



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

May 23, 2022

Donald King  
Alternative Community Living, Inc.  
P. O. Box 190179  
Burton, MI 48519

RE: License #: AS500381453  
Investigation #: 2022A0604016  
Otter Home

Dear Mr. King:

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 "Kristine Cilluffo".

Kristine Cilluffo, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place  
3026 W Grand Blvd, Suite 9-100  
Detroit, MI 48202  
(248) 285-1703

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS500381453
<b>Investigation #:</b>	2022A0604016
<b>Complaint Receipt Date:</b>	04/01/2022
<b>Investigation Initiation Date:</b>	04/01/2022
<b>Report Due Date:</b>	05/31/2022
<b>Licensee Name:</b>	Alternative Community Living, Inc.
<b>Licensee Address:</b>	P. O. Box 190179 Burton, MI 48519
<b>Licensee Telephone #:</b>	(810) 701-0404
<b>Administrator:</b>	Donald King
<b>Licensee Designee:</b>	Donald King
<b>Name of Facility:</b>	Otter Home
<b>Facility Address:</b>	34410 Lillian Chesterfield, MI 48047
<b>Facility Telephone #:</b>	(586) 273-7847
<b>Original Issuance Date:</b>	04/15/2016
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/15/2020
<b>Expiration Date:</b>	10/14/2022
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff, Stephanie, is purchasing food with Resident A and Resident B's Bridge cards and not bringing the food to the home.	Yes

## III. METHODOLOGY

04/01/2022	Special Investigation Intake 2022A0604016
04/01/2022	APS Referral Referral denied by Adult Protective Services (APS) and sent to licensing.
04/01/2022	Special Investigation Initiated - Letter Email to Hope Network, Donald King and Janice McPherson
04/04/2022	Inspection Completed On-site Completed unannounced onsite investigation. Interviewed Home Manager, Dawn Doetsch.
04/05/2022	Contact - Document Sent Email to Donald King
04/08/2022	Contact - Document Sent Email to Donald King
04/14/2022	Contact - Document Sent Email to Donald King, Janice McPherson and Jamie Bragg-Lovejoy. No response to previous contacts.
04/14/2022	Contact - Document Received Received return emails from Donald King and Janice McPherson. Ms. McPherson sent photo of some food delivered to home. Sent return email.
05/12/2022	Contact - Document Sent Email to Donald King
05/12/2022	Contact - Document Sent Email to Janice McPherson

05/12/2022	Contact - Telephone call made Left message for Macomb County Community Mental Health (CMH) Case Manager, Giulia Capriola. Received return call.
05/12/2022	Contact - Document Sent Email to CMH Case Manager, Giulia Capriola. Received return email with pictures of Bridge Card account screen shots.
05/12/2022	Contact- Document Sent Emailed police report request to Chesterfield Police Department
05/13/2022	Contact- Document Received Received copy of police report from Chesterfield Police Department
05/19/2022	Contact- Document Sent Email to Donald King. Received return email.
05/19/2022	Contact- Telephone call made TC to Staff, Stephanie Jordan
05/23/2022	Exit Conference Completed exit conference with Licensee Designee, Donald King

**ALLEGATION:**

**Staff, Stephanie, is purchasing food with Resident A and Resident B's Bridge cards and not bringing the food to the home.**

**INVESTIGATION:**

I received a complaint regarding the Otter Home on 04/01/2022. Resident A resides at Otter Group home through Hope Network. Resident A is diagnosed with Schizoaffective disorder bipolar type, borderline personality and borderline intellectual functioning. George Heitmanis is Amanda's public guardian. Stephanie an employee for the group home has been in charge of purchasing food for the home since at least October 2021. Stephanie uses resident's Bridge cards, including Resident A's to purchase the groceries. Since October 2021, Stephanie has been purchasing more food on Resident A's bridge card than she has been providing to the group home. Stephanie purchased March 2022 groceries for the home about a week and half ago. Stephanie still has not delivered the groceries to the home. Hope Network has yet to take any action against Stephanie and she remains an employee at the home. A new Bridge card has been ordered for Resident A. Resident A's guardian has been made aware of the concerns.

I received a second complaint regarding the Otter Home on 04/01/2022. Resident B resides at Otter Group Home through Hope Network. Resident B is diagnosed with bipolar disorder and intellectual disability. Relative 1 is Resident B's aunt and guardian. Stephanie an employee for the group home has been in charge of purchasing food for the home since at least October 2021. Stephanie uses resident's Bridge cards, including Resident B's to purchase the groceries. Since October 2021 Stephanie has been purchasing more food on Resident B's Bridge card than she has been providing to the group home. Stephanie purchased March 2022 groceries for the home about a week and half ago. Stephanie has still not delivered the groceries to the home. The last purchase on Resident B's Bridge card was on 03/26/2022. Hope Network has yet to take any action against Stephanie and she remains an employee at the home. A new Bridge card has been ordered for Resident B.

On 04/04/2022, I completed an unannounced onsite investigation at the Otter Home. I interviewed Home Manager, Dawn Doetsch. She stated that she has been the Home Manager since December 2021. She stated that Staff, Stephanie, was in charge of purchasing groceries for the home. She stated that Stephanie was not providing receipts for groceries when requested and had not brought the food she said she purchased in March 2022. Ms. Doetsch stated that Stephanie has only brought 36 cans of vegetables to the home. She also had just received a delivery that contained two six packs of Welch's juice. Ms. Doetsch stated that Stephanie keeps saying that groceries are in her car, but she has not brought them to home. The purpose of Resident A and Resident B having their Bridge cards at the home is so they can access them and go shopping with staff. Ms. Doetsch stated that Stephanie is no longer in charge of purchasing groceries and she will do the shopping and take residents to pick out items. She is keeping their Bridge cards in a lock box. Ms. Doetsch stated that residents have been notified about concern with their Bridge Cards and both cards had been cancelled. Ms. Doetsch also notified Licensee Designee, Donald King, and he asked if a Recipient Rights complaint was made. Ms. Doetsch did not have Funds Part 2 forms completed for Resident A and Resident B's Bridge card funds. She stated that the forms have not been completed because she did not have the receipts to fill them out. Ms. Doetsch showed me an EBT website during the onsite investigation and how multiple transactions have been made on Resident A and Resident B's cards. The website did not show the individual items purchased. It is believed that over \$700.00 was spent on Bridge cards since February 2022.

On 04/14/2022, I received an email from Licensee Designee, Donald King. He stated that they are still trying to determine if funds are actually missing. Janice McPherson is working on a reconciliation of the receipts that have been provided. Mr. King also stated that they have been in communication with local law enforcement in the event that funds are truly missing. They are trying to coordinate any investigation with the Office of Recipient Rights so as not to impede their process. Mr. King stated that if it is found that funds are missing or were misused, Hope Network will reimburse any amounts missing.

On 04/14/2022, I received an email from Hope Network, Janice McPherson. She stated that the information was reported to Recipient Rights. She has spoken to the staff who indicate the food was for the home and was delivered. She provided receipts when requested. Ms. McPherson stated that they are working with the Chesterfield Police Department and ensuring any information requested is sent. So far, the detective has requested receipts and any policies which have been sent by the Home Manager, Dawn.

On 04/14/2022, I received a picture from Janice McPherson by email. She stated that the picture was of groceries delivered to the home on 04/05/2022. The food pictured appeared to be six boxes of cereal, six loaves of bread, one pack of bagels, case of ramen noodles, six containers of butter/cream cheese, box of spaghetti, two jars peanut butter, two jars of jelly and four bottles jelly or syrup, two heads of lettuce, four frozen meals, two packs of sausage, four bags of children/breaded chicken, four packages of ground beef and a box of what appeared to be canned food.

On 05/12/2022, I interviewed Macomb County CMH Case Manager, Giulia Capriola, by phone. Ms. Capriola is the Case Manager for Resident A and Resident B. She stated that she was informed that the Recipient Rights investigation is still pending. Ms. Capriola stated that she was told about the issues with Bridge cards so she created accounts for Resident A and Resident B on the EBT website in order to view transactions. She stated that there were multiple transactions that appeared suspicious. Items were purchased at different locations and the home manager indicated that items had not been brought to the home. The website showed where staff tried to withdraw cash. Ms. Capriola stated that Resident A and Resident B receive a small monthly stipend on card. The stipend is about \$15.00 a month because they are SSI recipients. Ms. Capriola stated that cash should be withdrawn for the residents to use. Ms. Capriola spoke to Resident A and Resident B and they did not know about cash stipend and have never even seen their Bridge cards. On 05/12/2022, Ms. Capriola emailed me pictures she took of transactions on the computer; however, the pictures were not clear enough to read information.

On 05/13/2022, I received copy of police report from Chesterfield Police Department for reported fraud, embezzlement. The report indicated that the case has been closed. The report included manager notes and Resident B's EBT statement which indicated that nine food purchases were made on Resident B's card between 2/28/2022-03/26/2022 for a total of \$639.36. There were 12 food returns for a total of \$200.41. The purchases minus the returns equaled \$438.95 spent. The report did not contain an EBT statement for Resident A.

On 05/19/2022, I interviewed Staff, Stephanie Jordan by phone. She stated that she worked for Hope Network since August 2013. She resigned as of 05/18/2022. Ms. Jordan stated that she did shopping for Hope Network homes for years and never had any complaints. She stated that the Home Manager, Dawn, has a problem with her. Ms. Jordan provided receipts to the home before, and they threw them away. She stated

that she did all the shopping online on her Walmart account and provided all receipts to Hope Network. Ms. Jordan stated that the Home Manager accused her of selling and returning the groceries for money and called the police. Ms. Jordan was interviewed by the police, and they asked for the receipts. Ms. Jordan stated that she was doing the manager a favor by shopping for the home. She lives in Detroit and works two different jobs. She only works at The Otter Home about three days a week. She would do the grocery shopping online and bring groceries when she went back to the home to work. Ms. Jordan stated that she never had the physical Bridge cards, only the card information which she used online. Ms. Jordan stated that the cards show multiple transactions because she would cancel the order if too many items were out of stock and order again later. She also stated that Walmart will automatically cancel an order if it is not picked up in a certain amount of time. Ms. Jordan stated that all items she purchased with the resident's Bridge Cards were brought to the home.

On 05/19/2022, Licensee Designee Donald King stated that they are still working on the reconciliation. He indicated that all of the receipts and orders have been identified and located. Janice McPherson has begun doing a reconciliation between the orders and the menus. Right now, it looks like everything checks out, but they want to make sure they can see where the items on the orders were used in the home. Law enforcement was consulted but notified them they would not be moving forward with an investigation as there does not appear to be enough evidence to file charges.

I completed an exit conference with Licensee Designee, Donald King, by email on 05/23/2022. I informed him of the violations found and that a copy of the special investigation report would be mailed once approved. I also informed him that a corrective action plan would be requested.

<b>APPLICABLE RULE</b>	
<b>R 400.14315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	Staff, Stephanie Jordan, was responsible for purchasing groceries for the home with Resident A and Resident B's Bridge cards. Ms. Jordan purchased the groceries on her personal Walmart account with the Bridge Cards. On 04/04/2022, I completed an unannounced onsite investigation at the Otter Home. Home Manager, Dawn Doetsch indicated that only 36 cans of vegetables and two packages of juice had been brought to the home by Ms. Jordan, however, their cards showed that multiple transactions were made in March 2022. Ms. Jordan did not deliver additional groceries to the home until 04/05/2022.



	Items purchased with resident funds should be available to them immediately and not held by staff.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	During the onsite investigation, I requested Resident A and Resident B's Funds Part 2 forms for Bridge card transactions. According to the Home Manager, Dawn Doetsch, the Funds Part 2 forms have not been completed because she did not have receipts to complete the forms.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend no change in license status.

*Kristine Cilluffo*

05/23/2022

Kristine Cilluffo  
Licensing Consultant

Date

Approved By:

*Denise Y. Nunn*

05/23/2022

Denise Y. Nunn  
Area Manager

Date