



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 20, 2022

Ann Meldrum
Samaritas
Suite A
2080 Union Ave. SE
Grand Rapids, MI 49507

RE: License #: AS610015816
Investigation #: 2023A0467017
Samaritas --Mararebecah Lane

Dear Ms. Meldrum:

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 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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
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 #:	AS610015816
Investigation #:	2023A0467017
Complaint Receipt Date:	11/30/2022
Investigation Initiation Date:	12/01/2022
Report Due Date:	01/29/2023
Licensee Name:	Samaritas
Licensee Address:	Suite A 2080 Union Ave. SE Grand Rapids, MI 49507
Licensee Telephone #:	(313) 823-7700
Administrator:	Ann Meldrum
Licensee Designee:	Ann Meldrum
Name of Facility:	Samaritas --Mararebecah Lane
Facility Address:	2760 Mararebacah Lane Muskegon, MI 49442-1577
Facility Telephone #:	(231) 777-5767
Original Issuance Date:	03/14/1994
License Status:	REGULAR
Effective Date:	08/23/2022
Expiration Date:	08/22/2024
Capacity:	3
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
The electricity to the home was shut-off on 11/30/22 due to non-payment.	Yes
Additional Findings	Yes

III. METHODOLOGY

11/30/2022	Special Investigation Intake 2023A0467017
11/30/2022	APS Referral Complaint received from APS.
12/01/2022	Special Investigation Initiated - Telephone Spoke to Direct Care Worker, Mary Enders
12/01/2022	Inspection Completed On-site
12/01/2022	Contact - Telephone call made House manager, Madelyn "Maddie" Hoffman
12/20/2022	Exit conference completed with licensee designee, Ann Meldrum

ALLEGATION: The electricity to the home was shut-off on 11/30/22 due to non-payment.

INVESTIGATION: On 11/30/22, I received a denied Adult Protective Services (APS) complaint from the BCAL online complaint system. The complaint stated that the electricity was shut-off in the home due to non-payment. This reportedly occurred at 8:00 am and Ms. Torrey is responsible for paying the electric bill. Ms. Torrey advised staff members on shift to take the three residents out of the home to go “do something” while the issue got resolved. Staff tried to take the residents to an AFC home down the road owned by Samaritas but staff at the home refused. Residents had to be in a vehicle all day driving around due to the power not being restored until 4:00 pm. There is concern that something financially is going on due to this incident.

On 12/1/22, I received a call from staff member Mary Enders. Ms. Enders confirmed that the lights in the home have been shut off due to non-payment. Ms. Enders stated that the three residents that reside in the home had to be in the van from 10:00 am to 4:00 pm due to this. As a result of the electricity being shut off, Ms.

Enders stated that the home was without heat and there was no way of cooking meals for the residents. Ms. Enders stated that the electricity was shut off around 9:30 am. When the electricity went out, Ms. Enders stated that Ms. Torrey told her that "it must be a power outage." Ms. Enders went online and quickly found out that more than 98% of people in the area had power. Ms. Enders stated that Ms. Torrey lied to her and Ms. Melgoza and blamed the new house manager, Madelyn Hoffman for not paying the bill. Ms. Enders recalls Ms. Torrey asking if there were any other bills that she needs to know about. Ms. Enders stated that Resident A was not happy about sitting in the van all day and Resident B wanted to watch TV but was unable to do so. I explained to Ms. Enders that I would be at the home today.

On 12/1/22, I made an announced onsite investigation to the facility. Upon arrival, staff member Mary Enders and Veronica Melgoza allowed entry into the home. Ms. Melgoza shared that the residents were away at Day Program during my onsite investigation. Ms. Melgoza agreed to discuss the allegation.

Ms. Melgoza confirmed that she worked at the home yesterday with Ms. Enders when the electricity was shutoff. Ms. Melgoza stated that the lights were cut off sometime between 9:00 am and 10:00 am. When this occurred, her colleague Ms. Enders suggested that they take the residents and go elsewhere as they did not know how long the electricity would be off. Ms. Melgoza stated that Ms. Torrey told her that it would be a while before the electricity would be on again. Ms. Melgoza recalls Ms. Torrey stating, "is there anymore bills around here that I need to know about?" Ms. Melgoza stated that she overheard Ms. Torrey talking on the phone with Consumers Energy regarding a bill discrepancy. Ms. Melgoza stated that she and Ms. Enders took the residents to eat lunch at 11:30 am and they were there for approximately an hour-and-a-half prior to getting back in the van. Ms. Melgoza stated that every hour, Ms. Torrey told her that it would be another hour before the electricity was turned back on. The lights were eventually turned on around 4:00 pm. Prior to this incident, there was never an issue with the electricity being shut off. Ms. Melgoza was thanked for her time.

After speaking to Ms. Melgoza, I spoke to staff member Darcy Torrey. Ms. Torrey confirmed that the lights were cut off yesterday at or around 10:30 am. Ms. Torrey stated that she is not responsible for paying the bills anymore. Instead, the new house manager, Madelyn Hoffman is responsible for putting the bills in their bill pay system. Ms. Torrey stated that she is unsure if Ms. Hoffman received the bills. When Ms. Torrey spoke to Consumers energy yesterday, she was told that the electricity bill was behind two months as they did not receive a payment in November or December. Ms. Torrey stated that the house manager, Ms. Hoffman is aware that paying the electricity bill is part of her responsibility as the house manager.

Ms. Torrey stated that she paid the bill on the company's credit card yesterday when she was informed of the issue, which was around \$400. Ms. Torrey shared that Ms. Hoffman put in her two-weeks' notice last week Saturday and she is unsure if she ever received the mail with the bills in them. Ms. Torrey was adamant that an

incident like this has never occurred in the home until yesterday. Ms. Torrey stated that if she had known about the Consumers Energy bill, she would have taken care of it sooner.

While the electricity was shut off, Ms. Torrey stated that the residents went on a lunch outing. Staff member Mary Enders intervened and stated that she tried to take the residents to Brooks CLF, which is a local AFC home that is also owned by Samaritas, but she was told no by a lady named Kim, a direct care staff member. Ms. Torrey stated that she had no knowledge of a staff member from another home denying staff and residents' access to the home while the electricity was shut off. Had she known this, Ms. Torrey stated that she would have addressed it. I then asked Ms. Torrey why she never recommended the residents and staff go to Brooks CLF or another home. Ms. Torrey stated that she did not know it would take as long as it did to have the electricity turned back on. Consumers Energy staff initially told her that the electricity would be turned back on within an hour although it took several hours. Ms. Torrey stated that the licensee designee, Ann Meldrum is aware of this incident. Moving forward, Ms. Torrey stated that she will be responsible for making sure the bills are put in their billing system. Prior to concluding the onsite investigation, I confirmed that the electricity was restored in the home and that residents have access to heat and other necessities in the home.

On 12/1/22, I spoke to house manager, Madelyn Hoffman via phone. Ms. Hoffman stated that she did not work at the home yesterday, but she received a call from Ms. Enders stating that the lights were out, and she instructed her to call Ms. Torrey. Ms. Hoffman stated she didn't have the proper training on how to file invoices in the billing system. Ms. Hoffman stated that she has asked Ms. Torrey for help, and it was never given to her. Ms. Hoffman stated that she entered invoices into the billing system only "a handful of times." Ms. Hoffman recalled paying the electricity bills when she received them. However, she reportedly received a message from their bill system today stating that the payments she made were denied. Ms. Hoffman stated that she must have filed the invoice wrong and reiterated that she wasn't properly trained on how to do this.

Ms. Hoffman also shared that when she started her job as the house manager, the Consumers Energy bill was already behind one month. Ms. Hoffman stated "not to her knowledge" when asked if Ms. Torrey knew about the Consumers Energy bill being behind when she started. Ms. Hoffman stated that she has worked at the home for one-and-a-half months, and she has already put in her two-weeks' notice. This was partially due to the lack of training. Prior to this incident, Ms. Hoffman denied any issue with the electricity being shut off.

On 12/20/22, I conducted an exit conference with licensee designee, Ann Meldrum. She was informed of the investigative findings. Ms. Meldrum stated that the residents were out of the home due to a planned outing as opposed to being out of the home due to the electricity being shut up. I explained to Ms. Meldrum that her staff members confirmed that residents had to be in the van due to the lack of

electricity. Ms. Meldrum agreed to complete a corrective action plan within 15 days of receipt of this report.

APPLICABLE RULE	
R 400.14201	Qualifications of administrator, direct care staff, licensee, and members of the household; provision of names of employee, volunteer, or member of the household on parole or probation or convicted of felony; food service staff.
	(2) A licensee shall have the financial and administrative capability to operate a home to provide the level of care and program stipulated in the application.
ANALYSIS:	<p>Ms. Torrey, Ms. Enders, Ms. Melgoza, and Ms. Hoffman all confirmed that the electricity was shutoff in the home due to non-payment. As a result of this, residents were forced to be away from their home for four to six hours.</p> <p>Ms. Torrey stated that Ms. Hoffman was responsible for paying the bill. Ms. Hoffman stated that she paid the bills but did not receive adequate training on how to enter the invoices in their billing system. Ms. Hoffman also stated that the Consumers Energy Bill was behind prior to starting her role as the house manager.</p> <p>Based on the information provided, there is a preponderance of evidence to support the allegation.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDING:

INVESTIGATION: While investigating the allegation above, it was brought to my attention that Resident A's request for her funds are being "pushed off over and over again by staff."

On 12/1/22, Ms. Torrey denied any knowledge of staff pushing off Resident A's request to receive her money or ignoring her. Ms. Torrey stated that Resident A receives \$24/month from her payee, which is Health West CMH. Resident A receives \$20 at a time and currently has \$11.48 in spending money. Due to the allegation, I requested to see Resident A's funds sheet. Resident A's fund sheet was only completed through August 2022. Ms. Torrey confirmed that the form needs to be updated.

On 12/1/22, I spoke to house manager, Ms. Hoffman. Ms. Hoffman recalled Ms. Torrey telling Resident A "oh your money? Don't worry about it." She also recalls Ms. Torrey stating to Resident A, "I don't know why you're worried about money, you have enough. Why don't you just ask."

On 12/19/22, I spoke to staff member Mary Enders. Ms. Enders denied that she or other staff members have ever ignored Resident A when she's requested to see her funds. However, Ms. Enders did add that the house manager, Ms. Torrey "shrugs it off" by saying "I'll get to that" when Resident A request her funds. Ms. Enders stated that she has seen Ms. Torrey do this several times. Ms. Enders stated that Ms. Melgoza has also witnessed Ms. Torrey do this several times but she is no longer employed for the company. Ms. Enders was thanked for her time.

On 12/20/22, I conducted an exit conference with licensee designee, Ann Meldrum. Ms. Meldrum was informed of the investigative findings. Ms. Meldrum stated that Resident A's fund sheet is updated electronically, and a hard copy is added to the resident's file when completed. I explained to Ms. Meldrum that the electronic copy was not offered to me while onsite. Ms. Meldrum agreed to complete a corrective action plan within 15 days of receipt of this report.

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:	I reviewed Resident A's funds transaction form, and it was last completed in August of 2022. Ms. Torrey acknowledged that the transaction form needs to be updated. Therefore, there is a preponderance of evidence to support the allegation.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change to the current license status.

Anthony Mullins

12/20/2022

Anthony Mullins
Licensing Consultant

Date

Approved By:

Jerry Hendrick

12/20/2022

Jerry Hendrick
Area Manager

Date