



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 12, 2024

Theresa Chang  
Citizens For Quality Care Co.  
2348 Estates Courts, Ann Arbor, MI 48103

RE: License #: AL460070146  
Investigation #: 2024A1032017  
Citizens for Quality Care Morenc

Dear Theresa Chang:

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.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0183.

Sincerely,

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

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL460070146
<b>Investigation #:</b>	2024A1032017
<b>Complaint Receipt Date:</b>	01/11/2024
<b>Investigation Initiation Date:</b>	01/11/2024
<b>Report Due Date:</b>	03/11/2024
<b>Licensee Name:</b>	Citizens For Quality Care Co.
<b>Licensee Address:</b>	2348 Estates Courts, Ann Arbor, MI 48103
<b>Licensee Telephone #:</b>	(734) 327-0818
<b>Administrator:</b>	Theresa Chang
<b>Licensee Designee:</b>	Theresa Chang
<b>Name of Facility:</b>	Citizens for Quality Care Morenc
<b>Facility Address:</b>	233 Baker Street, Morenci, MI 49256
<b>Facility Telephone #:</b>	(517) 458-2344
<b>Original Issuance Date:</b>	06/21/1996
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/21/2022
<b>Expiration Date:</b>	04/20/2024
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED MENTALLY ILL AGED ALZHEIMERS

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A and the licensee designee have a joint bank account.	Yes
Additional Findings	No

**III. METHODOLOGY**

01/11/2024	Special Investigation Intake 2024A1032017
01/11/2024	Special Investigation Initiated - Telephone
01/18/2024	Contact - Telephone call made
01/24/2024	Inspection Completed On-site
02/08/2024	Contact - Face to Face
02/15/2024	Referral - Law Enforcement
03/04/2024	Contact - Document Received
03/11/2024	Exit Conference

**ALLEGATION:**

**Resident A and the licensee designee have a joint bank account.**

**INVESTIGATION:**

On 1/11/24, I interviewed the complainant, who confirmed the accuracy of the complaint information.

On 1/18/24, I interviewed Lenawee County Mental Health Authority (LCMHA) case manager Sheila Sears by telephone. Ms. Sears stated that social security has expressed dissatisfaction with licensee designee Theresa Chang being Resident A's payee. Ms. Sears stated that Ms. Chang and Angela do have a joint bank account.

On 1/24/24, I interviewed Resident A in the home. Resident A stated that she attempted to use her bank card at Premier Bank and discovered that she had no money in her account. She reported that her rent is approximately \$2000 but she received \$914 in Supplemental Security Income (SSI) payments. She denied having a payee. Resident A stated that she has a joint account with the home and that the licensee designee siphoned the money in her account. She lamented that she does not have access to her state ID, which she would like to use when attending medical appointments or opening a separate bank account.

On 2/8/24, I interviewed licensee designee Theresa Chang in the home. Ms. Chang stated that Resident A had asked for her to have a joint account. Ms. Chang advised that the purpose of the joint account was to assist Resident A manage her money, otherwise, she would make poor choices and have no money. Ms. Chang mentioned that Resident A's account with the home was in arrears, and the money she retrieved from the joint account was used to cover the outstanding balance. I advised Ms. Chang that per the licensing rules, having any ownership stake in an account with a resident was likely in contravention of the licensing rules and statutes.

On 2/15/24, I relayed a complaint to the Morenci City Police Department. I spoke with Officer Thompson, who advised that the nature of the allegations constituted a civil matter, not a criminal case.

On 3/4/24, I received a text message from Adult Protective Services specialist Samantha Garcia. Ms. Garcia relayed that Resident A was able to secure a new State ID and had opened a separate bank account.

<b>APPLICABLE RULE</b>	
<b>R 400.15315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(9) A resident's account shall be individual to the resident. A licensee shall be prohibited from having any ownership interest in a resident's account and shall verify such in a written statement to the resident or the resident's designated representative.</b>

<b>ANALYSIS:</b>	Licensee designee Theresa Chang, LCHA case manager Sheila Sears and Resident A all confirmed that Ms. Chang and Resident A had a joint account.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 3/11/24, I attempted to conduct an exit conference with licensee designee Theresa Chang. Ms. Chang was unavailable for comment at the time.

#### IV. RECOMMENDATION

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



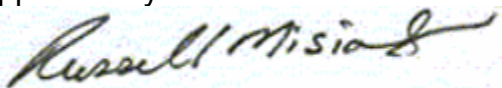
3/12/24

---

Dwight Forde  
Licensing Consultant

Date

Approved By:



3/14/24

---

Russell B. Misiak  
Area Manager

Date