



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 29, 2024

Peggy Root
411 Silver Street
Reading, MI 49274

RE: License #: AM300008365
Investigation #: 2024A1032032
Heritage House AFC

Dear Ms. Root:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On 3/29/24, you submitted an acceptable written corrective action plan.

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,

A handwritten signature in black ink, appearing to read "Dwight Forde".

Dwight Forde, 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

License #:	AM300008365
Investigation #:	2024A1032032
Complaint Receipt Date:	03/12/2024
Investigation Initiation Date:	03/14/2024
Report Due Date:	05/11/2024
Licensee Name:	Peggy Root
Licensee Address:	411 Silver Street Reading, MI 49274
Licensee Telephone #:	(517) 283-1478
Administrator:	Peg Root
Name of Facility:	Heritage House AFC
Facility Address:	121 West State Street, Reading, MI 49274
Facility Telephone #:	(517) 283-3152
Original Issuance Date:	08/02/1993
License Status:	REGULAR
Effective Date:	04/23/2022
Expiration Date:	04/22/2024
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Employees retaliated by withholding food from Resident A.	No
Employees used Resident A's debit card without written approval.	Yes
Additional Findings	No

III. METHODOLOGY

03/12/2024	Special Investigation Intake 2024A1032032
03/14/2024	Special Investigation Initiated - Letter
03/21/2024	Inspection Completed On-site
03/28/2024	Contact - Telephone call made Left a voicemail for Resident A
03/28/2024	Contact - Telephone call received Telephone interview with Resident A
03/29/2024	Exit Conference
03/29/2024	Corrective Action Plan Requested and Due on 04/13/2024
03/29/2024	Corrective Action Plan Received

ALLEGATION:

Employees retaliated by withholding food from Resident A.

INVESTIGATION:

On 3/21/24, I interviewed licensee Peg Root in the home. Ms. Root acknowledged that there was some tension between her and Resident A but denied engaging in retaliatory behavior such as withholding food. Ms. Root stated that there is a house rule barring residents from having food in their rooms, to avoid insect pests.

I interviewed employee Allyson Baker in the home. Ms. Baker stated that when she prepares meals, Resident A has access to his meals and denied that she withholds food from him.

I interviewed Resident B in the home. Resident B stated that he has not observed employees in the home withhold food from Resident A.

I interviewed Resident C in the home. Resident C denied having food withheld by employees, and denied observing them deny food to Resident A.

On 3/28/24, I interviewed Resident A by telephone. Resident A did not discuss food being withheld during our conversation.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following: (e) Withhold food, water, clothing, rest, or toilet use.
ANALYSIS:	While there is some tension between Resident A and Ms. Root, based on interviews conducted, there is insufficient evidence to establish a violation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Employees used Resident A's debit card without written approval.

INVESTIGATION:

On 3/21/24, Ms. Root advised that in July 2023, when Resident A moved in, he did not have sufficient funds for payment. Resident A worked out an arrangement with the home, according to Ms. Root, where he provided her with bank card and his PIN to withdraw funds to pay the home for rent. Ms. Root stated that Resident A first came to the home from a rehabilitation facility and had difficulty getting to a bank to withdraw funds to make his payments, and had not set up a direct deposit system to pay his rent. I asked Ms. Root if this arrangement was documented but she confirmed that no such documentation existed. Ms. Root stated that she had given Resident A a 30-day notice at the end of February 2024 due to non-payment of rent.

I interviewed employee Allyson Baker in the home. Ms. Baker stated that she was the one who would withdraw funds from Resident A's account to pay his rent. She stated that Resident A voluntarily provided his PIN and card. She clarified that the card in question was loaded with funds paid to Resident A as a Supplemental Security Income (SSI) recipient. Ms. Baker denied withdrawing funds for personal reasons, stating that funds were applied to rent, medication and food. Ms. Baker stated that in early 2024, when she went to make a withdrawal, the card was declined.

I interviewed Resident B in the home. Resident B stated that he had observed Resident A willingly provide employee Allyson Baker with his card and PIN. He stated that he was on outings with Ms. Baker and other residents, including Resident A, when Ms. Baker would withdraw the funds.

I interviewed Resident C in the home. Resident C also confirmed the information that Resident B provided. Resident C offered that Resident A had closed his card out by claiming that his funds from his account had been illegally withdrawn.

I reviewed Resident A's Resident Funds II form, where Ms. Root had documented withdrawals from Resident A's account to pay the home.

On 3/28/24, Resident A stated that when he moved into the home in July 2023, employee Allyson Baker directed him to give her his Net Spend card, where his SSI funds are loaded. He stated that he was in poor physical condition after transferring from a rehabilitation facility and complied with the request. He stated that he asked for his card to be returned after some time went by, but the card was not returned. He stated that he was able to have a new card issued after claiming that his old one was stolen. He advised that at the beginning of March, he was served with a 30-day notice due to nonpayment of rent. He acknowledged that he had not been able to pay rent.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(11) A licensee shall obtain prior written approval from a resident and his or her designated representative before charges are made to a resident's account.
ANALYSIS:	While there seems to be some dispute over how Ms. Baker ended up with access to Resident A's card, there was no documentation authorizing Ms. Baker to withdraw funds on Resident A's behalf.
CONCLUSION:	VIOLATION ESTABLISHED

On 3/29/24, I conducted an exit conference with licensee Peg Root. I shared my findings and Ms. Root agreed to submit a corrective action plan to address the violation established.

IV. RECOMMENDATION

I recommend no change to the status of this license. On 3/29/24, licensee Peg Root furnished an acceptable corrective action plan.

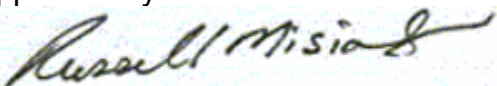


3/29/24

Dwight Forde
Licensing Consultant

Date

Approved By:



4/1/24

Russell B. Misiak
Area Manager

Date