



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

April 7, 2023

Marcy Bos  
Hope Network Rehabilitation Serv  
1490 E Beltline SE  
Grand Rapids, MI 49506

RE: License #: AS390295914  
Investigation #: 2023A0578023  
HNRS - Southwood House

Dear Ms. Bos:

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 (517) 284-9727.

Sincerely,

A handwritten signature in black ink, appearing to read 'Eli DeLeon', with a stylized flourish at the end.

Eli DeLeon, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(269) 251-4091

enclosure

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

**I. IDENTIFYING INFORMATION**

|                                       |                                                                       |
|---------------------------------------|-----------------------------------------------------------------------|
| <b>License #:</b>                     | AS390295914                                                           |
| <b>Investigation #:</b>               | 2023A0578023                                                          |
| <b>Complaint Receipt Date:</b>        | 02/17/2023                                                            |
| <b>Investigation Initiation Date:</b> | 02/21/2023                                                            |
| <b>Report Due Date:</b>               | 04/18/2023                                                            |
| <b>Licensee Name:</b>                 | Hope Network Rehabilitation Serv                                      |
| <b>Licensee Address:</b>              | 1490 E Beltline SE<br>Grand Rapids, MI 49506                          |
| <b>Licensee Telephone #:</b>          | (616) 643-3977                                                        |
| <b>Administrator:</b>                 | Marcy Bos                                                             |
| <b>Licensee Designee:</b>             | Marcy Bos                                                             |
| <b>Name of Facility:</b>              | HNRS - Southwood House                                                |
| <b>Facility Address:</b>              | 925 Parker Ave.<br>Kalamazoo, MI 49008                                |
| <b>Facility Telephone #:</b>          | (269) 492-7842                                                        |
| <b>Original Issuance Date:</b>        | 08/04/2008                                                            |
| <b>License Status:</b>                | REGULAR                                                               |
| <b>Effective Date:</b>                | 02/03/2023                                                            |
| <b>Expiration Date:</b>               | 02/02/2025                                                            |
| <b>Capacity:</b>                      | 6                                                                     |
| <b>Program Type:</b>                  | PHYSICALLY HANDICAPPED<br>MENTALLY ILL<br>TRAUMATICALLY BRAIN INJURED |

## II. ALLEGATION(S)

|                                                                | Violation<br>Established? |
|----------------------------------------------------------------|---------------------------|
| Staff have been taking money out of Resident A's bank account. | Yes                       |

## III. METHODOLOGY

|            |                                                                                                                                   |
|------------|-----------------------------------------------------------------------------------------------------------------------------------|
| 02/17/2023 | Special Investigation Intake<br>2023A0578023                                                                                      |
| 02/21/2023 | APS Referral                                                                                                                      |
| 02/21/2023 | Special Investigation Completed On-site.                                                                                          |
| 02/21/2023 | Contact-Telephone<br>-With direct care staff Kristine Malabed.                                                                    |
| 02/21/2023 | Contact-Document Reviewed<br>- <i>Banking Statement</i> for Resident A.                                                           |
| 04/04/2023 | <i>Contact-Document Reviewed</i><br>- <i>AFC Licensing Division Incident / Accident Report</i> , dated 02/15/2023.                |
| 04/04/2023 | Contact-Telephone<br>-Interview with direct care staff Brandi Dinkins.                                                            |
| 04/04/2023 | Contact-Document Reviewed<br>- <i>Portage Police Department Case Narrative #23-05107</i> .                                        |
| 04/04/2023 | Contact-Document Reviewed<br>- <i>Michigan Workforce Background Check</i> for direct care staff Brandi Dinkins, dated 04/18/2020. |
| 04/05/2023 | Special Investigation Completed On-site<br>-Interview with Resident A.                                                            |
| 04/05/2023 | Contact-Telephone<br>-Interview with Relative A1.                                                                                 |
| 04/06/2023 | Exit Conference<br>-With the licensee designee, Marcy Bos.                                                                        |

## **ALLEGATION:**

**Staff have been taking money out of Resident A's bank account.**

## **INVESTIGATION:**

On 02/17/2023, I received this complaint through the BCHS On-line Complaint System. Complainant reported Resident A was taken to the bank on 02/13/2023, and when Resident A tried to withdraw money, Resident A was informed by the bank that his account was overdrawn. Complainant reported that Resident A's bank statements were retrieved as well as ATM photos from when funds were withdrawn from Resident A's bank account in Kalamazoo, Battle Creek, and Marshall. Complainant alleged former staff member Brandi Dinkins had access to Resident A's bank account and had been withdrawing funds from Resident A's bank account for over the last year. Complainant added that during this time, Resident A had earned over \$30,000 while Resident A's bank account statements had been delivered to Brandi Dinkins personal home address. Complainant reported that law enforcement agencies had been notified in Kalamazoo, Battle Creek, and Marshall. Complainant added that Brandi Dinkins was removed from Resident A's bank account.

On 04/04/2023, I reviewed the *AFC Licensing Division Incident / Accident Report* related to the allegations, dated 02/15/2023 and completed by staff member Kristine Malabed. The *AFC Licensing Division Incident / Accident Report* documented direct care staff brought Resident A to his credit union to take out money for a Valentine's Day gift for his girlfriend. The *AFC Licensing Division Incident / Accident Report* documented that once at the credit union, Resident A was informed one of Resident A's accounts was in the negative so money could not be withdrawn. The *AFC Licensing Division Incident / Accident Report* documented that Resident A inquired about his personal account and a joint account with his girlfriend and determined that one of the accounts had consistent withdrawals over the last year. The *AFC Licensing Division Incident / Accident Report* documented that Resident A did not have or use an ATM card. The *AFC Licensing Division Incident / Accident Report* documented that statements for this overdrawn account were sent to the address of former employee, Ms. Brandi Dinkins. The *AFC Licensing Division Incident / Accident Report* documented that law enforcement and adult protective services were notified.

On 02/21/2023, I interviewed staff member Kristine Malabed regarding the allegations. Ms. Malabed acknowledged the allegations as reported and acknowledged direct care staff member Brandi Dinkins worked at this facility from April 2020 to July 2022. Ms. Malabed reported Resident A receives monthly payments to this banking account on the 3<sup>rd</sup> and 25<sup>th</sup> of every month, totaling \$2644 every month. Ms. Malabed reported that Resident A's current balance on his banking account is \$18.41. Ms. Malabed reported that funds have been withdrawn from Resident A's account at various ATM locations in Kalamazoo, Portage, Battle Creek, and Marshall. Ms. Malabed reported account statements for Resident A's

bank account have been sent to the address of former direct care staff Brandi Dinkins. Ms. Malabed reported obtaining a picture from one of the ATM withdrawals and confirmed the person she understood to be responsible for these withdrawals from Resident A's bank account was Ms. Dinkins. Ms. Malabed reported that once she had determined direct care staff member Brandi Dinkins was responsible for the withdrawal of funds from Resident A's account, she notified law enforcement agencies for Battle Creek Police, Kalamazoo Police, Marshall Police and Portage Police.

Ms. Malabed reported the address for Resident A's banking account was changed to the address of this facility. Ms. Malabed reported they stopped the ability to make withdrawals with the ATM card, and another ATM card cannot be obtained until another banking account of Resident A's with a negative balance is paid in full. Ms. Malabed reported that Resident A now has a designated day to go to the bank weekly to withdraw money if needed. Ms. Malabed reported that a police report was obtained to provide to Resident A's bank but only money withdrawn in the last 90 days could be returned to Resident A. Ms. Malabed provided the following *Case Notes* completed on 02/16/2023:

- Battle Creek Police: case # 23-0001401-Complaint made on 2/15/23.
- Kalamazoo Police case # 23-002294-Complaint made on 2/16/23. Withdrawal of \$500 from ATM.
- Marshal Police department case # 23-00146-Complaint made on 2/15/23. Withdrawal of \$164.00 at High Point ATM, 124 West Michigan, Marshal, MI
- Portage Police public safety: case# 23-05107-Complaint made on 2/16/23. Withdrawal of \$500 at Arbor Financial, 5250 S. Westnedge, Portage, MI.

On 04/04/2023, I reviewed *Portage Police Department (PPD) Case Narrative #23-05107* related to the allegations and dated 02/17/2023. *PPD Case Narrative #23-05107* documented PPD Officer Jordan Wentworth contacted staff member Kristine Malabed regarding the allegations and Ms. Malabed provided documentation from Resident A's bank account and identified 89 fraudulent ATM withdrawal transactions totaling approximately \$34,918. *PPD Case Narrative #23-05107* documented banking and internet evidence of access to Resident A's bank account attributed to direct care staff Brandi Dinkins. *PPD Case Narrative #23-05107* documented the PPD investigation is ongoing pending contact with Ms. Brandi Dinkins.

On 04/04/2023, I interviewed direct care staff Brandi Dinkins regarding the allegations. Ms. Dinkins acknowledged working at this facility for over one year before ending her employment. Ms. Dinkins reported that she provided Resident A with assistance with paying his bills and getting money to his girlfriend and his mother. Ms. Dinkins reported she would obtain anywhere from \$500 to \$1000 to provide to Resident A's girlfriend or mother. Ms. Dinkins reported that she would

arrange to physically deliver this money to Resident A's girlfriend or his mother. Ms. Dinkins denied ever using any of these funds for her personal benefit, and denied using any type of *Resident Funds Form* to track funds she obtained from Resident A. Ms. Dinkins reported that administrators at this facility were aware that she provided Resident A with transportation to the bank but were unaware that she was delivering money for Resident A. Ms. Dinkins reported that she was "stopped or made to stop" completing these transactions for Resident A. Ms. Dinkins reported she was no longer working for this facility when she was made to stop providing Resident A with assistance with his banking. Ms. Dinkins denied tracking the amount of money she obtained either directly from Resident A or on Resident A's behalf in anyway. Ms. Dinkins reported that Resident A would confirm that she had his permission to obtain these funds from his bank account for the purposes of providing these funds to Resident A's relatives. Ms. Dinkins reported that she has kept in contact with Resident A but has since refused to provide Resident A with assistance in coordinating funds to be delivered to his relatives.

On 04/04/2023, I interviewed Resident A regarding the allegations. Resident A reported living at this facility for over four years. Resident A acknowledged that direct care staff Brandi Dinkins had access to his bank account and acknowledged that Ms. Brandi Dinkins would make ATM withdrawals from his account independently. When asked how Ms. Dinkins obtained an ATM card for his account, Resident A reported that he obtained this card for Ms. Dinkins while at his bank. Resident A clarified that he had given Ms. Dinkins permission to obtain cash from his bank accounts to provide cash to his girlfriend, who is not "very good with money." When asked why Resident A would not deliver this cash to his girlfriend directly instead of having Ms. Dinkins deliver this money, Resident A replied that he did not want direct care staff at this facility to "know his business." Resident A reported that Ms. Dinkins did not withdraw any money from his bank account without his permission and denied ever loaning Ms. Dinkins any amount of money. Resident A reported he was providing his girlfriend with assistance with her monthly rent and utilities and that Ms. Dinkins would help him put minutes on his phone as Resident A uses a prepaid phone and did not like waiting in line to add minutes to his phone every month. When asked why these funds were initially reported as being over drafted from Resident A's bank account, Resident A reported he forgot that his girlfriend had taken money out of his account and reiterated that his girlfriend was "not good with money." Resident A reported Ms. Dinkins would access this bank account to inform him of his current account balance. Resident A reiterated Ms. Dinkins had done nothing with any of his banking accounts that he did not instruct her to do.

On 04/04/2023, I reviewed the *Michigan Workforce Background Check* for direct care staff Brandi Dinkins and found her to be eligible for employment on 04/18/2020.

On 04/04/2023, I reviewed two personal reference checks for direct care staff Brandi Dinkins completed on 04/13/2020.

On 04/05/2023, I interviewed Relative A1 regarding the allegations. Relative A1 reported knowing Resident A for the last 18 years. Relative A1 acknowledged that direct care staff Brandi Dinkins would deliver cash to her in amounts of \$500-\$1000 on behalf of Resident A. Relative A1 clarified that Ms. Dinkins would deliver this cash to her at a local restaurant in Battle Creek. Relative A1 reported these deliveries of cash from Ms. Dinkins would occur whenever Resident A was paid. Relative A1 reported this money was used to pay her bills, car payment, and furniture. Relative A1 reported that she was never concerned with Ms. Dinkins ever “stealing” these funds or not providing her with the full amount of funds Resident A intended for her to have. Relative A1 denied being aware of any agreement that Resident A or Ms. Dinkins had to deliver these funds other than the “goodness” of Ms. Dinkins’ “heart.” Relative A1 reported caring for Resident A for several years when Resident A had no money, and now Resident A provides for her needs.

| <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>       | During an interview, direct care staff Brandi Dinkins acknowledged withdrawing funds from Resident A’s bank account while employed at this facility and with the knowledge and consent of Resident A to pay Resident A’s bills and provide cash to Resident A’s relatives. Ms. Dinkins could not recall how often she had completed this action but denied using Resident A’s funds for any personal use. In an interview, Resident A acknowledged providing direct care staff Brandi Dinkins with access to his banking account to pay bills and distribute funds to relatives. Resident A recalled using Ms. Dinkins to pay these bills and distribute funds to relatives to avoid oversight by the direct care staff at this facility. As such, there is enough evidence that while employed at this facility, Ms. Brandi Dinkins accepted cash from Resident A, even with the consent of Resident A. |
| <b>CONCLUSION:</b>     | <b>VIOLATION ESTABLISHED</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |



**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable written plan of correction, it is recommended that this license continues on regular status.



04/07/2023

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Eli DeLeon  
Licensing Consultant

Date

Approved By:



04/07/2023

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Dawn N. Timm  
Area Manager

Date