



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 26, 2022

Gladys Sledge
Packard Group Inc
PO Box 2066
Southfield, MI 48037

RE: License #: AS630367512
Investigation #: 2022A0605013
Woodward Group Home

Dear Ms. Sledge:

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.

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Frodet Dawisha".

Frodet Dawisha, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(248) 303-6348

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630367512
Investigation #:	2022A0605013
Complaint Receipt Date:	12/02/2021
Investigation Initiation Date:	12/02/2021
Report Due Date:	01/31/2022
Licensee Name:	Packard Group Inc
Licensee Address:	Suite 303 731 Pallister Street Detroit, MI 48202
Licensee Telephone #:	(248) 626-3837
Administrator/Licensee Designee:	Gladys Sledge
Name of Facility:	Woodward Group Home
Facility Address:	2563 Lahser Road Bloomfield Hills, MI 48304
Facility Telephone #:	(248) 335-0946
Original Issuance Date:	07/16/2015
License Status:	REGULAR
Effective Date:	01/16/2020
Expiration Date:	01/15/2022
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Residents' money and petty cash were missing from the office after former home manager Daniella Young resigned. The money and items were given to direct care staff (DCS) Deja Caldwell to put into the locked closet in the Woodward Group Home (WGH) office, which was completed on 11/19/2021. The total missing amount is \$962.52.	Yes

III. METHODOLOGY

12/02/2021	Special Investigation Intake 2022A0605013
12/02/2021	Special Investigation Initiated - Telephone I contacted Oakland County Office of Recipient Rights (ORR) Brittany Navetta who stated she is investigating these allegations.
12/02/2021	APS Referral Adult Protective Services (APS) referral made.
12/07/2021	Inspection Completed On-site I conducted an on-site investigation in collaboration with ORR Brittany Navetta. I interviewed Packard Group Regional Supervisor Dana Pikula, medication coordinator Deja Caldwell and direct care staff Carina Morgan. I reviewed Residents A, B, C, D, and E's funds part I, funds part II, and resident care agreements.
12/07/2021	Contact - Telephone call made Interview with home manager Daniella Young regarding the allegations.
01/20/2022	Contact - Telephone call made I interviewed the current home manager Nicole Womble regarding the allegations. I followed up with Dana Pikula regarding the fund's part II forms. I left a message for DCS Alexis King.
01/20/2022	Contact - Telephone call received I interviewed DCS Alexis King regarding the allegations.

01/24/2022	Exit Conference I conducted the exit conference with licensee Gladys Sledge with my findings.
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ALLEGATION:

Residents' money and petty cash were missing from the office after former home manager Daniella Young resigned. The money and items were given to direct care staff (DCS) Deja Caldwell to put into the locked closet in the Woodward Group Home (WGH) office, which was completed on 11/19/2021. The total missing amount is \$962.52.

INVESTIGATION:

On 12/02/2021, intake #183682 was referred by Oakland County Office of Recipient Rights (ORR) regarding \$962.52 in cash missing from Woodward Group Home (WGH) that belonged to residents and WGH petty cash.

On 12/02/2021, I contacted ORR Brittany Navetta who stated she is investigating these allegations. Ms. Navetta reported that licensee designee Gladys Sledge has filed a police report with Bloomfield Hills Police Department regarding the missing cash. Ms. Navetta scheduled an on-site investigation for 12/07/2021. Ms. Navetta reported she also made an Adult Protective Services (APS) referral regarding these allegations.

On 12/07/2021, an on-site investigation was conducted along with ORR Brittany Navetta. Present at WGH were Residents A, B, C, D, and E. Resident F was in the hospital due to his feeding tube. Also present were Packard Group, Inc. Regional Supervisor Dana Pikula, DCS Deja Caldwell and DCS Carina Morgan. I attempted to interview the residents but due to their cognitive disabilities, they were unable to provide any details regarding the allegations.

On 12/07/2021, Dana Pikula was interviewed regarding the allegations. Ms. Pikula stated the home manager at WGH would be the only individual who would handle any of the residents' funds. The home manager would also be the only individual who would reach out to Ms. Pikula and ask for additional funds for residents or for petty cash. Ms. Pikula would reach out to the home manager every Wednesday asking if WGH required additional monies for petty cash and every first of the month asking if any resident needed additional monies for spending. Ms. Pikula stated the former home manager Daniella Young began employment with Packard Group, Inc. on 07/2021. At that time, Ms. Young signed off on the previous home manager's amount before the home manager quit. Ms. Young was scheduled to work on 11/09/2021, but was a no call no show, but then Ms. Young was off on 11/10/2021 and then Ms. Young quit on 11/15/2021. Ms. Pikula called Ms. Young on 11/18/2021 requesting Ms. Young to bring all the residents' and petty cash to Ms. Pikula along with the residents' bridge cards, corporate cell phone and keys to WGH closet. Ms. Young told Ms. Pikula she was not

coming because of car issues and that Ms. Young will give everything to Ms. Caldwell. Ms. Pikula told Ms. Young not to give everything to Ms. Caldwell as Ms. Pikula needed to count all the monies and sign off on everything. Ms. Young told Ms. Pikula she was not going to meet with Ms. Pikula and will drop everything off to Ms. Caldwell at Ms. Caldwell's home. On 11/19/2021, Ms. Pikula contacted Ms. Caldwell and told Ms. Caldwell to be at WGH at 12PM to meet Ms. Pikula there with everything. Ms. Caldwell told Ms. Pikula she cannot meet Ms. Pikula until 3PM because Ms. Caldwell had an appointment. Ms. Pikula then texted Ms. Caldwell advising Ms. Caldwell to take pictures of everything and place the folder with all the monies, bridge card, cell phone inside the closet at WGH and to lock the closet, which Ms. Caldwell did. Ms. Pikula stated she received a photo of the folder inside the closet, but not of anything inside the folder. Ms. Caldwell told Ms. Pikula she did not open the file folder. On 11/22/2021, Ms. Pikula arrived at WGH to get the file folder from the locked closet. There was note on the file folder from the midnight staff, Alexis King stating that on 11/21/2021, Ms. King arrived to begin her shift and the closet was unlocked and left open.

Ms. Pikula stated she pulled the folder out of the closet and the folder appeared to have been opened. Ms. Pikula called Ms. Caldwell advising her that Ms. King arrived at her shift on 11/21/2021 and found the closet door unlocked and opened as was the folder. Ms. Caldwell told Ms. Pikula she opened the folder but did not know she had to count the money because Ms. Caldwell was never told too. Ms. Caldwell stated the closet door was locked when she left her shift on 11/19/2021. Ms. Pikula pulled Resident A's envelope with his monies inside and after counting his monies and reviewing Resident A's, November 2021, fund's part II form, there was no monies missing. However, the \$100 that was given by Packard Group, Inc. for Resident A's winter items; coat, gloves, and a hat was missing from the envelope.

Ms. Pikula stated each resident received \$100 from Packard Group, Inc. for winter items that Ms. Young was responsible for purchasing for each resident except Resident B as Resident B's guardian/mother purchases all his items and is responsible for Resident B's funds.

Ms. Pikula then reviewed Resident C's November 2021 envelope along with the fund's part II form and found that \$52 of Resident C's personal monies was missing along with the \$100 for his winter items: totaling \$152.

Ms. Pikula reviewed Resident D's November 2021 envelope along with the fund's part II form and found that \$122 of Resident D's personal funds was missing and the \$200 that was allocated for his winter items. Ms. Pikula stated Resident D gets \$200 because he has more funds to spend. His total missing was \$322 for November.

Ms. Pikula reviewed Resident E's November 2021 personal funds and found that no personal monies were missing except for the \$100 Resident E received for his winter items.

Ms. Pikula reviewed Resident F's November 2021 personal funds and found that \$186 was missing from his monies. She stated Resident F did not receive the \$100 for winter items as he was hospitalized.

Ms. Pikula reported there was a total of \$102.52 missing from WGH petty cash. As soon as Ms. Pikula discovered the money missing, she contacted licensee designee Gladys Sledge. Ms. Pikula then reached out to Ms. Young, but Ms. Young did not respond to Ms. Pikula's phone calls or text messages. Ms. Pikula stated the only individuals that had the key to the closet was Ms. Caldwell after Ms. Young gave her set of keys to Ms. Caldwell. Ms. Young called Ms. Pikula yesterday telling Ms. Pikula, "I'm not going down for this. Everything was there when I counted it." Ms. Young told Ms. Pikula she (Ms. Young) did not have receipts for purchases she made with residents' monies. Ms. Pikula stated in addition to the monies, Ms. Young purchased a Costco card using petty cash in Ms. Young's name. On 11/22/2021, Ms. Pikula went to use the Costco card and was told "card was old invalid," that was in Ms. Young's name. Ms. Pikula texted Ms. Young about the Costco card but did not receive a response. Ms. Young then called Ms. Pikula on 12/06/2021 yelling at Ms. Pikula about not receiving her check and saying, "I gave everything to Deja, I want my paycheck." A police report was made with Oakland County Sheriff's Department.

On 12/07/2021, the medication coordinator Deja Caldwell was interviewed regarding the allegations. Ms. Caldwell has worked for Packard Group, Inc. since 10/04/2021. Ms. Caldwell stated Ms. Young was supposed to bring the residents' monies, bridge card, cell phone and keys to WGH, but due to Ms. Young's car not working, she brought everything to Ms. Caldwell's home. Ms. Young used her sister's car to drive to Ms. Caldwell's house. Ms. Pikula called Ms. Caldwell saying, "Ms. Young will be dropping stuff off and once Ms. Caldwell gets binder to place binder inside WGH closet, take a picture of the binder and lock the closet." Ms. Young dropped the binder to Ms. Caldwell and showed Ms. Caldwell the folder with each residents' monies and receipts Ms. Young spent on items Ms. Young purchased. Ms. Young also showed Ms. Caldwell the petty cash inside the envelope that "looked somewhat sealed," to Ms. Caldwell. Ms. Caldwell stated she nor Ms. Young counted any of the residents' monies or the petty cash. Ms. Young also gave Ms. Caldwell the Costco card and the keys which Ms. Caldwell placed in the binder. Ms. Young told Ms. Caldwell that Ms. Young purchased hats and gloves for Resident A, C, D, and E with the monies given by Packard Group, Inc. but that Ms. Young did not have those receipts. Ms. Caldwell stated the items were in the residents' bedroom. On 11/19/2021, Ms. Caldwell arrived at her shift at 3PM, placed the binder inside the closet, took a picture of the binder and then locked the closet door with the key. Ms. Caldwell then sent the picture to Ms. Pikula advising her binder is secured inside the locked closet. Ms. Caldwell stated Ms. Young did not give her the cellphone until yesterday when Ms. Young dropped it off. Ms. Caldwell stated on 11/24/2021, Ms. Pikula texted Ms. Caldwell saying there was money missing. Ms. Caldwell then called Ms. Pikula and that is when Ms. Pikula informed Ms. Caldwell that the closet door was observed unlocked and opened on 11/21/2021 by the midnight staff. Ms. Caldwell stated prior to 11/24/2021, there was no conversation between her and Ms. Pikula regarding the closet door unlocked and opened. Ms. Caldwell stated

WGH began locking the binder inside the closet when the previous home manager was in charge as there was monies missing then too. Ms. Caldwell stated Ms. Young was the only person who had access to both residents' monies and the petty cash when Ms. Young was employed at WGH. Ms. Young was the only person making purchases for residents and only person doing the grocery shopping for WGH. Ms. Caldwell stated the only time Ms. Caldwell used petty cash was to put gasoline in WGH van that totaled \$40. Ms. Caldwell denied taking any of the residents' monies and denied taking the petty cash.

On 12/07/2021, DCS Carina Morgan was interviewed regarding the allegations. Ms. Morgan began employment on 11/04/2021 with Packard Group, Inc. She works the afternoon shift from 3PM-11PM Mondays-Thursdays. Ms. Morgan stated she does not recall a binder in the closet of WGH and that she has no information regarding the allegations as she has no access to any of the residents' funds.

On 12/07/2021, the former home manager Daniella Young of Woodard Group Home (WGH) was interviewed via telephone. Ms. Young reported that her last day of work as the home manager of the WGH was Monday, 11/15/21. She reported she resigned from her position on 11/16/21, as she did not have proper transportation to make it to work. Ms. Young reported she spoke with Deja Caldwell on 11/18/21 to coordinate returning the WGH binder, keys, phone, and Costco card per Dana Pikula's request to have it returned to the WGH on 11/19/21 by 12p. Ms. Young stated she had the binder, which was green and black in color, that held everyone's money in separate plastic envelopes marked with their names, along with the WGH consumable [petty] cash in a Chase bank envelope. Ms. Young stated the binder also had receipts of purchases made on behalf of the individuals. Ms. Young could not recall at the time of this interview what the money was spent on or where the receipts were from. Ms. Young stated she counted the money in the binder independently prior to meeting with Ms. Caldwell and recalled that there was \$500 total for the individuals and \$200 in consumable cash for WGH. Ms. Young stated there were envelopes in the binder with the individual's names and what the money was to be spent on, which was for hats and gloves. Ms. Young stated, "I never opened the envelopes that Ms. Pikula gave to me for hats and gloves." Ms. Young stated she purchased the hats and gloves with the money that was already in the residents' envelopes, not the unopened envelopes marked for hats/gloves. Ms. Young stated she could not recall when she purchased the hats and gloves but reported that she put the receipts in the binder after purchasing.

Ms. Young stated she met with Ms. Caldwell around 1:30PM on 11/19/21 and gave the binder to her [Ms. Caldwell] as Ms. Caldwell was going into work. Ms. Young stated neither her nor Ms. Caldwell counted the money in the binder in the presence of one another during this transaction. Ms. Young told Ms. Caldwell that all the receipts and cash were in the binder. Ms. Young stated, "everything was there before I gave it [binder] to Ms. Caldwell." Ms. Young stated Ms. Caldwell was to take the binder into the WGH office that same day [11/19/21]. Ms. Young stated Ms. Caldwell told her that she took a photo of the binder in the cabinet and sent it to Ms. Pikula to show that it was returned. Ms. Young stated she received a call from Ms. Caldwell stating that Ms. Pikula

reported money missing from the binder. Ms. Young could not recall the date that she was told this. Ms. Young stated Ms. Pikula initially told Ms. Caldwell that \$200 was missing but that this amount changed to \$900. Ms. Young denied stealing any of the residents' money or any of the WGH consumable [petty] cash stating, "I would never steal from consumers." Ms. Young reiterated, "I counted everything. I gave the binder to Ms. Caldwell on 11/19/2021 and I don't know what happened after that." Ms. Young stated she later returned the WGH manager phone on 12/03/2021.

On 12/07/2021, I reviewed Residents A, B, C, D, E, and F funds part II forms. Resident A's balance as of 11/03/2021 was \$264.99. Residents B and C did not have a funds part II forms completed for November 2021. Resident D's balance as of 10/30/2021 was \$346.50 and he did not have a funds part II form completed for November 2021. Resident E's balance as of 10/30/2021 was \$310.15. Resident A did not have a funds part II form completed for November 2021. Resident F's balance as of 10/30/2021 was \$296.42 and he too did not have a funds part II form completed for November 2021. According to October 2021 fund's part II forms, Residents A, D, E, and F had more than \$200 cash on hand.

On 01/20/2022, I interviewed current home manager Nicole Womble regarding the allegations. Ms. Womble has been working on/off for 14 years with Packard Group, Inc. Ms. Womble was the previous home manager before Daniella Young. Ms. Womble stated prior to her leaving WGH, she and Ms. Young sat down and counted all the residents' funds, and both signed off acknowledging all the funds were accurate. Ms. Womble stated she told Ms. Young the importance of record keeping for all residents' funds and that there is a "penny off," with accounting, then it is the responsibility of the home manager. Ms. Young replied, "ok," acknowledging the importance of record keeping. Ms. Womble stated she returned to WGH as a DCS for a short time until Dana Pikula made her the current home manager as of today, 01/20/2022. Ms. Womble stated when she was DCS, she worked on 11/19/2021 and was present when Deja Caldwell arrived at WGH with the binder. Ms. Womble told Ms. Caldwell that Ms. Pikula wanted Ms. Caldwell to place the binder in the closet, take a picture of the binder inside the closet and lock the door. Ms. Womble stated she did not go into the office to confirm the door was locked. Ms. Womble worked again on 11/24/2021 and noticed that the office door was unlocked and open with the binder inside. Ms. Womble stated she reviewed the staff log and read a note written by Alexis King on 11/21/2021 stating that when Ms. King arrived at WGH, Ms. King observed the closet door unlocked and open. Ms. Womble immediately contacted Ms. Pikula advising her that the door was again unlocked and opened. Ms. Womble told Ms. Pikula the bridge cards were inside the binder, but then Ms. Pikula advised Ms. Womble to put everything back into the closet in case something was missing, which Ms. Womble did. Ms. Pikula arrived shortly after and counted the money on 11/24/2021 while Ms. Womble was standing by. Ms. Womble stated that Ms. Pikula informed her that there were resident funds missing along with WGH petty cash. Ms. Womble cannot recall the amount that was missing as she did not count the money with Ms. Pikula, she stated, "I was only standing by." Ms. Womble denied taking any of the residents' funds or misusing their monies. She stated

the home manager is the only person with access to the funds and she does not know who would have taken the money from the binder.

On 01/20/2022, I contacted Dana Pikula as a follow-up to the fund's part II forms. Ms. Pikula stated that Ms. Young always gave her a low balance stating needed additional funds because Ms. Young was told cannot have more than \$200 cash on hand. Ms. Pikula stated she located a receipt dated 11/12/2021 for Resident A in the amount of \$33.86 for scarf and hat/glove set that were not located by staff at WGH. Ms. Pikula located a receipt dated 11/12/2021 for Resident C for \$46.36 for a pair of gloves, hat, two pants and two pajama pants, but the items were not found by staff at WGH. The home managers are all told to put the item on the table, along with the receipt, take a picture and put the name of the resident on the item. A receipt totaling \$60.36 on 11/12/2021 was found for Resident D for a scarf, hat/glove set, two bras and ladies hosiery were not found by staff at WGH. A receipt in the amount of \$100.52 for Resident E was found for gloves, head accessory, three thermal sets, men's top, men's bottom, crew, and pants that staff could not locate at WGH. Ms. Pikula stated the Oakland County Sheriff's Department is still investigating but are probably not going to move forward with their investigation due to lack of proof of reasonable doubt it was Daniella Young. There were too many hands involved regarding the binder. Ms. Pikula was present when the previous home manager Nicole Womble counted all the residents' funds with Daniella Young as all three of them counted each of the residents' monies before each of them signed off. Ms. Pikula stated Ms. Young was aware of the process when signing off, but Ms. Young did not do that when she handed the binder to Ms. Caldwell. Ms. Pikula stated Ms. Young knew the process and did not follow the process in place.

On 01/20/2022, I interviewed Alexis King via telephone regarding the allegations. Ms. King has been employed with Packard Group, Inc. since 2019; however, she left and then returned to Packard Group, Inc. four months ago. Ms. King works the midnight shifts. Ms. King stated she was not present on 11/19/2021 when Deja Caldwell arrived at WGH at 3PM and dropped off the binder. Ms. King stated she arrived at 11PM on 11/19/2021 and that is when she noticed the closet door in the office unlocked and opened. Ms. King stated she wrote in the staff log what she observed but did not call management to inform them of this. Ms. King stated she never took the binder out of the closet, nor did she take any items out of the binder. Ms. King stated she is not responsible for residents' funds nor is she responsible for the petty cash; therefore, she has no reason to have access to the binder. Ms. King stated she has no other information to offer.

On 01/24/2022, I conducted the exit conference with licensee Gladys Sledge via telephone with my findings. Ms. Sledge has implemented a monthly check of the residents' fund's part II forms by Packard Group, Inc. Regional Supervisor Dana Pikula. Ms. Sledge will have upper management purchase items for residents on-line or in person if the item is over \$40. In addition, Ms. Sledge is having staff staple the receipt to the tag and take a picture of the receipt, tag, and item to ensure the item purchase is on the receipt. Ms. Sledge will be submitting a corrective action plan.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(3) A licensee shall have a resident's funds and valuables transaction form completed and on file for each resident. A department form shall be used unless prior authorization for a substitute form has been granted, in writing, by the department.
ANALYSIS:	Based on my investigation and information gathered, the former home manager Daniella Young did not complete the fund's part II forms when making purchases using Residents A, C, D, E, and F funds. Their October-November 2021 fund's part II forms were incomplete.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(6) Except for bank accounts, a licensee shall not accept resident funds of more than \$200.00 for any resident of the home after receiving payment of charges owed.
ANALYSIS:	Based on my investigation and review of the residents' fund's part II forms, Resident A's balance as of 11/03/2021 was \$264.99, Resident D's balance as of 10/30/2021 was \$346.50, Resident E's balance as of 10/30/2021 was \$310.15, and Resident F's balance as of 10/30/2021 was \$296.42 which was more than the \$200 allotted for each resident.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14315	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:	Based on my investigation and information gathered, the former home manager Daniella Young made charges/purchases using residents' funds, but the items Ms. Young stated she purchased for the residents were not found in the home.
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:	Based on my investigation and information gathered, the former home manager Daniella Young did not complete a full accounting of the residents' funds she spent. Ms. Young stated she used the residents' funds to purchase items for the residents, but she did not save the receipts, nor did she record the purchases on the residents' fund's part II forms. According to the regional supervisor Dana Pikula, Ms. Young reported making purchases for Residents A, C, D, E, and F; however, there were no receipts kept no recording of the purchases on the fund's part II form nor was the item found at WGH. Ms. Pikula stated Resident A was missing \$100 of his funds, Resident C was missing \$152 of his funds, Resident D was missing \$322 of his funds, Resident E was missing \$100 and Resident D was missing \$186.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receiving a corrective action plan, I recommend no change to the status of the license.

Frodet Dawisha

01/24/2022

Frodet Dawisha
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

01/26/2022

Denise Y. Nunn
Area Manager

Date