



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

June 8, 2023

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

RE: License #: AS730370289  
Investigation #: 2023A0576035  
Heavenly Realm 5

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 blue ink 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**

<b>License #:</b>	AS730370289
<b>Investigation #:</b>	2023A0576035
<b>Complaint Receipt Date:</b>	04/11/2023
<b>Investigation Initiation Date:</b>	04/11/2023
<b>Report Due Date:</b>	06/10/2023
<b>Licensee Name:</b>	Heavenly Realm Family Services
<b>Licensee Address:</b>	2236 Hammel Street, Saginaw, MI 48601
<b>Licensee Telephone #:</b>	(989) 714-9046
<b>Administrator:</b>	Betty Holmes
<b>Licensee Designee:</b>	Betty Holmes
<b>Name of Facility:</b>	Heavenly Realm 5
<b>Facility Address:</b>	1814 Cherry Street, Saginaw, MI 48601
<b>Facility Telephone #:</b>	(989) 714-9046
<b>Original Issuance Date:</b>	04/08/2015
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/08/2021
<b>Expiration Date:</b>	10/07/2023
<b>Capacity:</b>	5
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Licensee Designee/Administrator, Betty Holmes used Resident E's food stamp card for personal use.	Yes

**III. METHODOLOGY**

04/11/2023	Special Investigation Intake 2023A0576035
04/11/2023	APS Referral
04/11/2023	Special Investigation Initiated - Letter Reviewed report from Joe Adcock, OIG
04/11/2023	Contact - Telephone call made Interviewed Joseph Adcock, State of Michigan, Office of Inspector General (OIG)
05/12/2023	Inspection Completed On-site Interviewed Staff, Louis Rutkowski, Resident A, Resident B, and Resident D
05/12/2023	Contact - Telephone call made Interviewed Licensee Designee, Betty Holmes
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:**

Licensee Designee/Administrator, Betty Holmes uses residents' food stamp card for personal use.

## INVESTIGATION:

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 1 resident of Heavenly Realm #5:

- Resident E had an assistance application submitted on August 23, 2021, requesting the food stamp program (FAP) for this resident. Address of record was reported as 1814 Cherry St., Saginaw, MI 48601. Resident E food stamp card had out of state usages between November 28, 2021, and January 11, 2022, totaling \$164.24. “HOLMES’ Facebook page provided posts or tagged locations that show she was in proximity of where the Resident E’s EBT card was also used during her out of state travel.” Ms. Holmes son, Jimmy “Bell attended Moberly Community College in Moberly, Missouri for the 2021-2022 academic school year where he played basketball. One of the transactions occurred in Moberly, Missouri during the period of misuse (11/28/2021). Mr. Bell’s phone number was used to check the balance of Resident E’s food stamp card on 11/27/2021.”

Mr. Adcock’s report noted that “Resident E was unable to be located to conduct an interview.”

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 12, 2023, I completed an unannounced on-site inspection at Heavenly Realm #5 and interviewed Staff, Louis Rutkowski. The allegations were discussed with Mr. Rutkowski, and he denied any knowledge. Mr. Rutkowski reported the grocery shopping is done by Licensee Designee, Betty Holmes. Mr. Rutkowski reported there are 4 residents who live at the home and 2 residents receive food stamps. Resident C is not home currently, and Resident E no longer lives at the facility. Ms. Holmes is in possession of resident food stamp cards and Mr. Rutkowski has never used resident food stamp cards. Mr. Rutkowski was not aware of anyone else using resident food stamp cards.

On May 12, 2023, I interviewed Resident A who reported he has lived at his home for 2 years. Resident A does not have a guardian and does not receive food stamps. There is always food at his home and Staff named “Barbara” does the grocery shopping.

On May 12, 2023, I interviewed Resident B. Resident B appeared confused with questions posed to him. Resident B did not know how long he has lived at his home. Resident B denied having a guardian and denied receiving food stamps.

On May 12, 2023, I interviewed Resident D who reported he has lived at his home for 8-9 months and his home is okay. Resident D gets enough to eat, and grocery shopping is done by "Barb." Resident D does not have a guardian. Resident D does not receive food stamps and does not have a food stamp card.

On May 12, 2023, I reviewed resident records and there was no documentation of food stamp purchases or receipts for any resident of the home.

On May 12, 2023, I interviewed Licensee Designee, Betty Holmes regarding the allegations. Ms. Holmes advised Resident D receives food stamps. Resident E moved from the home however she could not recall when. Ms. Holmes stated she has used Resident E's food stamps for her personal use and did not know she could not do that. To her knowledge, no one else has used Resident E's food stamp card out of state. Ms. Holmes keeps resident food stamp cards in her possession.

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.

<b>APPLICABLE RULE</b>	
<b>R 400.14201</b>	<b>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.</b>
	<b>(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.</b>

<b>ANALYSIS:</b>	<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 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 E's food stamp card out of state. Resident E was unable to be interviewed as he has moved from the home. Ms. Holmes was interviewed and admitted to using Resident E's food stamp card 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>
<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>(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>	<p>It was alleged that Licensee Designee and Administrator, Betty Holmes was using resident food stamp benefits for her personal use. Upon conclusion of investigative interviews with 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 E's food stamp cards out of state. Resident E was unable to be interviewed as he has since moved from the home. Ms. Holmes was interviewed and admitted to using Resident E's</p>

	<p>food stamp card 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 #5.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

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).



6/5/2023

Christina Garza  
Licensing Consultant

Date

Approved By:



6/5/2023

Mary E. Holton  
Area Manager

Date