



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 5, 2021

Joyce Peterson
60407 M43 Highway
Bangor, MI 49013

RE: License #: AS800362293
Investigation #: 2021A0581052
Joyful Living

Dear Ms. Peterson:

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. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

A six-month provisional license is recommended. If you do not contest the issuance of a provisional license, you must indicate so in writing; this may be included in your corrective action plan or in a separate document. If you contest the issuance of a provisional license, you must notify this office in writing and an administrative hearing will be scheduled. Even if you contest the issuance of a provisional license, you must still submit an acceptable corrective action plan.

If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

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) 284-9730.

Sincerely,

A handwritten signature in black ink that reads "Cathy Cushman". The signature is written in a cursive, flowing style.

Cathy Cushman, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(269) 615-5190

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS800362293
Investigation #:	2021A0581052
Complaint Receipt Date:	09/10/2021
Investigation Initiation Date:	09/10/2021
Report Due Date:	11/09/2021
Licensee Name:	Joyce Peterson
Licensee Address:	60407 M43 Highway Bangor, MI 49013
Licensee Telephone #:	(269) 639-9430
Administrator:	Joyce Peterson
Licensee Designee:	N/A
Name of Facility:	Joyful Living
Facility Address:	328 Edgell Street South Haven, MI 49090
Facility Telephone #:	(269) 637-4823
Original Issuance Date:	04/26/2016
License Status:	REGULAR
Effective Date:	10/26/2020
Expiration Date:	10/25/2022
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
The licensee, Joyce Peterson, mishandled Resident A's personal debit card, EBT card, and did not provide Resident A's guardian with complete accounting of Resident A's funds and/or valuables.	Yes
The licensee, Ms. Peterson, did not return Resident A's valuables upon Resident A's discharge.	No
Additional findings.	Yes

III. METHODOLOGY

09/10/2021	Special Investigation Intake 2021A0581052
09/10/2021	Referral - Recipient Rights Allegan Co. Recipient Rights received the allegations and is investigating.
09/10/2021	Special Investigation Initiated - Telephone Email from Mandy Paget, Allegan RRO.
09/13/2021	Contact - Face to Face Interview with Ms. Peterson, licensee, at Allegan County Office of Recipient Rights in conjunction with Recipient Rights Officer, Mandy Paget and Charles Redman.
09/13/2021	Referral - Law Enforcement Confirmed with Recipient Rights law enforcement was notified.
09/14/2021	Referral – Other to Office of Inspector General
09/16/2021	Contact - Document Received Text from licensee.
10/05/2021	Inspection Completed On-site Interviewed licensee and obtained documentation.
10/26/2021	Inspection Completed-BCAL Sub. Compliance
10/26/2021	Contact – Telephone call made Left message with Guardian A1.
11/01/2021	Contact – Telephone call received

	Interview with Guardian A1.
11/01/2021	Exit conference with licensee, Joyce Peterson.
11/05/2021	Contact – Telephone call made Confirmed with Van Buren APS, Mike Hartman, APS received the allegations, but denied for investigation.

ALLEGATION:

The licensee, Joyce Peterson, mishandled Resident A’s personal debit card, EBT card, and did not provide Resident A’s guardian with complete accounting of Resident A’s funds and/or valuables.

INVESTIGATION:

On 09/10/2021, I received this complaint through the Bureau of Community Health Systems (BCHS’) online complaint system. The complaint alleged the licensee, Joyce Peterson, misappropriated Resident A’s funds between February 2021 and July 2021, which totaled approximately \$2,054. The complaint also alleged Ms. Peterson repeatedly failed to provide accounting and receipt information for Resident A’s fund transactions. Additionally, the complaint alleged Ms. Peterson used Resident A’s personal funds to purchase groceries and household supplies, despite Ms. Peterson receiving monthly adult foster care payments.

On 09/13/2021, I initiated the complaint by conducting a face-to-face meeting with licensee Joyce Peterson at Allegan’s Office of Recipient Rights in conjunction with Allegan’s Recipient Rights Officers, Mandy Paget, and Charles Redman. Prior to interviewing Ms. Peterson, Ms. Paget provided me a copy of a packet of information pertaining to Resident A’s financial transactions. This information included Resident A’s *Resident Funds II* forms, which were provided to Resident A’s guardian, Guardian A1, from Ms. Peterson. The *Resident Funds II* forms included dates from January 2021 through May 2021 but did not include June 2021 or July 2021. The transaction sheets also did not include specific dates (i.e., the month AND the date) for when the transactions were made. The packet provided to me also included a “*Account Transaction Detail Report*” for Resident A’s debit card purchases from January 2021 through August 2021, numerous receipts Ms. Peterson provided to Guardian A1 and copies of text messages between Ms. Peterson and Guardian A1.

The packet’s copies of numerous receipts provided to Guardian A1 indicated purchases made for Resident A. Based on these receipts, both Resident A’s debit card and Ms. Peterson’s debit card were used. Additionally, based on the receipts provided to Guardian A1, there were instances where Ms. Peterson received “cash back” after she made purchases using Resident A’s debit card. The documentation

also indicated there were several receipts provided to Guardian A1, which did not have a corresponding transaction on the Account Transaction Detail Report and/or the *Resident Funds II* forms.

The packet included a handwritten list of expenditures from Guardian A1 indicating Resident A's debit card had been used on particular dates at specific stores by Ms. Peterson, but there was neither a receipt to confirm what the purchase was nor did the purchase appear appropriate, if a receipt was provided for the expense (i.e. the receipts submitted by Ms. Peterson indicated she had purchased large amounts of groceries, household items, or went out to eat and purchased more than what would be appropriate for just Resident A).

I reviewed the receipts and *Resident Funds II* forms Ms. Peterson provided to Guardian A1, and Resident A's *Account Transaction Detail Report* for her debit card and discovered the following discordant documentation:

- On 03/15/2021 and 03/22/2021, according to Resident A's Account Transaction Detail Report, Resident A's debit card was used for two purchases, \$77.62 and \$31.79, respectively; however, receipts were not provided to Guardian A1 confirming these purchases. Additionally, the \$77.62 purchase was not logged on the *Resident Funds II* form.
- Ms. Peterson provided a receipt to Guardian A1 indicating she purchased Resident A \$421.46 worth of personal items from Meijer on 05/02/2021, which included a \$27.99 power strip Guardian A1 stated was not in Resident A's possession. The receipt also indicated Ms. Peterson was provided with \$40 cash back. In the corresponding Resident Funds II form provided to Guardian A1 by Ms. Peterson, there was an entry for 5/21 for \$421.46 with the reason for transaction as "new clothing DVD". Ms. Peterson indicated a "cash card" was used for the purchase, but there was no indication Ms. Peterson had received "cash back" from the purchase; despite the total including \$40 in cash back.
- Ms. Peterson provided a receipt to Guardian A1 indicating she used Resident A's Electronic Benefit Card (EBT) on 05/03/2021 to purchase \$16.46 in food, which included water, salad dressing, yogurt, coffee syrup, and cereal.
- Ms. Peterson provided a receipt to Guardian A1 indicating Resident A's debit card had been used on 05/20/2021 to purchase two meals rather than one for Resident A, which included two jumbo cookies and two mocha drinks.
- Ms. Peterson provided a receipt to Guardian A1 indicating Ms. Peterson used Resident A's debit card on 05/26/2021 to purchase several items from a local big box store, including DVDs for \$50.03; however, the receipt also indicated Ms. Peterson received \$60 in cash back for a total purchase of \$110.03. The total purchase amount was verified on Resident A's Account Transaction

Detail Report, but only the \$50.03 amount was accounted for on *Resident Funds II* form. Ms. Peterson did not include the \$60 cash back for the transaction.

- Ms. Peterson provided a receipt to Guardian A1 indicating Ms. Peterson used Resident A's EBT card on 06/03/2021 to purchase several nine count Clorox disinfecting wipe packages.
- Ms. Peterson provided a receipt to Guardian A1 indicating she purchased shampoo or conditioner for Resident A on 06/14/2021; however, the receipt indicated Ms. Peterson used Resident A's debit card and received \$40 cash back.
- Based on Resident A's Account Transaction Detail Report, Ms. Peterson used Resident A's debit card on 06/21/2021 to make a \$15 purchase at a local upscale beauty store; however, there was no corresponding receipt and the transaction was not logged on the *Resident Funds II* forms.
- Ms. Peterson provided a receipt to Guardian A1 indicating she purchased two bags of bird seed on 06/28/2021 for Resident A.
- Ms. Peterson provided a receipt to Guardian A1 indicating she purchased "wheat tortillas and burrito tortillas" on 07/05/2021 for Resident A.
- Ms. Peterson purchased a Britney Spears vinyl record on 07/13/2021, which Guardian A1 indicated was not in Resident A's possession

Ms. Peterson was asked to explain her process for purchasing items for Resident A. She stated when Resident A was admitted into her facility, she had a debit card and an EBT card for food assistance through the State of Michigan. Ms. Peterson acknowledged using Resident A's EBT card to purchase food for Resident A. She stated the food she purchased for Resident A's "special" food such as "lactaid free milk" or other such diabetic food items since Resident A is diabetic. She denied using Resident A's EBT card to purchase food for herself or any of the other residents or staff within the facility.

Ms. Peterson acknowledged using Resident A's debit card to also purchase Resident A food, prescriptions, clothing, personal items, etc. She stated she did not have any specifics in writing from Guardian A1 indicating any kind of cap on how much Ms. Peterson could spend using Resident A's debit card, when she could use the card, or on what items she was allowed to purchase. She stated she would call Guardian A1 prior to making the purchases to obtain approval for the purchases. Ms. Peterson stated she kept receipts for all the purchases and had them available for review. Ms. Peterson brought several envelopes of receipts, which Ms. Paget reviewed during the interview. Ms. Peterson stated these receipts were provided to Guardian A1.

Ms. Peterson stated Guardian A1 requested receipts a couple times throughout Resident A's stay at the facility with the first time being in May 2021. She stated each time Guardian A1 requested receipts she provided them to her. I requested a copy of what Ms. Peterson sent to Guardian A1 for review. Ms. Peterson also acknowledged she received "cash back" for several transactions using Resident A's debit card. She stated she did this because she had paid out of pocket using her own personal funds and was essentially paying herself back. She stated she did inform Guardian A1 she was doing this and noted it on Resident A's *Resident Funds II* forms. Ms. Peterson stated she had to use her own personal funds to purchase the medications because she didn't have Resident A's debit card all the time while making purchases for her. Ms. Peterson denied using Resident A's debit card to purchase anything for herself or anyone else, including the residents or staff.

After Ms. Paget reviewed Ms. Peterson's receipts she had brought to the interview, Ms. Paget questioned Ms. Peterson on one of the receipts since it indicated Resident A had been taken to lunch at the Gerald R Ford airport indicating a purchase of \$7.41. This same amount also corresponded to a transaction on Resident A's *Resident Funds II* form dated "04/2021" for a "lunch out". Ms. Peterson reviewed the receipt during the interview and stated she had not taken Resident A to the airport for lunch; further indicating this was not the correct receipt.

Additionally, another receipt found by Ms. Paget, which had Resident A's initials at the top of it, indicated two separate meals were purchased at a local South Haven fast food restaurant on 04/23/2021 using Resident A's debit card. Ms. Peterson had also provided a receipt from Aldi, dated 4/23/2021 indicating Resident A's EBT card had been used to purchase \$252.45 worth of groceries.

I reviewed Resident A's *Resident Care Agreement (RCA)*, signed and dated by Ms. Peterson and Resident A on 01/25/2021 when she was admitted into the facility. Resident A's RCA indicated it was not reviewed, signed or dated by Guardian A1 until 08/16/2021. According to the RCA, a box was marked "I agree" to entrusting the licensee for either funds or valuables for safekeeping; however, neither funds nor valuables were marked to indicate which one the licensee was responsible for safekeeping. The section indicating the licensee manages funds and accounts for financial transactions on the residents' behalf and the section where expenditures of personal funds over a specified amount would require prior written approval was not checked mark indicating the licensee did not have approval to manage funds or accounts for Resident A.

I reviewed Resident A's *Resident Funds I* form, dated 01/25/2021, which indicated Resident A had a guardian, identified as Guardian A1. The form also indicated Ms. Peterson managed the following accounts for Resident A including, "Payment for AFC" and "Cash". It was noted on the *Resident Funds I* form all transactions regarding these accounts must be recorded on the BCAL-2319, which is the *Resident Funds II* forms.

Upon my review of Resident A's *Resident Funds II* forms, I determined the dates inputted by Ms. Peterson were incomplete as she only put the month and year. She indicated on the forms she paid out of pocket for Resident A's medication copays, personal care and hygiene items until she received a \$225 check from Guardian A1 reimbursing her. According to the *Resident Funds II* forms, Ms. Peterson continued documenting transactions when she used Resident A's debit card to purchase her lunch, books, clothing, personal care items, supplies for activities, bedding and medication copays. The *Resident Funds II* forms provided to Guardian A1 only included January 2021 through May 2021 and were missing June 2021 through August 2021.

I also reviewed Resident A's *Resident Funds II* form for AFC payments, which confirmed Ms. Peterson was receiving \$907.50 once a month as payment, which was the agreed upon amount as indicated by Resident A's RCA.

I reviewed Resident A's *Health Care Appraisal*, dated 02/05/2021, which did not indicate Resident A was on any type of special diet. Her *Assessment Plan for AFC Residents* (assessment plan), dated 01/25/2021, had a check mark in the section of "special diet" indicating she had one, but there was no additional information identifying what kind of special diet. Her assessment plan also indicated Resident A needed assistance with keeping her weight under control, but no additional information was provided on what was expected of staff to assist with controlling her weight. I also reviewed Resident A's Allegan CMH Services Assessment, dated 04/09/2020. According to this assessment, Resident A has a "Type 2 Diabetes controlled with medication and low-sugar diet". It indicated staff should prepare her meals based on this diagnosis and "encourage her to make healthy snack choices daily".

On 10/05/2021, I conducted an unannounced on-site inspection in conjunction with Office of Inspector General (OIG) senior agent, Mark Mandreky. During the on-site inspection, I requested Ms. Peterson provide me with Resident A's resident file for my review. I also requested to review Resident B's and Resident C's resident files, as well.

Mr. Mandreky and I asked Ms. Peterson to explain how she utilized Resident A's EBT card. She stated she only used the EBT card for Resident A. She stated she purchased food for Resident A and kept it separate from the rest of the facility's food. She stated Resident A liked different food compared to the rest of the residents, so it wasn't difficult to distinguish her food from the other residents. Ms. Peterson stated she was the only staff member within the facility to use Resident A's EBT card for Resident A. Ms. Peterson was able to provide some receipts for the EBT purchases; however, there were several purchases with the EBT card where she had no receipt verification. Ms. Peterson did not have every receipt for purchases made using Resident A's personal debit card either.

It should be noted, Ms. Peterson's facility is a "for profit" facility and therefore, residents should not receive EBT cards to purchase food due to food being included in the Adult Foster Care payment. Mr. Mandreky provided me with a copy of Resident A's EBT card history, which showed her EBT card had been used 20 times between 01/01/2021 and 07/21/2021 for a total of \$1,069.43.

Ms. Peterson had additional *Resident Funds II* forms for Resident A available for review, which indicated Ms. Peterson had tracked Resident A's EBT purchases; however, only a few of the transactions listed on the EBT *Resident Funds II* form matched the EBT card history provided by Mr. Mandreky.

I also reviewed Resident B's and Resident C's resident files. Resident B's RCA did not indicate Ms. Peterson was able to manage Resident B's funds and/or accounts for financial transactions on Resident B's behalf. It indicated expenditures of Resident B's personal funds over the amount of \$50 would require prior written approval; however, there was no indication Resident B's guardian was in agreement with this as there was no check mark indicating agreement. Additionally, Resident C's RCA indicated the same as Resident B's RCA; however, Resident C's RCA indicated expenditures of Resident C's personal funds over the amount of \$30 would require prior written approval; however, there was no indication Resident C's guardian was in agreement with this as there was no check mark indicating agreement.

In my review of Resident B's and Resident C's *Resident Funds II* forms, I determined Ms. Peterson was holding their personal funds in trust. According to Resident B's *Resident Funds II* form, he should have had \$55 in cash Ms. Peterson was holding; however, when I counted the cash on hand, there was only \$7 available.

According to Resident C's *Resident Funds II* form, he should have had \$17 on hand; however, there was \$32 in cash Ms. Peterson was holding for him. There were no 2021 receipts available for either Resident B or Resident C to confirm purchases made by Ms. Peterson on their behalf. She stated she had recently taken both residents on an outing and hadn't balanced their resident funds sheets. She indicated she was aware receipts were not up to date or being kept for the residents.

In my discussion with Mr. Mandreky, he indicated there was not enough evidence, at this time, indicating Ms. Peterson used Resident A's EBT card inappropriately or fraudulently.

I did not interview Resident A while at the facility because she was no longer a resident. Resident B and Resident C were observed within the facility but were not interviewed due to their inability to communicate verbally.

On 11/01/2021, I interviewed Guardian A1, via telephone. Guardian A1 stated she did not sign any AFC paperwork upon Resident A's admission into the facility, which

included any paperwork giving Ms. Peterson approval to freely use Resident A's debit or EBT card. Guardian A1 stated Resident A never had in excess of \$40 on the debit card at previous placements; therefore, Guardian A1 hadn't had any concerns or issues with the use of the debit card. Guardian A1 stated Resident A had pandemic stimulus checks deposited into her account; therefore, Ms. Peterson had access to more of Resident A funds. Guardian A1 stated Ms. Peterson only got prior approval to purchase a few activities/items, which included getting a perm for Resident A, purchasing bedding and some clothing like summer. Guardian A1 denied Ms. Peterson contacting her prior to using Resident A's debit prior to any of the other purchases.

Guardian A1 stated multiple requests had been made requesting the receipts from Ms. Peterson for the purchases she made with the debit card; however, Guardian A1 either did not receive all the receipts for purchases made or the receipts were incomplete (i.e., didn't show the price of items, the description of items was cut off, or they were the wrong receipts).

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(10) A licensee, administrator, direct care staff, other employees, volunteers under the direction of the licensee, and members of their families shall not accept, take, or borrow money or valuables from a resident, even with the consent of the resident.

ANALYSIS:	<p>Based on my investigation, the licensee, Joyce Peterson, was using both Resident A's debit card and EBT card to purchase items for Resident A including, but not limited to personal care, hygiene, bedding, supplies for activities, clothing, food, medication copays, etc.; however, based on my review of the receipts provided by Ms. Peterson, Resident A's <i>Resident Care Agreement, Resident Funds II</i>, and Resident A's debit card Account Transaction Detail Report, there is indication Ms. Peterson mishandled these funds. There were several instances indicating Ms. Peterson received "cash back" after making several purchases using Resident A's debit card when there was no documentation showing why or what the cash was used for or documentation from Guardian A1 giving prior approval.</p> <p>Additionally, based on my interview with Ms. Peterson and my review of Resident A's EBT transaction history, Ms. Peterson used Resident A's EBT card to make over \$1000 in food purchases from January 2021 until July 2021 when she was not authorized to do so. Ms. Peterson used Resident A's EBT card for food purchases when food was included in Resident A's monthly AFC payment.</p> <p>Subsequently, my investigation indicates Ms. Peterson was using Resident A's personal funds (debit card) and EBT card on numerous occasions to purchase large amounts of food, clothing, personal items, and received cash back when she was not required to do so and did not have permission to do so.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(13) A licensee shall provide a complete accounting, on an annual basis and upon request, of all resident funds and valuables which are held in trust and in bank accounts or which are paid to the home, to the resident, or to his or her designated representative. The accounting of a resident's funds and valuables which are held in trust or which are paid to the home shall also be provided, upon the resident's or designated representative's request, not more than 5 banking days after the request and at the time of the resident's discharge from the home.

ANALYSIS:	<p>The licensee, Ms. Peterson, was using Resident A's debit card to make purchases; however, she did not thoroughly document these purchases or transactions on the <i>Resident Funds II</i> form, as required. The transaction dates were generalized to the month, rather than the date, and all the corresponding receipts were not available to confirm the purchases.</p> <p>Subsequently, Ms. Peterson did not provide Guardian A1 with complete accounting of Resident A's funds, as requested.</p> <p>Additionally, upon review of Resident B's and Resident C's funds records, and the lack of receipts to verify transactions, it was determined Ms. Peterson was not maintaining an accurate accounting of either Resident B or Resident C's personal funds.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(8) All resident fund transactions shall require the signature of the resident or the resident's designated representative and the licensee or prior written approval from the resident or the resident's designated representative.
ANALYSIS:	Ms. Peterson had no prior written authorization from Guardian A1 indicating she could use Resident A's debit card or EBT card for the vast amount of purchases she made for Resident A.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14305	Resident protection.
	(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.

ANALYSIS:	<p>Based on my investigation, Ms. Peterson misused both Resident A's personal funds and Resident A's EBT card from February 2021 through August 2021 without the approval or consent of Guardian A1. Ms. Peterson misused Resident A's debit card to make not only extensive, but costly purchases causing Resident A's personal account to be depleted of her personal funds (i.e., federal stimulus checks).</p> <p>The mishandling of Resident A's personal funds and EBT card not only indicate Ms. Peterson did not protect Resident A from being financially exploited but contributed to her being financially exploited.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

The licensee, Ms. Peterson, did not return Resident A's valuables upon Resident A's discharge.

INVESTIGATION:

The complaint indicated the licensee used Resident A's debit card to make purchases, but Resident A did not have these valuables upon her discharge from the facility; despite Ms. Peterson providing receipts indicating the items were purchased. Additionally, Resident A's social security card was not returned.

Ms. Paget stated Guardian A1 had received receipts from purchases Ms. Peterson made using Resident A's debit card, but some of the valuables listed on the receipts were not in Resident A's possession upon her discharge from the facility or when she settled into her new placement. I reviewed the receipts Ms. Paget provided for review, which showed on 05/02/2021, Ms. Peterson made a \$421.46 purchase at a local store, which included a "360 POWERSTRIP" on the receipt; however, Ms. Paget stated Resident A did not have this item. Ms. Paget also showed an Amazon receipt from 07/13/2021 for a total of \$59.96, which included a Britney Spears vinyl disc; however, Ms. Paget stated Guardian A1 reported Resident A again did not have this vinyl in her possession.

Ms. Peterson stated she provided Resident A with all the items purchased using Resident A's debit card. Ms. Peterson stated she did not know why Resident A did not have the power cord or vinyl disc. Ms. Peterson did not indicate she was holding onto any valuables for safekeeping for Resident A. She indicated the items purchased for her were Resident A's belongings.

Upon review of Resident A's resident file, there was no inventory and valuable item list. Additionally, Resident A's RCA did not indicate Ms. Peterson was safeguarding any valuables for Resident A.

Guardian A1 stated Resident A's social security card was provided to Ms. Peterson in a packet with Resident A's debit and EBT card; however, there was no documentation confirming Ms. Peterson was in possession of Resident A's social security card or was responsible for safekeeping it.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(4) A listing of all valuables that are accepted by the licensee for safekeeping shall be maintained. The listing of valuables shall include a written description of the items, the date received by the licensee, and the date returned to the resident or his or her designated representative. The listing of valuables shall be signed at the time of receipt by the licensee and the resident or his or her designated representative. Upon return of the valuables to the resident or his or her designated representative, the listing shall be signed by the resident or his or her designated representative and the licensee.
ANALYSIS:	Based on my investigation, there is no evidence Resident A had any valuables the license, Joyce Peterson, was safekeeping for her including a power cord, a Britney Spears vinyl, or Resident A's social security card; therefore, Ms. Peterson had no obligation to safekeep these items for Resident.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 11/01/2021, I conducted an exit conference with the licensee, Joyce Peterson, via telephone. Ms. Peterson again stated she had verbal permission to use Resident A's debit card before she made purchase. She also stated she returned Resident A's pouch where Resident A's social security card was located; however, she denied ever taking the social security card out of the pouch. I stressed to Ms. Peterson the importance of ensuring documents are completed and reviewed upon admission and to ensure documentation involving finances is thoroughly completed.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend modification of the license to provisional status.

Cathy Cushman

11/05/2021

Cathy Cushman
Licensing Consultant

Date

Approved By:

Dawn Timm

11/05/2021

Dawn N. Timm
Area Manager

Date