



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 30, 2024

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

RE: License #: AL460070146
Investigation #: 2024A1032037
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 #:	2024A1032037
Complaint Receipt Date:	05/15/2024
Investigation Initiation Date:	05/16/2024
Report Due Date:	06/14/2024
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:	04/21/2024
Expiration Date:	04/20/2026
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED MENTALLY ILL AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
The stove does not work properly.	No
Resident A was assaulted by an employee.	No
Resident A does not receive medications.	No
Resident A is not provided meals.	No
Additional Findings	No

III. METHODOLOGY

05/15/2024	Special Investigation Intake 2024A1032037
05/16/2024	Special Investigation Initiated - Telephone
05/20/2024	Contact - Document Sent Email sent to licensee designee Theresa Chang, requesting receipts of any service work done on the stove within recent months.
05/21/2024	Contact - Document Received Intake # 200948 received, which included allegations that were already investigated.
05/22/2024	Contact - Telephone call received Interview with APS Specialist Melissa Auld.
05/23/2024	Contact - Document Received Morenci City Police Department Report
05/23/2024	Inspection Completed On-site

05/30/2024	Exit Conference
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ALLEGATION:

The stove does not work properly.

INVESTIGATION:

On 5/15/24, I received this complaint as an Adult Protective Services (APS) screen out.

On 5/16/24, I interviewed Morenci City Police Officer Edmonson by telephone. Officer Edmonson reported that he was asked to do a welfare check on the residents. He stated that there was a concern that the stove was not working. He stated that he received conflicting stories from the employees at the home about the appliance and surmised that either it functions intermittently or there was user error. He stated that he advised the licensee designee, who reportedly told him that she had a maintenance worker check out the stove, and that she would do so again. He mentioned that none of the residents he interviewed expressed any concerns about food service or the stove. He denied smelling any fumes from the stove indicative of a gas leak.

On 5/20/24, I emailed licensee designee Theresa Chang, asking for any receipts of recent maintenance work done on the stove.

On 5/23/24, I interviewed licensee designee Theresa Chang in the home. Ms. Chang reported that the stove works. She presented a receipt for the installation of an ignitor on the stove and was preparing lunch for the residents. There was no presence of a gassy odor associated with a gas leak.

APPLICABLE RULE	
R 400.15402	Food service.
	(6) Household and cooking appliances shall be properly installed according to the manufacturer's recommended safety practices.

ANALYSIS:	Ms. Chang showed me a receipt for an igniter. According to the police, none of the residents expressed any concerns over food service. During my onsite inspection, as well as the police welfare check, no gassy fumes were detected.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A was assaulted by an employee.

INVESTIGATION:

On 5/21/24, I received a new complaint alleging that the home was engaged in financial exploitation over Resident A's funds, employees assaulting Resident A, as well as not providing the resident with food and medication.

On 5/21/24, I requested information on any police contact at the home related to Chindarat Runteranoont using inappropriate behavioral interventions with Resident A.

On 5/22/24 I interviewed APS Specialist Melissa Auld. Ms. Auld stated that APS was taking no action on this complaint. She stated that there was no reported evidence of an assault such as marks or bruises. She advised that licensee designee Theresa Chang had informed her that Resident A left the home to stay with a new boyfriend and had been declining her medication. The boyfriend reportedly dropped Resident A off at the house after noticing a sharp change in her demeanor. Resident A reportedly demanded her medications to take with her back to her boyfriend's, but her request was denied. Ms. Auld reported that Resident A is habitually irresponsible with money, and that relatives are seeking conservatorship and guardianship. Ms. Auld conveyed an understanding based on conversations with relatives, that they are very close to submitting medical certificates that demonstrate Resident A's status as a vulnerable adult in need of court ordered monitoring. The allegation of financial exploitation had been investigated by APS and I also found insufficient evidence of such, in a previous investigation.

On 5/23/24, Ms. Chang denied that employee Chindarat Runteranoont physically assaulted Resident A. She advised that Ms. Runteranoont is on a leave of absence.

Resident A stated that employee Chindarat Runteranoont assaulted her approximately three months ago. She described Ms. Runteranoont grabbing her arms and shaking her. She stated that it happened outside and that the only witness was a neighbor.

I reviewed a Morenci City Police Report that was completed in February 2024, that referenced Resident A complaining of financial exploitation. The report coincides with an APS and LARA special investigation addressing that issue.

APPLICABLE RULE	
R 400.15308	Resident behavior interventions prohibitions.
	(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.
ANALYSIS:	Based on a review of police reports, as well as interviews with APS and Resident A, there is insufficient evidence to establish that a violation occurred in February 2024.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A does not receive medications.

INVESTIGATION:

On 5/23/24, Ms. Chang stated that Resident A has developed a pattern of leaving the home and most recently left with a presumed boyfriend. Ms. Chang stated that Resident A most recently returned on May 10th. She presented a container with Resident A's medications, in their original bottles. She also retrieved Resident A's Medication Administration Record (MAR) where entries were made as of May 11th.

Resident A stated that she gets her medications from Bonnie but described having conflict with Ms. Runteranoont because of her revolving presence in the home.

APPLICABLE RULE	
R 400.15312	Resident medications.
	(1) Prescription medication, including dietary supplements, or individual special medical procedures shall be given,

	taken, or applied only as prescribed by a licensed physician or dentist. Prescription medication shall be kept in the original pharmacy-supplied container, which shall be labeled for the specified resident in accordance with the requirements of Act No. 368 of the Public Acts of 1978, as amended, being S333.1101 et seq. of the Michigan Compiled Laws, kept with the equipment to administer it in a locked cabinet or drawer, and refrigerated if required.
ANALYSIS:	I observed Resident A's medications, in their original bottles. I also observed MAR entries, showing that Resident A had been receiving her medication.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A is not provided meals.

INVESTIGATION:

On 5/23/24, Resident A stated that an employee named Bobby provides her with meals. She stated that Ms. Chang only serves her food because she told Ms. Chang that she pays rent. Resident A claimed that employee Chindarat Runteranoont was the culprit in denying her food.

Ms. Chang denied that Resident A does not receive food. She displayed pictures of Resident A at the dinner table. She stated that the home began to document when Resident A ate, because she had been making claims that meals were not being provided. Ms. Chang stated that Resident A would show up after providing verbal notice to quit not being at the home for several days, making demands for meals. Staff would advise her that she had left but then serve her meals.

APPLICABLE RULE	
R 400.15313	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.

ANALYSIS:	Based on Resident A's report, she receives meals. I also observed pictures of her eating meals.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 5/30/24, 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.

5/30/24

Dwight Forde	Date
Licensing Consultant	

Approved By:

6/4/24

Russell B. Misiak	Date
Area Manager	