



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

February 12, 2024

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

RE: License #: AL460070146  
Investigation #: 2024A1032013  
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  
350 Ottawa, N.W. Unit 13, 7th Floor  
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>	2024A1032013
<b>Complaint Receipt Date:</b>	12/17/2023
<b>Investigation Initiation Date:</b>	12/19/2023
<b>Report Due Date:</b>	02/15/2024
<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>Administrator:</b>	Theresa Chang
<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>
The home did not take appropriate action to address Resident A's injuries after an assault.	No
Additional Findings	No

**III. METHODOLOGY**

12/17/2023	Special Investigation Intake 2024A1032013
12/19/2023	Special Investigation Initiated - Telephone Interview with Guardian A1
12/20/2023	Inspection Completed On-site
12/20/2024	Contact - Telephone call made Interview with employee Brady Fix
01/11/2024	Contact - Document Received Intake 198935 dismissed due to similar allegations. It was received on 12/19/23
01/24/2024	Contact - Telephone call received Morenci Police Department police report
02/09/2024	Contact - Face to Face
02/09/2024	Exit Conference

## **ALLEGATION:**

**The home did not take appropriate action to address Resident A's injuries after an assault.**

## **INVESTIGATION:**

On 12/19/23, I interviewed Guardian A1 via telephone. Guardian A1 denied knowledge of Resident A's assault by another resident. Guardian A1 expressed surprise that Resident A was alleged to have been assaulted and injured in the home and reported that Resident A appeared to enjoy living there. Guardian A1 stated that Resident A is non-verbal.

On 12/20/23, I interviewed employee Chindarat Runteranoont in the home. Ms. Runteranoont stated that she was unaware of any resident assaulting Resident A. She stated that during shift to shift communication after the Thanksgiving holiday, it was noted that Resident A began using the wheelchair in the home of his own accord. She mentioned however that Resident A would also walk around the home unassisted quite often, and there was no indication that he was injured. She stated that a second shift employee notified her that there was a change in Resident A's gait and decided to send him to Hickman Hospital.

I interviewed Resident B in the home. Resident B denied observing anyone assault Resident A.

I was unable to interview Resident A. He was in the hospital at the time of the onsite inspection. Resident A was also non-verbal, per reports from Guardian A1 and employees at the home.

I interviewed employee Brandi Fix via telephone. Ms. Fix stated that she was the one who had Resident A sent to the hospital after noticing that he was in pain and that his gait had changed. Ms. Fix denied seeing any other resident assault Resident A in the home, causing injury. She stated that Resident A did use the wheelchair of his own accord but stated that he was also walking around unaided.

On 12/28/23, I interviewed Guardian A1 via telephone. Guardian A1 advised me that Resident A was likely to be sent to a rehabilitation facility. Guardian A1 described Resident A as someone who had a very high pain tolerance.

On 1/24/24, I reviewed a copy of a Morenci City Police report referencing the resident who allegedly injured Resident A. The document does not reflect any interaction between Resident A and the alleged assailant. The report stated that licensee designee Theresa Chang was accused of assault but that the resident was the one who was arrested after interviews reflected aggression toward two female residents and the licensee designee. The document was dated 11/29/23.

<b>APPLICABLE RULE</b>	
<b>R 400.15310</b>	<b>Resident health care.</b>
	<b>(4) In case of an accident or sudden adverse change in a resident's physical condition or adjustment, a group home shall obtain needed care immediately.</b>
<b>ANALYSIS:</b>	Residents and staff denied witnessing Resident A's alleged assault. They also reported that while Resident A used a wheelchair, he would walk around unassisted. An employee did call emergency medical services when it was determined that he could not walk unassisted. There is no police report establishing that Resident A was assaulted.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 2/8/24, I conducted an exit conference with licensee designee Theresa Chang. I shared my findings with Mrs. Chang and she agreed with the conclusions reached.

#### IV. RECOMMENDATION

I recommend no change to the status of this license.



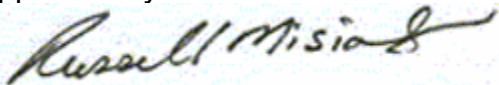
2/12/24

---

Dwight Forde  
Licensing Consultant

Date

Approved By:



2/13/24

---

Russell B. Misiak  
Area Manager

Date