



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

July 15, 2024

Angela Joquico  
Resilire Neurorehabilitation, LLC  
7200 Challis Rd.  
Brighton, MI 48116

RE: License #: AS500407480  
Investigation #: 2024A0617021  
Moravian West Community Residential

Dear Ms. Joquico:

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.

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 (248) 975-5053.

Sincerely,

A handwritten signature in grey ink, appearing to be 'EJ' or 'Eric Johnson'.

Eric Johnson, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place, Ste 9-100  
3026 W Grand Blvd.  
Detroit, MI 48202

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS500407480
<b>Investigation #:</b>	2024A0617021
<b>Complaint Receipt Date:</b>	04/08/2024
<b>Investigation Initiation Date:</b>	04/08/2024
<b>Report Due Date:</b>	06/07/2024
<b>Licensee Name:</b>	Resilire Neurorehabilitation, LLC
<b>Licensee Address:</b>	7200 Challis Rd. Brighton, MI 48116
<b>Licensee Telephone #:</b>	(734) 239-1937
<b>Administrator:</b>	Geoffrey Rantala
<b>Licensee Designee:</b>	Angela Joquico
<b>Name of Facility:</b>	Moravian West Community Residential
<b>Facility Address:</b>	38295 East Horseshoe Dr. Clinton Twp., MI 48038
<b>Facility Telephone #:</b>	(586) 307-8140
<b>Original Issuance Date:</b>	07/01/2021
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	01/01/2024
<b>Expiration Date:</b>	12/31/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED TRAUMATICALLY BRAIN INJURED

## II. ALLEGATION(S)

	Violation Established?
Staff stole money from Resident A's bank account.	Yes

## III. METHODOLOGY

04/08/2024	Special Investigation Intake 2024A0617021
04/08/2024	APS Referral Adult Protective Services (APS) referral received – assigned worker Ms. Debra Johns
04/08/2024	Special Investigation Initiated - Letter Email to Ms. Johns APS worker
04/08/2024	Contact - Document Received I interviewed Adult Protective services worker Debra Johns.
04/10/2024	Inspection Completed On-site I completed an unannounced investigation at Moravian West Community Residential. During the onsite investigation, I interviewed Resident A, staff Savanna Shaw and manager Debbie Waynick.
04/10/2024	Contact - Telephone call made TC to Ms. C. Hamilton
04/12/2024	Contact - Document Received Email received from LD Ms. Angie Joquico
04/12/2024	Contact - Telephone call made TC to Ms. Hamilton
05/22/2024	Contact - Document Received I received and reviewed the Clinton Township Investigation report prepared by Detective Michael Chirco #273.
05/22/2024	Contact - Telephone call made TC to Ms. Hamilton
05/24/2024	Contact - Telephone call made TC to Resident A's son

05/24/2024	Exit Conference I conducted an exit conference with licensee designee Angie Joquico to discuss the findings of this report.
05/30/2024	Contact - Telephone call made TC to Resident A's son
05/31/2024	Contact - Telephone call made TC to Resident A's son

## **ALLEGATION:**

**Staff stole money from Resident A's bank account.**

## **INVESTIGATION:**

On 04/08/24, I received a complaint on Moravian West Community Residential. The complaint stated that Resident A has been diagnosed with Traumatic Brain Injuries which impacts Resident A's cognitive abilities, and she has some orthopedic issues. Resident A ambulates with a wheelchair. Resident A has a debit card that is kept in a safe at the home. Resident A is the only one with access to the card as she has the key. Resident A's son reviewed Resident A's banking statements which showed that there were suspicious withdrawals made from her account. The amount of the money that has been taken from Resident A's account is \$13,000. Law enforcement was contacted by Resident A's son. Law enforcement found footage of one of the staff members from the group home removing money from an ATM machine with Resident A's card. The staff member that was seen on the footage is Cynnamon Hamilton. Prior to the footage being seen, Resident A reported that someone had stolen her money and that she did not know who it was. Resident A is now broke. There are concerns that Resident A somehow shared her pin number with the employee. Cynnamon will be terminated from her position, and law enforcement will be pressing charges.

On 03/29/24, I was contacted by administrator Geoffrey Rantala and home manager Debbie Waynick. According to Mr. Rantala and Ms. Waynick, on 2/16/2024 it was reported to Licensee designee Angie Joquico that an excess amount of money has been withdrawn from Resident A's account. Ms. Waynick stated that on 2/19/2024 the management team conducted an investigation with the staff members that work at Moravian West. Resident A and Ms. Waynick made a police report with the Clinton Township police. Ms. Waynick stated that she had been working with the Detective M. Chirco very closely. Ms. Waynick received pictures from the Detective to identify the staff member in the pictures. Ms. Waynick identified the staff member as Cynnamon Hamilton. I informed them to file an Adult Protective Services complaint and that I would be opening a special investigation.

On 04/08/24, I interviewed Adult Protective services worker Debra Johns. According to Ms. Johns, Resident A has been diagnosed with Traumatic Brain Injuries which impacts Resident A's cognitive abilities, and she has some orthopedic issues. Resident A ambulates with a wheelchair. Resident A has a debit card that is kept in a safe at the home. Resident A is the only one with access to the card as she has the key. Resident A's son reviewed Resident A's banking statements which showed that there were suspicious withdrawals made from her account. The amount of the money that has been taken from Resident A's account is \$13,000. Law enforcement was contacted by Resident A's son. Law enforcement found footage of one of the staff members from the group home removing money from an ATM machine with Resident A's card. The staff member that was seen on the footage is Cynnamon Hamilton. Prior to the footage being seen, Resident A reported that someone had stolen her money and that she did not know who it was. Resident A is now broke. Cynnamon will be terminated from her position, and law enforcement will be pressing charges. Ms. Johns stated that she spoke with Resident A's son, and he added his name to the Resident A's account to be able to monitor things. This case will be substantiated.

On 04/10/24, I completed an unannounced investigation at Moravian West Community Residential. During the onsite investigation, I interviewed Resident A, staff Savanna Shaw and manager Debbie Waynick.

During the onsite investigation I reviewed Resident A's file. According to Resident A's assessment plan, Resident A handles her own money.

During the onsite investigation I interviewed Resident A. According to Resident A, someone stole her debt card from her personal safe in her room. Resident A stated that the key to her safe is always kept in her purse which sits on the back of her wheelchair. Resident A doesn't recall giving anyone her pin number, but she suffers from a traumatic brain injury. According to Resident A, her son took her to the bank to withdraw cash and her son noticed that all of her money was missing. Resident A stated that money was her life savings. Resident A was very emotional and visibly upset as she started crying.

During the onsite investigation I interviewed staff Savanna Shaw. According to Ms. Shaw, she is unaware of any details of the situation. Ms. Shaw stated that all staff were questioned and interviewed by management about something dealing with Resident A's money. According to Ms. Shaw, Resident A's safe is often left laying around the room. Resident A rarely hides her safe.

During the onsite investigation I interviewed home manager Debbie Waynick. According to Ms. Waynick, On 2/16/2024 it was reported to Licensee designee Angie Joquico that an excess amount of money has been withdrawn from Resident A's account. Ms. Waynick stated Resident A's son took her to the bank to withdraw money and that is when it was discovered that all of Resident A's money was gone. Ms. Waynick stated that on 2/19/2024 the management team conducted an investigation with the staff members that work at Moravian West. All staff were interviewed with the exception of

Cynnamon Hamilton. Ms. Hamilton notified management that she could not make it to the interview. Ms. Hamilton was then interviewed by management on 02/22/24. All staff denied having knowledge of the situation. On 02/20/24, Resident A and Ms. Waynick made a police report with the Clinton Township police.

Ms. Waynick stated that she had been working with the Detective M. Chirco very closely. On 03/27/24, Ms. Waynick stated that she made spreadsheets comparing employee schedules to the withdrawal dates from Resident A's account. Staff Cynnamon Hamilton worked on all days of the withdrawals with the exception of one day 02/13/24. Ms. Waynick stated that Ms. Hamilton withdrew \$1,000 on 02/13/24 but did not work that day. It is believed that Ms. Hamilton kept the card from the night prior. On 03/27/24, Ms. Waynick received pictures from the Detective of the perpetrator withdrawing money from an ATM, in hopes of identifying the individual. Ms. Waynick identified the individual in the pictures as staff member Cynnamon Hamilton. According to Ms. Waynick, on 03/28/24, the management team contacted Ms. Hamilton to have her come in for a meeting with them but she never responded. Ms. Hamilton was contacted again by Ms. Waynick on 03/28 and requested that she come to meet with them on 3/29 and if she didn't, she would be removed from the schedule. Ms. Hamilton never responded. Cynnamon Hamilton was terminated on 04/01/24 and her last day worked was 3/24/24. There were no staff files available in the facility. Ms. Waynick provided me with Ms. Hamilton's trainings with the exception of her CPR and first aid training. No other required staff documentation were available.

On 05/22/24, I received and reviewed the Clinton Township Investigation report prepared by Detective Michael Chirco #273. According to the report, on 03/14/24 at approximately 1220 hours, 41B District Court Magistrate Ryan Zemke authorized an Affidavit for Search Warrant seeking transactional records and surveillance video footage from JP Morgan Chase Bank, N.A (JPM). Detective subsequently submitted the order to JPM via email per their established guidelines. On 03/25/24, Detective received surveillance video for three days: 01/04/24, 02/03/24, and 03/13/24. Detective contacted the JPM law enforcement Support Unit who verified the video provided on those dates was the only video that existed. Detective contacted Debra Waynick on 03/27/24 at approximately 0900 hours. He emailed her the images shown from the ATMs. While speaking with Debra, she positively identified Cynnamon as the person shown. The vehicle shown in the first two images was the Facility's Ford Transit van used for transporting residents as needed. Debra was unsure if Cynnamon's vehicle was the one shown in the third image. Detective looked up vehicles registered to Ms. Hamilton and then queried Michigan registration plate EUV2778 in Flock Safety and located 69 associated images of a silver-colored Jeep Grand Cherokee being captured by the network of cameras from 03/13/24 through 04/02/24. In the detective observation of images of the Jeep captured during daylight hours, he noted distinctive raised stamping in a rib-like pattern that extended in two sections from just rear of the windshield to the liftgate. The two sections were separate by a narrow void. Additionally, roof mounted rails were present. The rails were finished in chrome and had black caps on each end where they affixed to the body of the vehicle. Lastly, the antenna was a shark fin style antenna, black in color, centrally mounted near the liftgate spoiler. He compared the

Flock Safety images to the one provided by JP Morgan Chase for the ATM withdraw on 02/13/24 and found they were consistent with each other. According to the report, upon the facts and circumstances described Cynnamon Cariann Hamilton committed the following:

1. Embezzlement – From a Vulnerable Adult - \$1,000.00 or more but less than \$20,000.00 - did, through fraud, deceit, misrepresentation, coercion, or unjust enrichment, obtain, use, or attempt to obtain or use money or property of Resident A, directly or indirectly benefitting himself or herself, knowing or having reason to know that the person was a vulnerable adult, the money or property having a value of \$1,000.00 or more but less than \$20,000.00; contrary to MCL 750.174a(4)(a).
2. Financial Transaction Device – Stealing/Retaining without Consent- did knowingly retain, knowingly possess, knowingly secrete, or knowingly use a financial transaction device without the consent of Resident A, the device holder.; contrary to MCL 750.157n(1).
3. Identity Theft- did, with intent to defraud or violate the law, use, or attempt to use the personal identifying information of Resident A to commit embezzlement – from a vulnerable adult contrary to MCL 445.65 and MCL 445.69.

According to the police investigation report, Resident A's son stated prior to this situation, Resident A was her own financial guardian. Transactional alerts and monthly account statements from JPM bank were directed to an email account he setup on behalf of his mother, and in oversight, it was not regularly monitored which allowed the fraudulent activities to repeatedly occur. Sometime on or around 02/15/24 Resident A's son came to check the email account and discovered the correspondence from JPM. The next day, he spoke with his mother notified the bank of the fraud. On or around 02/16/24, Resident A's son came to discover numerous unknown debits from his mother's account via ATM withdraws. Twenty-three identified transactions occurred between 11/18/23 and 02/13/24 resulting in \$19,503.95 in funds missing from her account. According to the report, Resident A's son notified police that because his mother admittedly disseminated her PIN to staff, JPM will not offer any assistance. She has been permanently deprived of all monies that were stolen.

I tried multiple times to reach Ms. Hamilton but all attempts were unsuccessful.

On 05/24/24, I conducted an exit conference with Licensee Designee Angie Joquico to discuss the findings of this report. Ms. Joquico did not answer and a voicemail was left.

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<b>(2) Direct care staff shall possess all of the following qualifications:</b>



	<b>(a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.</b>
<b>ANALYSIS:</b>	Resident A has been diagnosed with Traumatic Brain Injuries which impacts Resident A's cognitive abilities. Staff Ms. Hamilton took advantage of Resident A's disabilities to gain personal information in order to steal Resident A's life's saving of \$19,503.95. Law enforcement found footage of Ms. Hamilton removing money from an ATM machine with Resident A's card. Cynnamon was terminated from her position, and law enforcement will be pressing charges.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</b>
<b>ANALYSIS:</b>	Resident A has been diagnosed with Traumatic Brain Injuries which impacts Resident A's cognitive abilities. Staff Ms. Hamilton took advantage of Resident A's disabilities to gain personal information in order to steal Resident A's life's saving of \$19,503.95. Law enforcement found footage of Ms. Hamilton removing money from an ATM machine with Resident A's card. Cynnamon was terminated from her position, and law enforcement will be pressing charges.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14209</b>	<b>Home records generally.</b>
	<b>(1) A licensee shall keep, maintain, and make available for department review, all the following home records: (h) Personnel records, as required in R 400.14208.</b>

<b>ANALYSIS:</b>	During the unannounced onsite investigation, I observed that there were no staff files available in the facility. Ms. Waynick provided me with Ms. Hamilton's trainings with the exception of her CPR and first aid training. No other required staff documentation was available.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

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

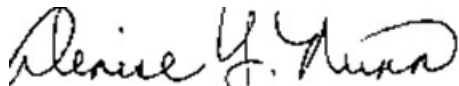


05/24/24

Eric Johnson  
Licensing Consultant

Date

Approved By:



07/15/2024

Denise Y. Nunn  
Area Manager

Date