackers, fruit snacks and frosting and graham crackers. Resident A denied requesting anyone purchase her corndogs, fish sticks, fish fillets or margarine and have it delivered to this facility. Resident A denied having any visitors to her current facility besides her mother and case manager. Resident A denied requesting anyone deliver snack items to her at this current facility. Resident A denied being visited by any staff from her previous facility. Resident A denied instructing any direct care staff to use her tribal food card on her behalf.

On 03/14/2024, I reviewed *Case Report Contact # 2024-00003614* provided by the Kalamazoo County Sheriff's Office. *Case Report Contact # 2024-00003614* documented Kalamazoo County Sheriff's Office Deputy Eric Root responded to this facility and recorded information similar to the allegations. *Case Report Contact # 2024-00003614* documented that no charges were being requested at the time of the report. *Case Report Contact # 2024-00003614* documented this report was informational only and was closed.

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:	Based upon my investigation, which consisted of interviews with Resident A, Integrated Services of Kalamazoo recipient rights officer Stephanie Short, direct care staff Amanda Morin, and asset protection specialist Jordan Williams, as well as a review of pertinent documentation relevant to this investigation, Amanda Morin accepted and used funds intended for Resident A to purchase food items that were not provided to Resident A.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(13) A licensee shall provide a complete accounting, on an annual basis and upon request, of all resident funds and valuables which are held in trust and in bank accounts or which are paid to the home, to the resident, or to his or her

	designated representative. The accounting of a resident's funds and valuables which are held in trust or which are paid to the home shall also be provided, upon the resident's or designated representative's request, not more than 5 banking days after the request and at the time of the resident's discharge from the home.
ANALYSIS:	Based upon my investigation, which consisted of interviews with Resident A, Integrated Services of Kalamazoo recipient rights officer Stephanie Short, direct care staff Katelyn Elkins and direct care staff Kim Scott, as well as a review of pertinent documentation relevant to this investigation, the licensee was unable to provide a complete accounting of resident funds and valuables that were held in trust by the licensee, specifically Resident A's tribal food card transactions.
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.



03/21/2024

Eli DeLeon
Licensing Consultant

Date

Approved By:



03/21/2024

Dawn N. Timm
Area Manager

Date