



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

September 5, 2024

Jennifer Bhaskaran  
Alternative Services Inc.  
Suite 10  
32625 W Seven Mile Rd  
Livonia, MI 48152

RE: License #: AS250010695  
Investigation #: 2024A0779048  
Cook Road Home

Dear Jennifer Bhaskaran:

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,

A handwritten signature in dark ink, reading "Christopher A. Holvey". The signature is written in a cursive style with a large, stylized 'C' and 'H'.

Christopher Holvey, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(517) 899-5659

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250010695
<b>Investigation #:</b>	2024A0779048
<b>Complaint Receipt Date:</b>	07/22/2024
<b>Investigation Initiation Date:</b>	07/22/2024
<b>Report Due Date:</b>	09/20/2024
<b>Licensee Name:</b>	Alternative Services Inc.
<b>Licensee Address:</b>	Suite 10 32625 W Seven Mile Rd Livonia, MI 48152
<b>Licensee Telephone #:</b>	(248) 471-4880
<b>Administrator:</b>	Will Paige
<b>Licensee Designee:</b>	Jennifer Bhaskaran
<b>Name of Facility:</b>	Cook Road Home
<b>Facility Address:</b>	1221 E Cook Road Grand Blanc, MI 48439
<b>Facility Telephone #:</b>	(810) 695-3304
<b>Original Issuance Date:</b>	08/24/1983
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/29/2023
<b>Expiration Date:</b>	03/28/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	Violation Established?
There was \$600 belonging to Resident A from 2021 that is unaccounted for. Home manager, Korkesha Fields is the staff responsible for making sure all Resident A's money is accounted for.	Yes
Additional Findings	Yes

## III. METHODOLOGY

07/22/2024	Special Investigation Intake 2024A0779048
07/22/2024	Special Investigation Initiated - Telephone Voicemail message left for ORR.
07/25/2024	APS Referral Complaint was referred to APS centralized intake.
07/26/2024	Contact - Telephone call made Spoke to APS worker, Samantha Belanger.
07/29/2024	Inspection Completed On-site
08/01/2024	Contact - Telephone call made Spoke with licensee designee, Jennifer Bhaskaran.
08/02/2024	Contact - Document Received Received copies of bank statements via email.
08/06/2024	Contact - Telephone call made Spoke with licensee designee.
08/07/2024	Contact - Face to Face Spoke to administrator, Will Paige.
08/09/2024	Contact - Telephone call made Spoke to Grand Blanc Township detective.
08/15/2024	Contact - Telephone call made Spoke to Operations Director, Tamie Stevens.
08/20/2024	Contact - Telephone call received Spoke to detective Monroe.

08/21/2024	Contact - Telephone call made Voicemail left for staff Korkesha Fields.
08/28/2024	Contact - Telephone call made Voicemail left for staff Korkesha Fields.
09/03/2024	Contact - Telephone call received Spoke to detective Monroe.
09/05/2024	Exit Conference Held with licensee designee, Jennifer Bhaskaran.

### **ALLEGATION:**

There was \$600 belonging to Resident A from 2021 that is unaccounted for. Home manager, Korkesha Fields is the staff responsible for making sure all Resident A's money is accounted for.

### **INVESTIGATION:**

On 7/26/24, a phone conversation took place with APS worker, Samantha Belanger, who confirmed that she was investigating the same allegations. APS Belanger stated that she had already spoken to Resident A's guardian, who was not aware of any of Resident A's money being missing. APS Belanger stated that the guardian told her that other than a few stimulus checks, Resident A only gets SSI money that goes directly to the home to pay for her care. APS Belanger reported that Resident A's guardian had nothing bad to say about the home manager, this home or the care that Resident A is being provided.

On 7/29/24, an on-site inspection was conducted and administrator, Will Paige, was interviewed. Admin Paige stated that during a recent Social Security representative payee audit, they were questioning where \$600 of Resident A's money from 2021 was. Admin Paige stated that due to this, he took the bank statements that home manager, Korkesha Fields, had been turning in monthly to the bank and found out that the statement that Manager Fields turned in for March 2021 did not account for that \$600 deposit. Admin Paige reported that their organization started an extensive internal audit/investigation into this matter and found that Manager Fields was submitting fake bank statements over several years for three different residents, that they are the payee for. Admin Paige stated that Manager Fields has been a trusted employee for over 20-years, that her name was on the resident's bank accounts and she was the one person who handled the monthly withdrawals for those three residents. Admin Paige stated that the monthly bank statements would come to the home, Manager Fields would alter them before sending them into the main office and that Manager Fields became very good at doing this each month for years. Admin Paige reported that Manager Fields is

currently suspended and that the organization is continuing their investigation to determine exactly how much money was taken.

During the on-site inspection on 7/29/24, Resident A and Resident B were viewed and appeared to be doing well. Due to their cognitive deficiencies, Resident A and Resident B could not be interviewed regarding this matter. Resident C, the third resident to have money missing/taken, passed away in May 2022.

On 8/1/24, a phone interview was conducted with licensee designee, Jennifer Bhaskaran, who reported that they have just about wrapped up their internal investigation into this matter. Licensee Bhaskaran stated that they went back to 2019 and took accurate bank statements, provided by the bank, and compared them with the Resident Fund sheets and receipts that Manager Fields had been submitting for years. Licensee Bhaskaran stated that Manager Fields had been taking out multiple withdrawals over time and also making small deposits that she did not record on the monthly Resident Funds sheets. Licensee Bhaskaran reported that Manager Fields was submitting her altered monthly bank statements to Admin Paige via a scanner fax and many of them just appeared as if they were bad copies and they were questioned at the time. Licensee Bhaskaran stated that Admin Paige has filed a complaint with law enforcement.

On 8/2/24, Admin Paige sent via email several copies of documents pertaining to the internal investigation the licensee, Alternative Services, Inc., had done. Among those documents were the altered bank statements, the accurate bank statements, Resident Funds sheets, and a Excell spreadsheet breaking down what the licensee had found, going back to 2019.

On 8/9/24, a phone conversation took place with licensee Bhaskaran, where concerns were discussed after the review of documents received. It was discussed how it appeared obvious that bank statements that Manager Fields had submitted to the main office were not accurately reviewed by management. It was pointed out that there were multiple months of statements missing for each resident, that Manager Fields' balances differed greatly after not turning in months of statements, and that Manager Fields would at times submit the same altered bank statement two months in a row. Licensee Bhaskaran stated that she thinks that Admin Paige, who was responsible for reviewing those documents submitted by Manager Fields, was looking at balances of Manager Fields altered bank statements and Resident Funds sheets and receipts to see if they matched and left it at that. Licensee Bhaskaran stated that Admin Paige made the mistake of focusing more on making sure the cash account, that was kept in the home, was accurate, which they appeared to be. Licensee Bhaskaran stated that there were many months where statements were almost illegible, that looked like bad scans by the printer, that were not questioned. Licensee Bhaskaran reported that all the residents received stimulus checks at different times and it was not looked at closely enough to determine who got them and how the money was spent. Licensee Bhaskaran stated that they added up correct bank statements and compared differences of what Manager Fields validated through receipts, to come up with grand totals owed to Resident A,

Resident B and Resident C. Licensee Bhaskaran admitted that this come down to that they put too much faith in Manager Fields, with her being a trusted employee for the corporation for over 20-years.

On 8/7/24, an in-person conversation took place with Admin Paige, who stated that he checked the cash account that was kept in the home closely every month and there were no issues there. Admin Paige stated that the balances and receipts for cash purchases made for each resident always added up correctly. Admin Paige reported that the money missing always had to do with the residents' personal savings accounts that Manager Fields managed on a monthly basis. Admin Paige confirmed that he made a complaint to the local enforcement.

On 8/9/24, a phone conversation took place with Detective Molly Monroe of the Grand Blanc Township police. Detective Monrow stated that she was still reviewing all the documents that the licensee of this home provided to her and that she had not yet attempted to interview Manager Fields. Detective Monroe stated that Manager Fields was originally supposed to speak with the officers who received the complaint, but Manager Fields declined to do so. Detective Monroe asked that AFC licensing wait to speak to Manager Fields until she had a chance to interview her first.

On 8/15/24, a phone interview was conducted with Tamie Stevens, who is the Operations Director for the licensee, Alternative Services Inc. Director Stevens stated that she was the person who conducted their internal investigation into this matter and the one who completed the excel spreadsheet, breaking down what is owed to Resident A, Resident B and Resident C. Director Stevens stated that Financial One Inc. (FOI) is the organizations accountant that would make monthly deposits into the resident's saving accounts, on behalf of the licensee. Those deposits were the money from resident's monthly SSI checks that were meant for spending money. When asked to explain the process of how she came up with the end totals owed, Director Stevens stated that she started with the beginning balance of the bank accounts as of 2019. She would then add the deposits made by FOI, add any unknown deposits (that appear to be made by Manager Fields), and subtract expenditures from receipts submitted by Manager Fields, to come up with what should have been the grand total at the end of 2019. Director Stevens would then take that ending balance and start the process over for each year, through June 2024 for Resident A and Resident B and through May 2022 for Resident C, who passed away at that time. Once getting what should have been the correct ending balance as of June 2024, Director Stevens then subtracted the cash on hand that was being kept in the home and the current balance of the savings account, to come up with the correct amount that is owed to each resident. Director Stevens stated that the Resident Funds sheets submitted by Manager Fields often did not match the withdrawals from the accurate bank statements; however, the Resident Funds sheets did match all receipts/expenditures that were submitted to the main office. Director Stevens stated that the cash on hand accounts that were kept in the home were all accurate, which makes sense, because Admin Paige was in the home monthly checking and counting those receipts and cash.

Upon reviewing Director Steven's process, all financial documents submitted by the licensee, and going over the excel spreadsheet for each of the three residents, the total amount of what the licensee came up with, that is owed to each resident, appears to be accurate. The amount missing and owed to Resident A is \$2,190.15. The amount missing and owed to Resident B is \$3,326.72. The amount missing and owed to Resident C is \$3,938.43. The grand total that Manager Fields appears to have taken from Resident A, Resident B and Resident C is \$9,455.30.

On 8/20/24, a voicemail message was received from Detective Monroe. The message stated that Detective Monroe was finally able to speak to Manager Fields, who told Detective Monroe that she had consulted with an attorney and Manager Fields declined an interview with Detective Monroe.

On 8/21/24 and 8/28/24, attempts were made to interview Manager Fields. Voicemail messages were left for Manager Fields, but as of the date of this report, Manager Fields has not responded.

On 9/5/24, an exit conference was held with licensee designee, Jennifer Bhaskaran. Licensee Bhaskaran clarified that herself, Admin Paige and previous Regional Director, Sheena Manuel, was listed as owners on Resident A, Resident B, and Resident C's bank accounts. Licensee Bhaskaran reported that Sheena Manuel no longer works for this corporation and that they will take steps to have her name removed from the accounts. Licensee Bhaskaran stated that Manager Fields was the only person listed as a "signer" on the account and the only person who would have been making withdrawals. Licensee Bhaskaran was informed of the outcome of this investigation and that a written corrective action plan is required.

<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>	Licensee, Alternative Services Inc., has submitted numerous financial documents and has conducted an extensive internal investigation/audit regarding missing money from the accounts of Resident A, Resident B, and Resident C. There was a



	preponderance of evidence found to support that home manager, Korkesha Fields, took for her personal use, a total of \$9,455.30 from the accounts of those residents.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

### **ADDITIONAL FINDINGS:**

### **INVESTIGATION:**

Licensee designee, Jennifer Bhaskaran and administrator, Will Paige, have confirmed that the licensee, Alternative Services Inc., was/is the financial payee for Resident A, Resident B and Resident C. They stated that home manager, Korkesha Fields, had her name on all three of the resident's savings bank accounts and was the person responsible for making needed monthly withdrawals and for maintaining an accurate balance for those accounts.

After a review of multiple financial documents and a spreadsheet that was a result of an extensive internal investigation/audit into the finances of Resident A, Resident B and Resident C, it was determined that Manager Fields was responsible for taking a grand total of \$9,455.30.

On 9/3/24, a phone conversation took place with Detective Monroe, who stated that the prosecutor has authorized embezzlement charges for a 5-year felony for home manager, Korkesha Fields. Detective Monroe stated that documents were sent to the judge that morning and that a felony warrant would be issued for Korkesha Fields. Detective Monroe stated that she spoke to the attorney that Manager Fields consulted with and the attorney will be contacting Manager Fields to get herself turned into the police.

<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>	Licensee, Alternative Services Inc., has submitted numerous financial documents and has conducted an extensive internal investigation/audit regarding missing money from the accounts of Resident A, Resident B, and Resident C. It was confirmed that home manager, Korkesha Fields, had her name on all three of the resident's savings bank accounts, was the person responsible for making needed monthly withdrawals and for maintaining an accurate balance for those accounts. It has been determined that Manager Fields took a total of \$9,455.30 of resident's money for her personal use. An investigation conducted by the Grand Blanc Township police department has resulted in the issuance of a felony warrant for Manager Fields. Therefore, home manager, Korkesha Fields, has been found unsuitable to meet the physical, emotional, intellectual and social needs of this home's residents.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Upon receipt of an approved written corrective action plan, it is recommended that the status of this home's license remain unchanged.

*Christopher A. Holvey*

9/5/2024

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Christopher Holvey  
Licensing Consultant

\_\_\_\_\_  
Date

Approved By:

*Mary Holton*

9/5/2024

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Mary E. Holton  
Area Manager

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Date