



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 27, 2024

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

RE: License #: AL460070146
Investigation #: 2024A1032026
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

License #:	AL460070146
Investigation #:	2024A1032026
Complaint Receipt Date:	01/23/2024
Investigation Initiation Date:	01/24/2024
Report Due Date:	03/23/2024
Licensee Name:	Citizens For Quality Care Co.
Licensee Address:	2348 Estates Courts, Ann Arbor, MI 48103
Licensee Telephone #:	(734) 327-0818
Administrator:	Theresa Chang
Licensee Designee:	Theresa Chang
Name of Facility:	Citizens for Quality Care Morenc
Facility Address:	233 Baker Street, Morenci, MI 49256
Facility Telephone #:	(517) 458-2344
Original Issuance Date:	06/21/1996
License Status:	REGULAR
Effective Date:	04/21/2022
Expiration Date:	04/20/2024
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED MENTALLY ILL ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
Resident A is being financially exploited.	No
Resident A is being inappropriately charged.	No
Additional Findings	No

III. METHODOLOGY

01/23/2024	Special Investigation Intake 2024A1032026
01/24/2024	Special Investigation Initiated - On Site
02/08/2024	Contact - Face to Face Interview with licensee designee Theresa Chang
02/15/2024	Referral - Law Enforcement
03/27/2024	Contact - Telephone call made
03/27/2024	Exit Conference

ALLEGATION:

Resident A is being financially exploited.

INVESTIGATION:

On 1/23/24, I interviewed Adult Protective Services Specialist Melissa Auld, via telephone. Ms. Auld reported that per her interviews with Resident A's relatives, a deposit of \$15000 was placed in an account for any overages for Resident A's care,

and that payments to the home are sourced from a pension. Ms. Auld stated that family members advised that Resident A was able to take money out of her account in excess of the balance necessary to pay the home, and as a result, the family has had to provide extra funds, or that money was withdrawn from the escrow account to cover the bills. Ms. Auld further advised that Resident A spends money on a substance abuse habit, which also contributes to the arrears.

On 1/24/24, I interviewed Resident A in the home. Resident A stated that she pays \$1500 in rent. She advised that she has an account with Key bank, but that \$15000 was deposited in Premier Bank by her brother to fund her stay at the home. She stated that she receives a monthly pension and that this was the means to pay her rent. She stated that between her family members and licensee designee Theresa Chang, she believes that her money is being stolen.

On 2/8/24, I interviewed licensee designee Theresa Chang in the home. Ms. Chang denied that she has taken any money from Resident A other than the agreed amount of \$2500 a month. Ms. Chang stated that there is an account set up by Relative A1 that had \$15000, and that funds were drawn from this account to pay for any overages incurred by Resident A. Ms. Chang denied having access to this account. Ms. Chang reported that Resident A receives a pension of approximately \$2200 a month. She stated that Resident A has issues with mishandling her money and uses her money to purchase alcohol and marijuana.

On 2/15/24, I relayed a complaint to the Morenci City Police Department. I spoke with Officer Thompson, who advised that the nature of the allegations constituted a civil matter, not a criminal case.

On 3/27/24, I interviewed Relative A1 via telephone. Relative A1 stated that Resident A learned of money being set aside for her rent and medical care to the tune of \$15000. He stated that Resident A receives a pension check of about \$2500 and so there is typically a \$300 shortfall. He stated that the money was set aside to pay for overages with Resident A's rent, as well as medical care, since Resident A does not have Medicaid or private insurance. He stated that there is about \$10000 in the account at this time based on Resident A's spending needs.

APPLICABLE RULE	
R 400.15305	Resident protection.
	(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.

ANALYSIS:	Based on information received regarding financial arrangements made on Resident A's behalf, there is insufficient evidence that Resident A is being financially exploited. There appears to be some transparency over where Resident A's source of funds, and how they are applied to the account.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A is being inappropriately charged.

INVESTIGATION:

On 1/24/24, Resident A stated that there was some confusion on her part over how much money she had, as opposed to the charges made against her account. Resident A expressed that Relative A1 was the person creating a shortfall with her funds.

On 1/24/24, during my onsite inspection, I reviewed Resident A's *Resident Care Agreement*. The fee charged was \$2500 a month.

APPLICABLE RULE	
R 400.15315	Handling of resident funds and valuables.
	(12) Charges against the resident's account shall not exceed the agreed price for the services rendered and goods furnished or made available by the home to the resident.
ANALYSIS:	According to the Resident Care Agreement, the fee charged was \$2500. There does not appear to be any evidence that the home exceeded the agreed upon fees.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 3/27/24, I conducted an exit conference with licensee designee Theresa Chang. I shared my findings and Ms. Chang agreed with the conclusions reached.

IV. RECOMMENDATION

I recommend no change to the status of this license.

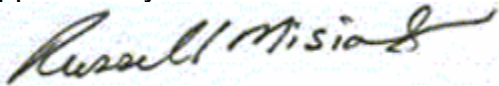


3/27/24

Dwight Forde
Licensing Consultant

Date

Approved By:



3/29/24

Russell B. Misiak
Area Manager

Date