



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 19, 2023

Jennia Woodcock
Community Health Care Management
1805 E Jordan
Mt. Pleasant, MI 48858

RE: License #: AL370068815
Investigation #: 2023A0577029
Country Place Senior Care Center

Dear Ms. Woodcock:


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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Bridget Vermeesch".

Bridget Vermeesch, Licensing Consultant
Bureau of Community and Health Systems
1919 Parkland Drive
Mt. Pleasant, MI 48858-8010
(989) 948-0561

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL370068815
Investigation #:	2023A0577029
Complaint Receipt Date:	02/28/2023
Investigation Initiation Date:	03/01/2023
Report Due Date:	04/29/2023
Licensee Name:	Community Health Care Management
Licensee Address:	2033 Westbrook Ionia, MI 48846
Licensee Telephone #:	(989) 773-6320
Licensee Designee/Administrator:	Jennia Woodcock
Name of Facility:	Country Place Senior Care Center
Facility Address:	1805 E. Jordan Road Mount Pleasant, MI 48858
Facility Telephone #:	(989) 773-6320
Original Issuance Date:	02/01/1996
License Status:	REGULAR
Effective Date:	03/31/2022
Expiration Date:	03/30/2024
Capacity:	20
Program Type:	MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Direct care staff member Katie Zimmerman is prohibiting Resident A from having private conversations and screening Resident A's telephone calls.	No
Direct care staff member Katie Zimmerman is financially exploiting Resident A.	Yes

III. METHODOLOGY

02/28/2023	Special Investigation Intake 2023A0577029
03/01/2023	Special Investigation Initiated – Telephone call made- Interview of Alison Clark, SW with VA
03/01/2023	APS Referral
03/01/2023	Contact - Telephone call made- Jennia Woodcock, Administrator.
03/15/2023	Contact - Telephone call made- James Helwig, Isabella Co APS.
03/28/2023	Inspection Completed On-site- Reviewed paperwork and attempted to see Resident A.
03/29/2023	Inspection Completed On-site- Interviewed Resident A and reviewed Checkbooks.
03/29/2023	Referral - Law Enforcement
03/29/2023	APS Referral- New Referral to APS, Assigned for investigation.
03/31/2023	Contact - Telephone call received- Officer Humphrey' Isabella Co Sheriff's Dept.
04/03/2023	Contact - Telephone call received- Dt. Fall, Isabella Co Sheriff's Dept.
04/03/2023	Contact - Telephone call received- Alison Witucki, Isabella Co APS.
04/04/2023	Inspection Completed-BCAL Sub. Compliance
04/04/2023	Exit Conference with licensee designee Jennia Woodcock.

04/04/2023	Contact-Telephone call received- Dt. Doug Fall, Isabella Co Sheriff's Dept.
04/05/2023	Contact-Telephone call received- Dt. Doug Fall, Isabella Co Sheriff's Dept.

ALLEGATION: Direct care staff member Katie Zimmerman is prohibiting Resident A from having private conversations and screening Resident A's telephone calls.

INVESTIGATION:

A complaint was received on February 28, 2023 reporting direct care staff member Katie Zimmerman is blocking Resident A from private conversations with family by screening calls or having calls on speaker phone.

On March 28, 2023, I completed an unannounced onsite investigation and attempted to interview Resident A but Resident A was not available during this time. I interviewed licensee designee Jennia Woodcock who reported Citizen 1 was caught financially exploiting Resident A back in September 2022 and it was at this time Resident A told direct care staff members Resident A did not want to speak with Citizen 1 by telephone or in person. Ms. Woodcock provided me with a copy of a handwritten letter from Resident A dated September 6, 2022 stating, "I [Resident A] do not wish to talk to [Citizen 1], I would like staff to tell her to please not call me anymore."

On March 29, 2023, I completed a second onsite investigation and interviewed Resident A who reported he requested staff to write the letter and it was his signature. Resident A reported he had the letter written on September 06, 2022 when Citizen 1 was found taking funds from Resident A's bank accounts. Resident A reported he does not want anything to do with Citizen 1 in person or by phone. Resident A reported he can use the facility phone at any time and can take the phone in his room for private conversations. Resident A denied the allegations of Direct Care Staff (DCS) Katie Zimmerman screening Resident A's calls or having Resident A have the phone on speaker for whomever to listen in on the conversation.

APPLICABLE RULE	
R 400.15304	Resident rights; licensee responsibilities.
	(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or

	<p>the resident's designated representative, a copy of all of the following resident rights:</p> <p>(e) The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by the resident. A licensee may charge a resident for long distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable amount of change shall be available in the group home to enable residents to make change for calling purposes.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	<p>Through my investigation there was no evidence found that direct care staff members prohibited Resident A from having private telephone communication. Resident A has a written statement from himself in his resident file requesting direct care staff members deny telephone calls from Citizen 1 and Resident A reported he does not want to see with Citizen 1. Resident A reported he can use the phone at any time and is able to take the phone into his room and have private conversations as needed.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Direct care staff member Katie Zimmerman is financially exploiting Resident A.

INVESTIGATION:

The complaint received on February 28, 2023, stated Resident A resides at County Place Senior Care, uses a walker for mobility and needs assistance with daily tasks. The complaint also stated Resident A has not been diagnosed but has signs of dementia. The complaint reported direct care staff member Katie Zimmerman was accused of taking Resident A's money.

On February 27, 2023, an Adult protective Service (APS) Referral was made and denied for investigation. On March 03, 2023 Jennia Woodcock completed a second APS referral which was denied for investigation. On March 29, 2023 I completed a third APS referral and requested the referral be assigned for investigation.

On March 29, 2023 a referral to Law Enforcement was filed.

On March 01, 2023 I interviewed Complainant who reported due to their company's privacy act, they are not allowed to disclose any additional information once an Adult Protective Service Referral has been made.

On March 03, 2023 I interviewed licensee designee Jennia Woodcock who reported Resident A returned home from the hospital. Ms. Woodcock reported she was not aware of new concerns regarding Resident A's finances. Ms. Woodcock reported Resident A does have writing issues due to having Parkinson's Disease and does have direct care staff members assist Resident A with writing out his checks for bills and then he signs them. Ms. Woodcock reported Resident A has legal personal decision-making powers for medical and financial decisions. Ms. Woodcock later called to report she reviewed Resident A's checkbook to see if there is cause for concern and reported two checks were missing 1701 and 1705 and Resident A was not sure for what those checks written. Ms. Woodcock stated she made an Adult Protective Service referral but it was denied for investigation.

On March 15, 2023 I spoke with James Helwig, Isabella County Adult Protective Service Specialist (APS), who reported he had an investigation back in September 2022 involving Citizen 1 and Resident A. Mr. Helwig stated his investigation was now closed but he determined financial exploitation was found involving Citizen 1 misusing Resident A's funds for Citizen 1's personal gain. Mr. Helwig reported Resident A had multiple bank accounts which caused the confusion and one of the accounts was a joint account with Citizen 1. Mr. Helwig reported to resolve the matter, Mr. Helwig advised someone from the facility assist Resident A in closing and combining some accounts, specifically the joint account with Citizen 1 and open a new bank account. Mr. Helwig stated Resident A transferred those funds into one new bank account. Mr. Helwig reported he filed a complaint with Law Enforcement which was not opened for investigation.

On March 28, 2023 during my unannounced onsite investigation, Resident A was not available to be interviewed. On March 29, 2023 I completed an unannounced onsite investigation and interviewed Resident A who reported he currently has two checking accounts with Huntington Bank ending in #7 and #3. Resident A reported due to having Parkinson's Disease, DCS Zimmerman assists Resident A with writing out his checks to pay his bills. Resident A stated he signs the checks after the checks are written. Resident A reported he has monthly rent and miscellaneous small bills to pay. Resident A acknowledged having written multiple checks to direct care staff Katie Zimmerman because DCS Zimmerman told Resident A she did not have enough to pay her heating bill which Resident A stated made him feel badly. Resident A reported he knows one check was for around \$500 but was unsure of the other amounts stating, "I know they were not over a couple of hundred dollars and I maybe helped her a couple of more times." Resident A did not know where checks 1700 and 1705 were at or what they were written for. Resident A was not able to provide bank statements to either account as those statements were missing.

On March 29, 2023 Resident A and I contacted Huntington Bank and spoke with Representative (Rep.) Irish who verified Resident A currently has two checking accounts, account #3 and account #7, with Huntington Bank. Rep. Irish reported Resident A had checking account #9 closed in 09/15/2022 with an ending balance of \$24,796.94 and then opened Account #3 depositing \$22,296.96. Rep. Irish reported

Resident A's military income was deposited into account #9 but was not showing as being deposited into either account #3 or account #7. Resident A reported DCS Zimmerman assisted Resident A in handling these transactions of changing bank accounts. Resident A provided me with a deposit slip for account #3 dated 09/15/2022 for \$22,296.96. Resident A reported he does not remember the balance of account #9, when it was closed, or the deposit for account #3. Resident A reported he was not sure why there is a difference from the balance of the closed account to the deposit of the opened account. Resident A reported he does not remember giving DCS Zimmerman permission to take money or DCS Zimmerman getting any money on 09/15/2022. Rep. Irish reported from 09/30/2022 to 02/21/2023 there were seven checks written from Account #3 to DCS Zimmerman. Resident A reported he only remembered writing a few checks to DCS Zimmerman to assist DCS Zimmerman in paying her personal heating bill but did not authorize or write any additional checks. Rep. Irish reported the following check information from Account#3:

- Check 101: written on 09/30/2022 to Katie Zimmerman for \$500
- Check 103: written on 10/19/2022 to Katie Zimmerman for \$5000
- Check 104: written on 11/02/2022 to Katie Zimmerman for \$3500
- Check 108: written on 12/21/2022 to Katie Zimmerman for \$100
- Check 112: written on 01/30/2023 to Katie Zimmerman for \$160
- Check 114: written on 02/16/2023 to Katie Zimmerman for \$160
- Check 115: written on 02/21/2023 to Katie Zimmerman for \$500

Rep. Irish reported Resident A's Social Security Income is deposited into account #7 and check 1700 was written on 01/13/2023 in the amount of \$2400 to Katie Zimmerman and check 1705 was written on 12/02/2023 in the amount of \$2100 to Katie Zimmerman. Resident A reported he did not write or have knowledge of the checks 1700 and 1705 being written to DCS Zimmerman, stating, "I did not think I even had that much money." Check 1705 documented purposed was for Christmas and Resident A reported DCS Zimmerman did not ask him for money for Christmas nor did he provide her with a check or give her permission to write a check for Christmas.

Rep. Irish reported she cannot provide physical copies of the information provided per our telephone conversation and suggested assisting Resident A with creating an online banking account thus allowing physical information to be printed from the online banking account.

During the onsite investigation on March 29, 2023, I observed licensee designee Jennia Woodcock assist Resident A with creating an online banking account for Huntington Bank. I also observed licensee designee assist Resident A with printing bank statements from 09/2022-03/2023 which included copies of checks written to DCS Katie Zimmerman that were verbally provided by Rep. Irish from Huntington Bank.

On March 29, 2023 DCS Walter Bowser III reported and wrote a written statement reporting on March 28, 2023 DCS Bowser III took Resident A to a medical appointment and during the transportation Resident A disclosed to DCS Bowser III about a conversation Resident A had with DCS Zimmerman. DCS Bowser III reported Resident

A disclosed DCS Zimmerman told Resident A she wanted Resident A to make DCS Zimmerman his guardian, after which she would move Resident A move in with her, quit her job at the facility, and her primary job would be taking care of Resident A at her home.

On March 31, 2023 I spoke with Deputy Humphrey with the Isabella County Sheriff's Office who reported he has turned the case over to Detective Fall.

On April 04, 2023 Alison Witucki, Isabella County APS, contacted me to report she completed an onsite investigation and Resident A reported to Ms. Witucki that he never authorized DCS Zimmerman to write those checks. Ms. Witucki reported Resident A reported he does not remember signing any checks for the high dollar amount nor would he ever have signed a check for such a high dollar amount. Ms. Witucki reported Resident A also reported he never would have signed a blank check and he was always present when DCS Zimmerman filled out his checks. Ms. Witucki reported Resident A said, "she had made comments about needing money and referenced her making a comment about needing to heat her house so there were a few times where I had given her money."

On April 04, 2023 I spoke with Detective Fall with the Isabella County Sheriff's Office who has been assigned the investigation involving Resident A and discussed the current evidence and circumstances.

On April 05, 2023 Detective Fall called to report he has spoken with the prosecutor and warrant for Katie Zimmerman was going to be issued today (April 5, 2023) with charges of vulnerable adult abuse, financial exploitation, forgery, and larceny.

APPLICABLE RULE	
R 400.15305	Resident Protection.
	(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.
ANALYSIS:	Based on the information gathered during the investigation, direct care staff member Katie Zimmerman financially exploited Resident A by taking blank checks, forging his signature and writing checks over the amount of \$20,000 to herself during a period of at least six months.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.15315	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:	Based on the information gathered during the investigation, Direct Care Staff Katie Zimmerman accepted money from Resident A on multiple occasions to assist DCS Zimmerman in paying her personal bills. There were seven checks written from Resident A's personal checking account to DCS Katie Zimmerman.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

It is recommended that the current status of the license remains unchanged.

Bridget Vermeesch 04/05/2023

Bridget Vermeesch Date
Licensing Consultant

Approved By:

Dawn Timm 04/19/2023

Dawn N. Timm Date
Area Manager