



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 27, 2024

Rebecka Goodrow
From The Heart Adult Foster Care, LLC
2880 South 2 Mile Road
Bay City, MI 48706

RE: License #: AS090385244
Investigation #: 2024A0576044
From The Heart AFC-Kasemeyer

Dear Rebecka Goodrow:

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. On September 27, 2024, you submitted a corrective action plan and settlement agreement which was approved by Jay Calewatts, Adult Foster Care Division Director.

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) 643-7960.

Sincerely,

Christina Garza, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 240-2478

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS090385244
Investigation #:	2024A0576044
Complaint Receipt Date:	07/30/2024
Investigation Initiation Date:	07/30/2024
Report Due Date:	09/28/2024
Licensee Name:	From The Heart Adult Foster Care, LLC
Licensee Address:	2880 South 2 Mile Road, Bay City, MI 48706
Licensee Telephone #:	(989) 316-1487
Administrator:	Rebecka Goodrow
Licensee Designee:	Rebecka Goodrow
Name of Facility:	From The Heart AFC-Kasemeyer
Facility Address:	5395 Kasemeyer Road, Bay City, MI 48706
Facility Telephone #:	(989) 295-4168
Original Issuance Date:	12/29/2016
License Status:	REGULAR
Effective Date:	06/29/2023
Expiration Date:	06/28/2025
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED, ALZHEIMERS, DEVELOPMENTALLY DISABLED, AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
There are concerns that the licensee designee may be taking the residents narcotic medications.	No
Additional Findings	Yes

III. METHODOLOGY

07/30/2024	Special Investigation Intake 2024A0576044
07/30/2024	Special Investigation Initiated - Letter Reviewed documents
08/08/2024	Inspection Completed On-site
09/13/2024	Contact - Telephone call made Interviewed Licensee Designee, Rebecka Goodrow
09/17/2024	Contact - Telephone call received Received call from Rebecka Goodrow
09/18/2024	Contact - Telephone call made Interviewed Staff, Layla Arnold
09/27/2024	Corrective Action Plan Received
09/27/2024	Corrective Action Plan Approved
09/27/2024	Exit Conference Left message for Licensee Designee, Rebecka Goodrow to return call regarding exit conference.

ALLEGATION:

There are concerns that the licensee designee may be taking the residents narcotic medications.

INVESTIGATION:

On August 8, 2024, I conducted an unannounced on-site inspection at From the Heart AFC-Kasemeyer. Upon my arrival I viewed a pickup truck backed in the driveway and a boat in the garage. A male was outside who reported his name to be Brandon. After I identified myself and the reason for my visit, Brandon explained that the facility is closed and there are no residents living at the home. Brandon stated the facility is being remodeled and the residents that used to live at the home were moved to another location. Brandon did not know how long the home had been closed. Brandon allowed me entrance into the home and there were no residents or staff inside. The home was empty and appeared to be under renovation as there were several tools and materials throughout the rooms.

On September 13, 2024, I interviewed Licensee Designee, Rebecka Goodrow regarding the allegations. Licensee Designee Goodrow reported there have been no residents living at the facility since August 2023. The residents were moved to another facility, From the Heart-2 Mile also operated by Licensee Designee Goodrow. Licensee Designee Goodrow stated there were no issues with medications at From the Heart AFC-Kasemeyer during the time it was open. Licensee Designee Goodrow reported she did not work at From the Heart AFC-Kasemeyer, and the facility was managed by Staff Layla Arnold. According to the Licensee Designee Goodrow, the medications were kept track of electronically and they switched pharmacy's during the time the home was open. Licensee Designee expressed that she may not be able to obtain medication records as the facility "was closed out". Great Lakes Pharmacy had previously serviced the home and in November or December 2023, the home switched to a new pharmacy. The new pharmacy has said they cannot access old records. Licensee Designee confirmed she may have some of the medications records printed. Facility records were requested of Licensee Designee Goodrow including resident medication sheets, resident register, and resident identification records. Licensee Designee Goodrow stated she will look for the records and provide them next week.

On September 17, 2024, I received a call from Licensee Designee Goodrow who reported she may not be able to obtain medication administration records. Licensee Designee Goodrow reported that her plan is to close the license for the facility.

On September 18, 2024, I interviewed Staff Layla Arnold who began working at From the Heart AFC-Kasemeyer in 2021. Staff Arnold reported she managed From the Heart AFC-Kasemeyer until it closed in August 2023. At that time, the residents at From the Heart AFC-Kasemeyer were moved to the other facility, From the Heart-2 Mile also operated by Licensee Designee Rebecka Goodrow. During the time Staff Arnold worked at From the Heart-Kasemeyer there were no issues or concerns with resident medications including narcotics. Licensee Designee Goodrow sometimes worked at the facility however not often. Staff Arnold oversaw filing, and she printed and filed electronic medication records and prescriptions. Staff Arnold had no concerns regarding resident medications being stolen or missing during the time she worked at From the Heart AFC-Kasemeyer.

On September 27, 2024, I left a message with Licensee Designee, Rebecka Goodrow to return my call regarding an exit conference. The settlement agreement signed by Rebecca Goodrow and approved by Jay Calewarts, AFC Division Director, on September 27, 2024, states the license for From the Heart AFC-Kasemeyer AS090385244 will be administratively closed on October 31, 2024.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(6) A licensee shall take reasonable precautions to insure that prescription medication is not used by a person other than the resident for whom the medication was prescribed.
ANALYSIS:	<p>It was alleged that there were concerns that the licensee designee may be taking resident medications. Upon conclusion of an unannounced on-site inspection and investigative interviews, there is not a preponderance of evidence to conclude a rule violation.</p> <p>Licensee Designee Rebecka Goodrow was interviewed and advised the facility has been closed for over one year. According to Licensee Designee Goodrow, there were no issues with resident medications, and she did not work at the facility. Staff Layla Arnold was interviewed, and she reported that she worked at From the Heart AFC-Kasemeyer from 2021-2023. Staff Arnold denied there were any issues with resident medications during the time she worked at the facility.</p> <p>There is not a preponderance of evidence to conclude resident medication was used by anyone else other than the resident it was prescribed to.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On September 13, 2024, I spoke to Licensee Designee Rebecka Goodrow and requested resident records including resident medication sheets and resident identification records. Licensee Designee Goodrow stated she will look for the records and provide them next week. To date, I have not received these records.

On September 27, 2024, I left a message with Licensee Designee, Rebecka Goodrow to return my call regarding an exit conference. The settlement agreement signed by

Rebecca Goodrow and approved by Jay Calewarts, AFC Division Director, on September 27, 2024, states the license for From the Heart AFC-Kasemeyer AS090385244 will be administratively closed on October 31, 2024.

APPLICABLE RULE	
R 400.14209	Home records generally.
	(1) A licensee shall keep, maintain, and make available for department review, all the following home records: (d) Resident records.
ANALYSIS:	On September 13, 2024, I spoke to Licensee Designee Rebecka Goodrow and requested resident records including resident medication sheets and resident identification records. To date, I have not received these records.
CONCLUSION:	VIOLATION ESTABLISHED

INVESTIGATION:

On September 13, 2024, I spoke to Licensee Designee Rebecka Goodrow and requested the resident register. Licensee Designee Goodrow stated she will look for the resident register and provide it next week. To date, I have not received the resident register.

On September 27, 2024, I left a message with Licensee Designee, Rebecka Goodrow to return my call regarding an exit conference. The settlement agreement signed by Rebecca Goodrow and approved by Jay Calewarts, AFC Division Director on September 27, 2024, states the license for From the Heart AFC-Kasemeyer AS090385244 will be administratively closed on October 31, 2024.

APPLICABLE RULE	
R 400.14209	Home records generally.
	(1) A licensee shall keep, maintain, and make available for department review, all the following home records: (e) A resident register.
ANALYSIS:	On September 13, 2024, I spoke to Licensee Designee Rebecka Goodrow and requested the resident register. To date, I have not received the resident register.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

I recommend closing this special investigation per the settlement agreement signed by Jay Calewarts, AFC Division Director, on September 27, 2024.



9/27/2024

Christina Garza
Licensing Consultant

Date

Approved By:



9/27/2024

Mary E. Holton
Area Manager

Date