



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 1, 2023

Betty Holmes
Heavenly Realm Family Services
PO Box 3506
Saginaw, MI 48602

RE: License #: AS730342200
Investigation #: 2023A0576032
Heavenly Realm 4

Dear Ms. Holmes:

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the violations, disciplinary action against your license is recommended. You will be notified in writing of the department's action and your options for resolution of this matter.

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) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "C. Garza".

Christina Garza, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 240-2478

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS730342200
Investigation #:	2023A0576032
Complaint Receipt Date:	04/03/2023
Investigation Initiation Date:	04/06/2023
Report Due Date:	06/02/2023
Licensee Name:	Heavenly Realm Family Services
Licensee Address:	2236 Hammel Street, Saginaw, MI 48601
Licensee Telephone #:	(989) 714-9046
Administrator:	Betty Holmes
Licensee Designee:	Betty Holmes
Name of Facility:	Heavenly Realm 4
Facility Address:	1810 N. Carolina, Saginaw, MI 48602
Facility Telephone #:	(989) 401-3138
Original Issuance Date:	10/17/2013
License Status:	REGULAR
Effective Date:	12/13/2022
Expiration Date:	12/12/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL, ALZHEIMERS, AGED

II. ALLEGATION(S)

	Violation Established?
Owner, Betty Holmes uses residents BRIDGE card for her own personal use.	Yes

III. METHODOLOGY

04/03/2023	Special Investigation Intake 2023A0576032
04/03/2023	APS Referral
04/06/2023	Special Investigation Initiated - On Site Interviewed Resident A, Resident B, Resident C, Resident D, Resident E, Staff, Rosheilta Harris, and Licensee Designee, Betty Holmes
04/11/2023	Contact - Telephone call received Spoke to Joseph Adcock, Office of Inspector General (OIG)
04/11/2023	Contact - Document Received Reviewed OIG report
05/18/2023	Contact - Telephone call received Spoke to Joseph Adcock
05/19/2023	Contact - Telephone call received Spoke to Betty Holmes
05/19/2023	Exit Conference Exit Conference conducted with Licensee Designee, Betty Holmes

ALLEGATION:

Owner, Betty Holmes uses residents BRIDGE card for her own personal use.

INVESTIGATION:

On April 6, 2023, I conducted an unannounced on-site inspection at Heavenly Realm #4 accompanied by Katrice Humphrey from Saginaw County Adult Protective Services (APS) and Joseph Adcock, Office of Inspector General (OIG). There are 6 residents

who reside at the home: Resident A, Resident B, Resident C, Resident D, Resident E, and Resident F. Staff, Rosheilha Harris was interviewed and reported she has worked at the facility for one year. Ms. Harris reported she had no knowledge of the allegations. Ms. Harris reported Licensee Designee, Betty Holmes completes grocery shopping for the home and shops weekly at Kroger and Meijer. There is always food at the home and there was adequate food viewed in the refrigerator and cabinets. Ms. Harris denied being aware of residents receiving food stamps.

On April 6, 2023, Resident E was interviewed and confirmed he receives food stamps. Resident E is not in possession of his food stamp card and advised Licensee Designee, Betty Holmes has the card. Resident E reported he has not had his food stamp card since he moved into the home on February 9, 2023, after being released from prison. Resident E did not know who applied for food stamps on his behalf. Resident E reported there was a food stamp case opened in his name on February 14, 2023, and no one at the home or prison helped him complete an application for food stamps.

On April 6, 2023, Resident B was interviewed and confirmed she receives food stamps. Licensee Designee, Betty Holmes has Resident B's food stamp card. Resident B reported she has never used her food stamp card. Resident B has not been out of state and has not used her food stamp card out of state.

On April 6, 2023, I interviewed Resident D who reported he has lived at his home for 5 years. Resident D receives food stamps and Licensee Designee, Betty Holmes has his food stamp card. Resident D has never seen his food stamp card and Ms. Holmes does the grocery shopping for the home. Resident D has not been out of state and could not remember when he was last out of state.

On April 6, 2023, I interviewed Resident C who has lived at the home for 5 years. Resident C moved to Heavenly Realm #4 after he was released from prison. Resident C receives food stamps, and he does not know how much. Licensee Designee, Betty Holmes has Resident C's food stamp card and Resident C has not traveled out of state recently.

On April 6, 2023, I interviewed Resident A who reported he has lived at his home for 7 years. Resident A reported Licensee Designee, Betty Holmes signed him up for food stamps and he did not know. Resident A has never had his food stamp card in his possession and Ms. Holmes has the card. Ms. Holmes shops for groceries and uses his food stamp card for groceries. Resident A has not been out of state and was last out of state 15 years ago.

On April 6, 2023, I interviewed Betty Holmes, Licensee Designee regarding the allegations. Ms. Holmes stated she is the only person who uses resident food stamp cards, and no staff or relatives use the cards. Mr. Joseph Adcock from OIG showed Ms. Holmes a printout of several food stamp charges in several states including West Virginia, Nevada, Florida, and Missouri. Ms. Holmes stated she has bought food in West Virginia with resident food stamp cards and drove with the food to the facility for

the residents. Ms. Holmes denied shipping food to the home from out of state. Ms. Holmes confirmed she used a resident food stamp card in Nevada for herself. Ms. Holmes denied she gave her son a resident food stamp card to use. Ms. Holmes stated she has used resident food stamp cards for herself and that she did not know she could not do this. Ms. Holmes did not have any receipts for the food she purchased and stated the food she purchased in West Virginia is the only food from out of state that she brought back to the home for residents. Ms. Holmes admitted to misusing the resident's food stamp cards and indicated her son has 2 resident food stamp cards. Ms. Holmes stated that other people including staff and her children have used the food stamp cards to purchase food.

On April 6, 2023, I reviewed resident records and there was no documentation of food stamp purchases or receipts for any resident of the home.

On April 11, 2023, I reviewed a report from Joseph Adcock, OIG entitled ***State of Michigan Department of Health & Human Services Office of Inspector General Benefit Trafficking Unit Report #I-23-03-103901***. *Nature of Complaint* stated "Between February 23, 2021, and March 4, 2023, one hundred and twenty-five transactions occurred out-side the State of Michigan with EBT Bridge cards issued to residents of properties managed by Betty Holmes (herein known as Holmes). In total \$4003.50 in transactions occurred in Arizona, Florida, Missouri, Nevada, Texas, and West Virginia." The report provided the following findings regarding 3 residents of Heavenly Realm #4:

- Resident B had an assistance application submitted on September 7, 2020, requesting the food stamp program (FAP) for this resident. Address of record was reported as 1810 N. Carolina St., Saginaw, MI 48602. Resident B food stamp card had out of state usages between July 4, 2021, and February 19, 2023, totaling \$464.55. Resident B was a recipient of SSI income based on disability. "HOLMES' Facebook page provided posts or tagged locations that show she was in proximity of where the resident's EBT cards were also used during her out of state travel."
- Resident C had an assistance application submitted on November 3, 2021, requesting the food stamp program (FAP) for this resident. Address of record was reported as 1810 N. Carolina St., Saginaw, MI 48602. Resident C food stamp card had out of state usages between January 27, 2022, and June 25, 2022, totaling \$682.37. "HOLMES' Facebook page provided posts or tagged locations that show she was in proximity of where the resident's EBT cards were also used during her out of state travel." Betty Holmes's son, Jimmy Bell attended Moberly Community College in Moberly, Missouri (MO) for 2021-2022 academic school year where he played basketball. Twenty of the transactions occurred in Moberly, MO and surrounding areas during the period of misuse. "BELL'S phone number, 979-714-1619, was used to check the balance of Resident C's EBT card 2/4/2022".

- Resident G had an assistance application submitted on February 27, 2020, requesting the food stamp program (FAP) for this resident. Address of record was reported as 1810 N. Carolina St., Saginaw, MI 48602. Resident G's food stamp card had out of state usages between July 8, 2021, and February 18, 2023, totaling \$636.67. Resident G was a recipient of SSI income based on disability. "HOLMES' Facebook page provided posts or tagged locations that show she was in proximity of where the resident's EBT cards were also used during her out of state travel." Betty Holmes' son, Jimmy Bell attended Moberly Community College in Moberly, Missouri (MO) for 2021-2022 academic school year where he played basketball. Both transactions occurred in Missouri during the period of misuse. Office of Inspector General Agents Feldt and Adcock interviewed Resident G on March 29, 2023, at 310S. 10th Street, Saginaw, although his address of record with Michigan Department of Health and Human Services is 1810 N. Carolina St., Saginaw. Resident G reported he has not been outside the state of Michigan in the previous three years. He stated that Jimmy Bell has his EBT card, and he does not have access to the card. Resident G was shown a still-shot photograph dated December 8, 2022, from a transaction occurring at Walmart in Florida. Resident G identified Betty Holmes as the person in the photograph.

On April 11, 2023, I spoke to Joseph Adcock from OIG who reported Licensee Designee, Betty Holmes will likely be charged with a felony for welfare fraud and the amount is in excess for \$4000.00. Mr. Adcock expects an arrest warrant will be issued for Ms. Holmes.

On May 18, 2023, I received a call from Mr. Adcock who advised Licensee Designee, Betty Holmes was arrested last night and jailed. Ms. Holmes will be arraigned today on 4 counts of felony welfare fraud and a next court date will likely be set.

On May 19, 2023, I spoke to Betty Holmes who reported she was arraigned yesterday for welfare fraud. She has another court date set for May 25, 2023. Ms. Holmes will be speaking with her attorney later today.

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.
	(9) A licensee and the administrator shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, social, and intellectual needs of each resident.

ANALYSIS:	<p>It was alleged that Licensee Designee and Administrator, Betty Holmes was using resident's food stamp benefits for her personal use. Upon conclusion of investigative interviews with residents, OIG Agent, Joseph Adcock, and Ms. Holmes there is a preponderance of evidence to conclude a rule violation.</p> <p>OIG Agent Joseph Adcock provided his report, which indicated that Licensee Designee/Administrator, Betty Homes used Resident B and Resident C food stamp cards out of state. Resident B and Resident C were interviewed, and both reported they are not in possession of their food stamp cards and Ms. Holmes has their cards. Both deny having traveled out of state. Ms. Holmes was interviewed and admitted to using resident food stamp cards for her personal use and was not aware she could not do this. On May 17, 2023, Ms. Holmes was arrested and charged with felony welfare fraud.</p> <p>There is a preponderance of evidence to conclude Licensee Designee/Administrator, Betty Holmes is not suitable to meet the needs of residents given the financial exploitation she has perpetrated upon them for her and her family members personal benefit.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14315	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:	<p>It was alleged that Licensee Designee and Administrator, Betty Holmes was using resident's food stamp benefits for her personal use. Upon conclusion of investigative interviews with residents, OIG Agent, Joseph Adcock, and Ms. Holmes there is a preponderance of evidence to conclude a rule violation.</p> <p>OIG Agent Joseph Adcock provided his report, which indicated that Licensee Designee/Administrator, Betty Homes used Resident B and Resident C food stamp cards out of state. Resident B and Resident C were interviewed, and both reported they are not in possession of their food stamp cards and Ms. Holmes has their cards. Both deny having traveled out of state. Ms. Holmes was interviewed and admitted to using resident food stamp cards for her personal use and was not aware she could not do this. On May 17, 2023, Ms. Holmes was arrested and charged with felony welfare fraud.</p> <p>There is a preponderance of evidence to conclude Licensee Designee/Administrator, Betty Holmes took valuables (food stamps) from residents of Heavenly Realm #4.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On May 19, 2023, I conducted an Exit Conference with Licensee Designee, Betty Holmes. I advised Ms. Holmes I would be citing rule violations as it relates to this investigation and would be recommending revocation of the license.

IV. RECOMMENDATION

I recommend revocation of the license of this AFC adult small group home (capacity 1-6).



5/26/2023

Christina Garza
Licensing Consultant

Date

Approved By:



5/26/2023

Mary E. Holton
Area Manager

Date