



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

December 4, 2023

Ann Meldrum  
Samaritas  
Suite A  
2080 Union Ave. SE  
Grand Rapids, MI 49507

RE: License #: AS610068618  
Investigation #: 2024A0467006  
Samaritas-Ducey

Dear Ms. Meldrum:

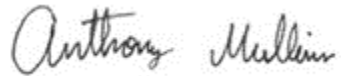
Attached is the Special Investigation Report for the above referenced facility. Due to the violation identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the 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 this issue, please 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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS610068618
<b>Investigation #:</b>	2024A0467006
<b>Complaint Receipt Date:</b>	11/09/2023
<b>Investigation Initiation Date:</b>	11/14/2023
<b>Report Due Date:</b>	01/08/2024
<b>Licensee Name:</b>	Samaritas
<b>Licensee Address:</b>	Suite A 2080 Union Ave. SE Grand Rapids, MI 49507
<b>Licensee Telephone #:</b>	(231) 730-1195
<b>Administrator:</b>	Ann Meldrum
<b>Licensee Designee:</b>	Ann Meldrum
<b>Name of Facility:</b>	Samaritas-Ducey
<b>Facility Address:</b>	1271 Ducey Avenue Muskegon, MI 49442-2225
<b>Facility Telephone #:</b>	(231) 777-7061
<b>Original Issuance Date:</b>	11/06/1995
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/25/2022
<b>Expiration Date:</b>	05/24/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Staff member Kassie Davis used Resident A, Resident B, and Resident C's debit cards for her own personal use.	Yes

**III. METHODOLOGY**

11/09/2023	Special Investigation Intake 2024A0467006
11/14/2023	Special Investigation Initiated - Telephone Spoke to Muskegon County Recipient Rights Officer, Linda Wagner.
11/20/2023	Inspection Completed – Onsite
12/04/2023	APS Referral – Sent via email
12/04/2023	Exit conference completed with licensee designee, Ann Meldrum

**ALLEGATION: Staff member Kassie Davis used Resident A and Resident B's debit card for her own personal use.**

**INVESTIGATION:** On 11/9/23, I received a BCAL online complaint stating that Resident A and Resident B's debit cards are expired and unable to be located. HealthWest, Muskegon County CMH is Resident A and Resident B's Payee and they confirmed to the complainant that the resident's debit cards are still active. A printout of Resident A and Resident B's most recent transactions were obtained and both residents have multiple charges, "that look like movie purchases from Amazon Prime," most of which occurred in the middle of the night. This is of concern due to both residents typically sleeping during the time the debit cards were used.

On 11/13/23, I sent an email to the complainant requesting a call. On 11/14/23, the complainant sent me an email with Resident A and Resident B's most recent transactions, both of which show sporadic charges in the middle of the night. From 3/1/23 through 7/1/23, Resident A's debit card showed multiple charges to Amazon Prime and/or Amazon prime video totaling more than \$129. The charges occurred anywhere from 7:18 pm to 6:17 am. From 4/16/23 through 10/8/23, Resident B's debit card showed multiple charges to Amazon Prime and/or Amazon prime video totaling more than \$130. The charges occurred anywhere from 4:35 pm to 5:56 am.

On 11/14/23, I spoke to Linda Wagner, Muskegon County Recipient Rights Officer. She informed me that she is also investigating the allegations. Ms. Wagner informed

me that HealthWest finance department will be completing an audit of the resident's debit cards. Once this information is obtained, she will share it with me.

On 11/16/23, I received a copy of the audit from Ms. Wagner through Muskegon County CMH. The audit added a 3<sup>rd</sup> resident, Resident C. The audit was from 10/1/22 through 11/15/23 and determined the following: Resident A's debit card was missing and last used on 7/7/23. Resident A does not have access to a smart TV or access to Amazon. There were many charges to amazon prime video, amazon digital, and amazon marketplace. Resident A is paying for an amazon prime monthly subscription.' Many of the charges were declined but not all. Resident B's debit was missing and last used 10/5/23. Resident B does not have access to a smart TV or access to Amazon. There were many charges to Amazon Prime video, Amazon digital, and Amazon Marketplace. Resident B is paying for an amazon prime monthly subscription. Many of the charges were declined but not all. Resident C's debit card was in the lock box and last used 7/13/23. Resident C does not have access to a smart TV or access to Amazon. There were many charges to Amazon Prime video, Amazon digital, and Amazon Marketplace. Resident C is paying for an Amazon prime monthly subscription. Many of the charges were declined but not all. There were several receipts missing for transactions for all three residents.

On 11/20/23, I made an unannounced onsite investigation at the facility. Upon arrival, AFC staff member Darcy Torrey allowed entry into the home and agreed to discuss case allegations. Ms. Torrey stated that Resident A was away at work and only communicates via sign language due to being deaf. Resident B and C were both at the facility. However, both are non-verbal per Ms. Torrey. Therefore, they were not interviewed regarding the allegations.

Ms. Torrey confirmed that AFC home manager, Kassie Davis has been on maternity leave since 10/9/23 and is scheduled to return on 12/8/23. Ms. Torrey stated that she originally spoke to Ms. Davis via text message on 10/26/23 when she inquired on the whereabouts of the resident's debit cards. Ms. Torrey stated that Ms. Davis originally told her that Resident A, Resident B, and Resident C's debit cards were expired. Ms. Torrey stated that on 10/28/23, Ms. Davis dropped off Resident C's debit card to the home and later told her that she thinks Resident A and Resident B's debit cards were thrown away. On 11/6/23, Ms. Torrey stated that she asked Ms. Davis for receipts regarding purchases on the resident's cards. Ms. Torrey stated that she received some receipts via email, but no receipts for the Amazon Prime video purchases. Ms. Torrey assisted me to each of the resident's room where I was able to confirm that Resident A, Resident B, and Resident C do not have access to a smart TV to purchase videos on Amazon prime. Prior to leaving the facility, Ms. Torrey showed me a text message conversation between she and Ms. Davis where she asked Ms. Davis, "is it your amazon account that you were ordering the guys stuff off of or do they each have their own account?" Ms. Davis responded, "it was mine." Ms. Torrey confirmed that all the resident's money that was used by Ms. Davis will be replaced. Ms. Torrey was thanked for her time as this onsite investigation concluded.

On 11/22/23, I left a voicemail for home manager Kassie Davis requesting a call back to discuss case allegations. As of the completing of this report, I have yet to receive a return call.

On 12/4/23 I conducted an exit conference with licensee designee, Ann Meldrum. She was informed of the investigative findings and agreed to complete a CAP within 15 days of receipt of this report.

<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>An audit was completed by Muskegon County CMH finance department for Resident A, Resident B, and Resident C's debit cards. The audit determined all three residents' cards were being used in the middle of the night for Amazon prime and Amazon video charges. This investigation determined that none of the residents have access to a smart TV to make these purchases. Also, a lot of the charges were in the middle of the night at the time residents are typically sleeping.</p> <p>AFC home manager, Kassie Davis admitted to AFC staff member Darcy Torrey that she was using the residents' debit cards on her own personal Amazon account. The exact amount of money used by my Davis is unknown as the audit determined some charges were declined. Ms. Torrey stated that all of the residents' funds used by Ms. Davis will be replaced. There is a preponderance of evidence to support the allegation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED.</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend no change to the current license status.

*Anthony Mullin*

12/04/2023

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Anthony Mullins  
Licensing Consultant

Date

Approved By:



12/04/2023

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Jerry Hendrick  
Area Manager

Date