



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

February 5, 2026

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

RE: License #: AL460070146
Investigation #: 2026A1032008
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) 356-0100.

Sincerely,

A handwritten signature in cursive script, 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

License #:	AL460070146
Investigation #:	2026A1032008
Complaint Receipt Date:	11/18/2025
Investigation Initiation Date:	11/20/2025
Report Due Date:	01/17/2026
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?
Resident A fell and was left unaided for a long time.	No
The food in the facility is of poor quality.	No
Additional Findings	No

III. METHODOLOGY

11/18/2025	Special Investigation Intake 2026A1032008
11/20/2025	Special Investigation Initiated - On Site
12/29/2025	Exit Conference
01/07/2026	Comment- Intake # 208795 received and incorporated into this complaint
01/29/2026	Inspection Completed- On Site
02/05/2026	Exit Conference

ALLEGATION:

Resident A fell and was left unaided for a long time.

INVESTIGATION:

I received this complaint as an Adult Protective Services Screenout.

On 11/20/25, I interviewed Resident A in the facility. Resident A stated that on or about 11/14/25, she fell, but was assisted by employee Chindarat Runteranoont. She denied being left on the floor for long periods of time. She denied falling in her room and being left unassisted.

I interviewed employee Chindarat Runteranoont in the facility. Ms. Runteranoont stated that Resident A fell about two days ago and she assisted her in getting up. Ms. Runteranoont reported that the incident occurred near the dining room, in a hallway that spans the facility, linking the dining room, bedroom areas and living room. She stated that she has to remind Resident A to use her walker.

On 12/29/25, I conducted an exit conference with licensee designee Theresa Chang. I advised Ms. Chang that I did not establish a violation regarding the complaint that Resident A was left unattended after falling. I relayed to Ms. Chang that she was required to remove an ineligible employee from the workforce background check long term database, since in its current configuration, it appeared that this employee still worked at the facility.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.
ANALYSIS:	Resident A denied being left on the floor and stated that she was assisted by staff. Employee Chindarat Runteranoont also stated that she rendered aid when Resident A fell. No violation established since these interviews were consistent.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The food in the facility is of poor quality.

INVESTIGATION:

On 1/7/26, I received a new complaint alleging that the quality of the food was poor.

On 1/29/26, during an onsite inspection, I observed meal service, where residents sat and ate lunch, which appeared to be mixed vegetables, sloppy joes and potato chips. I also toured the facility and noted that there was ample food in the refrigerator and freezers. The food was purchased from Walmart. I read the facility menus and they appeared to be of a variety of nutritious meals.

APPLICABLE RULE	
R 400.663	Nutrition; adoption by reference.
	(2) Meals must be of proper form, consistency, and temperature.
ANALYSIS:	I observed residents eating a meal that appeared to be a healthy mix in keeping with nutritional guidelines. I toured the facility and saw food items sourced from reputable places, such as Walmart. I was unable at that point, to establish a violation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 2/5/26, I advised Ms. Delosh of my findings and she agreed with the conclusions reached.

IV. RECOMMENDATION

I recommend no change to the status of this license.

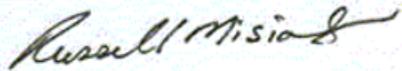


2/5/26

Dwight Forde
Licensing Consultant

Date

Approved By:



2/13/26

Russell B. Misiak
Area Manager

Date