



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

August 9, 2023

Stephanie Riley
Valley Residential Serv Inc.
P O Box 186
St Charles, MI 486550186

RE: License #:	AS060010188
Investigation #:	2023A0123054
	Orchard Bay AFC

Dear Ms. Riley:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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) 643-7960.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Shamidah Wyden'.

Shamidah Wyden, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48607
989-395-6853

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS060010188
Investigation #:	2023A0123054
Complaint Receipt Date:	06/27/2023
Investigation Initiation Date:	06/28/2023
Report Due Date:	08/26/2023
Licensee Name:	Valley Residential Serv Inc.
Licensee Address:	300 S Saginaw St. Charles, MI 48655
Licensee Telephone #:	(231) 580-5204
Administrator:	Julie Kozlow
Licensee Designee:	Stephanie Riley
Name of Facility:	Orchard Bay AFC
Facility Address:	400 Orchard Street Standish, MI 48658-1029
Facility Telephone #:	(989) 846-4666
Original Issuance Date:	12/26/1990
License Status:	REGULAR
Effective Date:	07/28/2021
Expiration Date:	07/27/2023
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED AGED

II. ALLEGATION(S)

	Violation Established?
On 06/19/2023, Resident A's family visited the home. Resident A was given \$20 from a family member. Staff left the money on the manager's desk. The next morning the money was missing. It is unknown who took the money, but it was replaced by the manager.	Yes

III. METHODOLOGY

06/27/2023	Special Investigation Intake 2023A0123054
06/27/2023	APS Referral Information regarding APS referral received.
06/28/2023	Special Investigation Initiated - Telephone I spoke with recipient rights investigator Melissa Prusi.
06/29/2023	Inspection Completed On-site I conducted an unannounced on-site at the facility.
06/30/2023	Contact - Telephone call made I made an attempted call to staff Lisa Seibert. I was informed she was unavailable.
07/18/2023	Contact - Telephone call made I left a voicemail requesting a return call from staff Cammey Boudreau.
07/18/2023	Contact - Telephone call made I made an attempted call to staff Bairne Thibadeaux.
07/18/2023	Contact - Telephone call made I interviewed staff Kelly Green via phone.
07/18/2023	Contact - Telephone call made I left a voicemail requesting a return call from Guardian 1.
07/18/2023	Contact - Telephone call made I interviewed staff Jessica Stevens.
07/18/2023	Contact - Telephone call made

	I interviewed staff Lisa Seibert.
07/25/2023	Contact - Document Sent I requested a copy of the police report from the Arenac County Sheriff's Office.
07/25/2023	Contact - Document Received I received the requested police report via email.
07/25/2023	Contact - Telephone call made I attempted a second time to contact staff Cammey Boudreau.
08/07/2023	Exit Conference I spoke with licensee designee Stephanie Riley via phone.

ALLEGATION: On 06/19/2023, Resident A's family visited the home. Resident A was given \$20 from a family member. Staff left the money on the manager's desk. The next morning the money was missing. It is unknown who took the money, but it was replaced by the manager.

INVESTIGATION: On 06/28/2023, I spoke with recipient rights investigator Melissa Prusi via phone who reported the following:

Licensee designee Stephanie Riley received a voicemail from staff Lisa Seibert stating that Staff Seibert only confessed to taking the money due to being under duress from the home manager Julie Kozlow.

On 06/29/2023, I conducted an unannounced on-site visit at the facility. I observed Resident A in the living room asleep in a wheelchair. Resident A was not interviewed due to being non-verbal. Resident A's funds were counted by home manager Julie Kozlow, as well as funds for two other residents. The funds matched the balances on the *Resident Funds Part II* forms.

During this on-site, I received copies of requested documentation:

An *AFC Licensing Division- Incident/Accident Report* dated for 06/23/2023 authored by administrator/home manager Julie Kozlow was obtained. The incident report with an incident date noted to be 06/20/2023 at 8:00 am states the following:

"On 06/19/2023, family for resident came to visit. They left a twenty dollar bill with staff- resident indicated she wanted sun hat & sunglasses. That staff took the money and placed it on office desk with a note indicating the reason why it's there. At 8 am when home manager entered office there was a note and no cash. Staff were questioned, office & area searched and no cash was found. Resident did go shopping and purchased her items. Home manager called Stefanie Riley and Kris Fiting. Twenty dollars cash was added to resident cash account. Funds were taken

from VRSI activity fund so resident could have immediate replacement. Communicate proper procedure to secure cash gifts in home communicator and signature required form. Collaborated with area manager and CEO."

A copy of a note states "\$20 \$ from [Resident A's] grandpa. [Resident A] said she wants to go shopping and get sunglasses and a sunhat."

A copy of a hand-written note dated for 06/24/2023 at 9:59 am states:

"Lisa Seibert was on duty this AM while I came in to check the phone lines. This is her conversation to me: I Lisa Seibert told my boss I took the money to buy headache medicine but I did bring 20.00 to replace it." There are two signatures in the middle of the page, one for staff Julie Kozlow and one for staff Lisa Seibert.

A copy of Resident A's *Assessment Plan For AFC Residents* dated for 11/04/2022 was obtained. For *Manages Money* it notes "100% staff assist. Home manager manages funds. Staff assist with paying on outings. No concept of money or management."

A copy of *Resident A's AFC-Resident Care Agreement* dated 11/08/2022 has the box checked for "I agree to have the licensee manage funds and account for financial transactions on my behalf. Expenditures of my personal funds over the amount of \$200 require my prior written approval."

Resident A's *Resident Funds Part II* shows an entry for the replacement money that was added to her account (\$20).

Resident A's *Resident Funds Record Part 1* notes that staff Julie Kozlow is the person responsible for payments for AFC, cash for personal spending, and a savings account. The document is dated for 04/16/2016.

On 07/18/2023, I interviewed staff Lisa Seibert via phone. Staff Seibert worked third shift on 6/19/2023 through 06/20/2023. Staff Seibert denied taking Resident A's money. She stated that when she went into the office, she saw the money on the floor, so she put it on the counter. She stated that in regard to the written statement, Staff Julie Kozlow came up in her face reaming her about the \$20. She stated that she had told Staff Kozlow that she did not take the money. Staff Seibert stated that Staff Kozlow confronted her in front of other employees, and that at one point they were in the garage, and it just got to the point that she wrote a witness statement to get Staff Kozlow off her back, because Staff Kozlow made her feel belittled, singled out, and picked on. Staff Seibert stated that she had enough of Staff Kozlow. Staff Seibert stated that she has never been in trouble before, and never been under investigation. Staff Seibert stated that staff Kelly Green, staff Jessica Stevens, staff Cammey Boudreau, and staff Bairne Thibodeaux are witnesses.

On 07/18/2023, I spoke with staff Kelly Green via phone. Staff Green reported never seeing the money until it was found and put back on the desk. Staff Lisa Seibert said she threw it behind the printer, then said it was paid back and thrown on the desk. Staff Green stated that one day, she was doing personal care with a resident at the back of the house when Staff Siebert showed up to the home. After Staff Seibert left, Staff Kozlow told Staff Green that Staff Seibert admitted to taking the \$20, that Staff Seibert put it in writing, and was asked to leave. Staff Green denied witnessing Staff Kozlow being confrontational that day but is not saying that a confrontation did not happen. Staff Green stated that the residents did not appear to be upset. The residents hear everything, and the residents also love Staff Seibert. Staff Green stated that there have been no issues with Staff Seibert that she is aware of. Staff Green stated that Staff Seibert is a caring staff person, and this situation is out of character for Staff Seibert.

On 07/18/2023, I interviewed Staff Jessica Stevens via phone. Staff Stevens reported that on 06/18/2023 Staff Lisa Seibert was going off shift, and Staff Stevens and Staff Cammey Boudreau came in for the next shift. She stated that she put an incident report in the office, and the money with a note on it was on the office desk. Staff Stevens closed the door, Staff Boudreau went into the office to put her two-week notice on the desk and left the door ajar. Staff Stevens stated that she noticed the money was not there. She stated that while she was busy doing medication passes and breakfast, Staff Kozlow came in and asked who had been in the office. Staff Stevens stated that she told Staff Kozlow that Staff Seibert had been in there to put some glasses back on a shelf. Staff Stevens stated that she thinks someone took the money, but it could not be proven who took it, and the money has since been replaced. She stated that there were no issues with Staff Seibert or Staff Boudreau before this alleged incident. She stated that all of the residents like Staff Seibert, and that Staff Seibert treats the residents well.

On 07/25/2023, I received a copy of the Arenac County Sheriff's police report, case number 2310600215. The reporting officer is Deputy Christopher Ochab. Deputy Ochab interviewed home manager/administrator Julie Kozlow, staff Cammey Boudreau, staff Bairne Thibodeaux, staff Jessica Stevens, staff Lisa Seibert, and Guardian 1. In summary, each individual provided the following information to Deputy Ochab:

Staff Julie Kozlow reported to Deputy Ochab that a relative left \$20 for Resident A on 06/18/2023. The money was placed on a table with a note that the money was for a sun hat and sunglasses. The following morning, the money was missing, but the note was still on the desk. Staff Kozlow questioned staff, including Staff Boudreau and Staff Seibert. Staff Boudreau reported placing a resignation letter on the office desk and was informed Staff Seibert placed reading glasses in the office on the shelf.

Staff Cammey Boudreau reported to Deputy Ochab that she did not take the money, nor does she know who took it. She placed a resignation letter on the note where the

money was supposed to be sitting, and that she was only focused on putting her letter on the desk. Staff Boudreau indicated that it is a toxic work environment and that she is bullied a lot by Staff Kozlow. Staff Boudreau stated she could not see anyone taking the money.

Staff Bairne Thibodeaux was interviewed by Deputy Ochab. She denied taking the money but reported seeing staff Jessica Stevens holding the money and note when Staff Thibodeaux walked by the office. Staff Thibodeaux was asked if she thought Staff Boudreau had taken the money, and Staff Thibodeaux said she did not think so, and that Staff Boudreau is resigning due to Staff Kozlow blaming everything on Staff Boudreaux and bullying Staff Boudreaux.

Staff Jessica Stevens was interviewed. Staff Stevens reported that she was in the office prior to Staff Boudreau putting the resignation letter on the desk, and when she later peaked in the office, after Staff Boudreau left, Staff Stevens did not see the money. Staff Stevens denied holding the money, and only read the note. Staff Stevens denied taking the money.

Guardian 1 was interviewed by Deputy Ochab via phone. Guardian 1 denied wanting to pursue any criminal charges.

Staff Lisa Seibert was interviewed in person by Deputy Ochab on 06/25/2023. Staff Seibert advised that she made a false confession and denied taking the money. Staff Seibert stated that Staff Kozlow interviewed herself and Staff Boudreau *“about the incident and continued to badger and dig at them to the point she (Staff Seibert) could not take it anymore.”* Staff Seibert reported that she only put glasses on a shelf in the office and left the room.

A follow-up contact was made between Deputy Ochab and staff Julie Kozlow. Staff Kozlow denied badgering Staff Boudreau and Staff Seibert. Staff Kozlow also reported to Deputy Ochab that Staff Seibert consented to a signed confession.

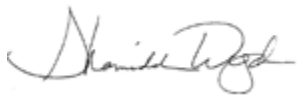
On 08/07/2023, I conducted an exit conference with licensee designee Stephanie Riley via phone. I informed her of the findings and conclusion. Stephanie Riley reported that it is a possibility that the money was lost on the desk per a rumor. She stated that she heard that the money was found after the fact, but there was no way to verify this.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(2) The care of any resident funds and valuables that have been accepted by a licensee for safekeeping shall be treated by the licensee as a trust obligation.
ANALYSIS:	On 06/18/2023, a relative left \$20 at the facility for Resident A, for the facility to safekeep. A note was left on the money,

	<p>indicating that the money was to be used for the purchase of a sun hat and sunglasses for Resident A.</p> <p>The money came up missing. Staff were interviewed by Deputy Ochab of the Arenac County Sheriff's Office. Staff Cammey Boudreau, Staff Jessica Stevens, Staff Bairne Thibodeaux, and Staff Lisa Seibert denied taking the money. Relative 1 reported to Deputy Ochab they did not want to pursue any criminal charges.</p> <p>The facility replaced Resident A's \$20 as reflected on her <i>Resident Funds Part II</i>.</p> <p>A copy of Resident A's <i>Resident Assessment Plan</i> and Resident Care Agreement both indicated that the facility is responsible for safekeeping Resident A's funds.</p> <p>There is a preponderance of evidence to substantiate a rule violation in regard to the facility not appropriately handling/safekeeping Resident A's funds.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend continuation of the AFC small group home license (capacity 6).

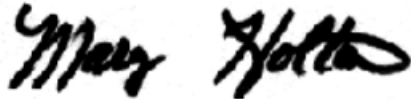


08/08/2023

Shamidah Wyden
Licensing Consultant

Date

Approved By:



08/09/2023

Mary E. Holton
Area Manager

Date