



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 11, 2024

Tina Goss
3222 Main St.
Marlette, MI 48453

RE: License #: AM760009651
Investigation #: 2024A0871005
Conquest AFC - Marlette

Dear Tina Goss:

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) 643-7960.

Sincerely,



Kathryn A. Huber, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48605
(989) 293-3234

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM760009651
Investigation #:	2024A0871005
Complaint Receipt Date:	02/15/2024
Investigation Initiation Date:	02/16/2024
Report Due Date:	04/15/2024
Licensee Name:	Karen Conquest
Licensee Address:	11437 Runnells Dr. Clio, MI 48420
Licensee Telephone #:	(810) 397-3458
Administrator:	Tina Goss
Licensee Designee:	N/A
Name of Facility:	Conquest AFC - Marlette
Facility Address:	3222 Main Street Marlette, MI 48453
Facility Telephone #:	(989) 635-7770
Original Issuance Date:	04/01/1988
License Status:	REGULAR
Effective Date:	02/16/2023
Expiration Date:	02/15/2025
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

	AGED
--	------

II. ALLEGATION(S)

	Violation Established?
Administrator Tina Goss did not allow Resident A to visit a family member.	Yes

III. METHODOLOGY

02/15/2024	Special Investigation Intake 2024A0871005
02/15/2024	APS Referral Denied to Sanilac County MDHHS
02/16/2024	Special Investigation Initiated - On Site Interviewed Administrator Tina Goss, Resident A
03/05/2024	Inspection Completed On-site Interviewed Administrator Tina Goss and Resident B
03/08/2024	Inspection Completed On-site Interviewed Resident A and Resident B
03/11/2024	Inspection Completed-BCAL Sub. Compliance
03/11/2024	Exit Conference Telephone exit conference with Administrator Tina Goss

ALLEGATION:

Administrator Tina Goss did not allow Resident A to visit a family member.

INVESTIGATION:

On February 16, 2024, I conducted an unannounced onsite investigation and interviewed Administrator Tina Goss. Administrator Goss stated that Resident A wanted to go visit a family member but was asked if she could wait a day because her controlled medications were not there for her to take with her. Resident A was

told that they would be in later in the day and that she could go to her family member's house in the morning. Administrator Goss stated that Resident A was okay with it. Administrator Goss stated she paid for Resident A to go to her family member's house the next morning. Administrator Goss indicated that Resident A is her own guardian.

On February 16, 2024, I interviewed Resident A. Resident A said Administrator Goss told her she has to stay more days so that she could get paid for her stay. Resident A indicated Administrator Goss did say "something about my meds." Resident A said she did go to her family member's house the next day. Resident A said she had her medications to take with her the next day.

On March 5, 2024, I conducted an unannounced onsite investigation and interviewed Administrator Goss. Administrator Goss indicated Resident A could only be gone so many days or she would not get paid for her stay. Again, Administrator Goss indicated Resident A "was okay with it," not going to her family member's house.

I also interviewed Resident B. Resident B stated Administrator Goss told Resident A that she could go in a day. Resident B said Resident A "was demanding that she go that day" and Administrator Goss "tried to compromise with her." Resident B said this is the first time Resident A has been in an AFC home and is not used to the rules.

On March 8, 2024, I conducted an onsite investigation and interviewed Resident A. Resident A said she was talking with Administrator Goss, and she was "a little bit upset with the incident." Resident A said she did want to go but was not allowed to. Resident A said "I can leave as I please" because she does not have a guardian. Resident A indicated she "does not want anything bad to happen to Tina."

On March 11, 2024, I conducted a telephone exit conference with Administrator Goss in the absence of Licensee Karen Conquest, who passed away in January. Administrator Goss was advised that Resident A should have been able to leave even though her medications were not available.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:

	<p>(h) The right to participate in the activities of social, religious, and community groups at his or her own discretion.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	<p>Administrator Tina Goss did not allow Resident A to leave the facility because she did not have her medications. Resident A was upset because she could not leave, and she does not have a guardian. I confirm violation of this rule.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the status of this adult foster care medium group home remain unchanged (capacity 1-12).

Kathryn A. Huber

03/11/2024

 Kathryn A. Huber
 Licensing Consultant

 Date

Approved By:

Mary E. Holton

03/11/2024

 Mary E. Holton
 Area Manager

 Date