



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

October 9, 2023

Theresa Chang  
Citizens For Quality Care Co.  
2348 Estates Courts  
Ann Arbor, MI 48103

RE: License #: AL460070146  
Investigation #: 2023A1032055  
Citizens for Quality Care Morenc

Dear Theresa Chang:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0183.

Sincerely,

A handwritten signature in black ink, appearing to read "Dwight Forde".

Dwight Forde, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL460070146
<b>Investigation #:</b>	2023A1032055
<b>Complaint Receipt Date:</b>	09/14/2023
<b>Investigation Initiation Date:</b>	09/14/2023
<b>Report Due Date:</b>	11/13/2023
<b>Licensee Name:</b>	Citizens For Quality Care Co.
<b>Licensee Address:</b>	2348 Estates Courts Ann Arbor, MI 48103
<b>Licensee Telephone #:</b>	(734) 327-0818
<b>Licensee Designee:</b>	Theresa Chang
<b>Name of Facility:</b>	Citizens for Quality Care Morenc
<b>Facility Address:</b>	233 Baker Street, Morenci, MI 49256
<b>Facility Telephone #:</b>	(517) 458-2344
<b>Original Issuance Date:</b>	06/21/1996
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/21/2022
<b>Expiration Date:</b>	04/20/2024
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED MENTALLY ILL AGED ALZHEIMERS

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Employees at the home disposed of residents' mail and restrict their movement.	No
Additional Findings	No

**III. METHODOLOGY**

09/14/2023	Special Investigation Intake 2023A1032055
09/14/2023	Special Investigation Initiated - On Site
09/27/2023	Contact - Telephone call made Call made to RS. Left voicemail.
09/28/2023	Contact - Document Received Morenci Police Report
10/06/2023	Exit Conference

**ALLEGATION:**

**Employees at the home disposed of residents' mail and restrict their movement.**

**INVESTIGATION:**

On 9/15/25, I interviewed employee Chindarat Runteranoont (Mimi) in the home. Mimi denied withholding mail from residents. Mimi showed me where the mail is kept, in a receptacle near the dining room. She advised that she passes out the mail, unopened, to respective residents.

I interviewed Resident A, who stated that he receives his mail unopened, and was unaware of any issue where several letters were disposed of in a nearby dumpster. I interviewed Resident B, who shared that she was a former postal worker. She denied having any knowledge of the home disposing resident mail in a nearby dumpster.

I interviewed Resident C, who also denied that the home does not give residents their mail.

I interviewed Resident D, who also denied having his mail withheld. He commented that he sometimes visits a nearby bar, where he socializes.

The residents denied that they are prohibited from leaving the home.

Mimi advised that there was a resident who left the home and had to be escorted by police back to the home from a nearby bank parking lot. She advised that this resident does not have community access per the resident's assessment plan, due to a mental condition.

On 9/28/23, I reviewed a Morenci Police Department report. The report reflected similar discussions with police regarding the home's mail procedure to the statement provided to me by residents and staff members.

<b>APPLICABLE RULE</b>	
<b>R 400.15304</b>	<b>Resident rights; licensee responsibilities.</b>
	<p><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> <p><b>(b) The right to exercise his or her constitutional rights, including the right to vote, the right to practice religion of his or her choice, the right to freedom of movement, and the right of freedom of association.</b></p> <p><b>(d) The right to write, send, and receive uncensored and unopened mail at his or her own expense.</b></p>

<b>ANALYSIS:</b>	The residents interviewed denied that their mail with being withheld. They also denied that they were being denied community access to programs or to enjoy various activities. There was insufficient information to establish a rule violation.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 10/6/23, I attempted an exit conference via telephone with licensee designee Theresa Chang. Ms. Chang was unavailable at the time. I left a voicemail explaining my findings.

#### IV. RECOMMENDATION

I recommend no change to the status of this license.



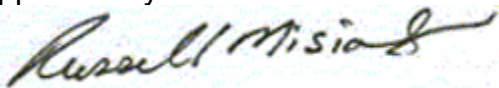
10/9/23

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Dwight Forde  
Licensing Consultant

Date

Approved By:



10/12/23

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Russell B. Misiak  
Area Manager

Date