



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 10, 2024

Patricia Thomas
Quest, Inc
36141 Schoolcraft Road
Livonia, MI 48150-1216

RE: License #: AS820405972
Investigation #: 2024A0116034
Troy

Dear Mrs. Thomas:

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 (313) 456-0380.

Sincerely,

A handwritten signature in blue ink that reads "Pandrea Robinson". The signature is fluid and cursive, with the first name "Pandrea" and last name "Robinson" clearly legible.

Pandrea Robinson, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 319-9682

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820405972
Investigation #:	2024A0116034
Complaint Receipt Date:	06/13/2024
Investigation Initiation Date:	06/14/2024
Report Due Date:	08/12/2024
Licensee Name:	Quest, Inc
Licensee Address:	36141 Schoolcraft Road Livonia, MI 48150-1216
Licensee Telephone #:	(734) 838-3400
Administrator:	Michelle Smith
Licensee Designee:	Patricia Thomas
Name of Facility:	Troy
Facility Address:	15149 Troy St. Taylor, MI 48180
Facility Telephone #:	(734) 946-4971
Original Issuance Date:	11/08/2021
License Status:	REGULAR
Effective Date:	05/08/2024
Expiration Date:	05/07/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

	AGED
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II. ALLEGATION(S)

	Violation Established?
Resident A reported on 6/7/24 that he had \$24 missing. Resident B also reported that he had \$115 missing from his drawer. It is alleged that Staff 1 was the only staff on shift with access to the funds. Staff 1 was removed from schedule pending investigation.	Yes

III. METHODOLOGY

06/13/2024	Special Investigation Intake 2024A0116034
06/13/2024	APS Referral Received.
06/13/2024	Referral - Recipient Rights
06/14/2024	Special Investigation Initiated - On Site Interviewed home manager, Ashley Smith and Residents A and B.
06/14/2024	Inspection Completed-BCAL Sub. Compliance
06/18/2024	Contact - Telephone call made Interviewed administrator, Michelle Smith.
06/18/2024	Contact - Document Received Received and reviewed Staff 1's employee record.
06/21/2024	Contact - Telephone call made Interviewed Staff 1.
07/10/2024	Exit Conference With licensee designee, Patricia Thomas.

ALLEGATION:

Resident A reported on 6/7/24 that he had \$24 missing. Resident B also reported that he had \$115 missing from his drawer. It is alleged that Staff 1

was the only staff on shift with access to the funds. Staff 1 was removed from schedule pending investigation.

INVESTIGATION:

On 06/14/24, I conducted an unscheduled onsite inspection and interviewed home manager, Ashley Smith, and Residents A and B. Ms. Smith reported that on 06/07/24 during Resident B's personal care planning meeting his supports coordinator told Resident B that she had purchased his ticket for a concert he wanted to attend and told him the amount he owed her for the ticket. Resident B went to his room to get the money out of his fanny pack that he keeps in his desk drawer and noticed that the money was gone. Ms. Smith reported that she and the administrator, Michelle Smith, went into Resident B's bedroom and checked his drawer where he normally keeps his money and searched other places in the room to make sure it was not misplaced. Ms. Smith reported that they were unable to locate the money. Ms. Smith reported that she had a suspicion that the new employee, Staff 1, may have taken the money. Ms. Smith reported later that same day Resident A informed her that the \$24 his brother had given him was missing from his wallet also. Ms. Smith reported that she filed a police report (report#24-15648); however, was told that prosecution would be unlikely because no one witnessed Staff 1 take the money from either resident.

Ms. Smith reported that at the end of her shift on 06/07/24, she partially ripped a one-dollar bill and placed it in the drawer where Resident B keeps his money. She reported when she returned to work on Monday 06/10/24 the dollar was gone. Ms. Smith reported that Staff 1 worked shifts during that weekend.

I interviewed Resident A and he reported that someone stole the \$24 out of his wallet that his brother had given him. Resident A reported that he couldn't believe that his money was gone so he asked William Blackmon, who was the staff on shift at the time, to look in his wallet to make sure it wasn't stashed in another part of his wallet. Resident A reported that Mr. Blackmon looked in every part of his wallet and confirmed the money was gone. Resident A reported that he informed his home manager, Ashley Smith, that someone had stolen his money. Resident A reported that Ms. Smith filed a police report. Resident A reported that this is the first time he has ever had money stolen from him and he wants his money back.

I interviewed Resident B and he reported that he had \$115 as of May 20, 2024, because he was saving his \$10 weekly allowance. Resident B reported that he keeps his money in a wallet in his fanny pack in his desk drawer. Resident B reported that when he went to get the money to pay for a concert ticket his supports coordinator had purchased for him, the entire \$115 was gone. Resident B reported that this is the first time his money has come up missing. Resident B reported that he

wants his money returned to him as it took him some time to save that amount of money.

I asked Ms. Smith Staff 1's employee record to review. Ms. Smith reported that the file was at the main office, Staff 1 was terminated for leaving his shift while mandated to work until the next staff person arrived to relieve him. I requested that the file be emailed to me for review.

On 06/18/24, I interviewed administrator, Michelle Smith, and she provided the same account of the events on 06/07/24, provided by home manager, Ashley Smith. Ms. Smith added that the company has given Resident A his \$24 and Resident B his \$115. Ms. Smith reported that the home manager Ms. Smith has purchased lock boxes for both resident's rooms that they can use to store they money and to prevent a re-occurrence. Ms. Smith reported that although no one witnessed Staff 1 take the money, prior to his employment, no money had ever come up missing. Ms. Smith reported that that Staff 1's last day working in the home was 06/10/24, and reported he was terminated for leaving his shift prior to the arrival of the staff who was to relieve him. Ms. Smith reported that the home manager was still in the home, and she found another staff person to cover the shift.

On 06/18/24, I received and reviewed, Staff 1's employee record and confirmed that he was fully trained in all required areas and that all required background and reference checks were completed prior to assumption of duties. Staff 1 worked in the home for about six weeks before he was terminated.

On 06/21/24, I interviewed Staff 1 and he denied the allegations and reported that he did not take Resident's A or B money. Staff 1 reported that he is being unfairly accused because he is the new staff at the home. Staff 1 reported that any one of the staff could have taken the money. Staff 1 confirmed that he no longer works at the home.

On 07/09/24, I conducted the exit conference with licensee designee, Patricia Thomas, and informed her of the findings of the investigation. Ms. Thomas reported an understanding and reported that both Residents A and B money has been returned to them from the company. Ms. Thomas reported that they were unable to confirm that Staff 1 took the money as there were no witnesses, so they could not terminate him for that. She reported he was terminated because he walked off his shift prior to the next staff arriving to relieve him.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(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.
ANALYSIS:	<p>Based on the findings of the investigation, which included interviews of Ms. Ashley Smith, Residents A and B and Ms. Michelle Smith, I am able to corroborate the allegations.</p> <p>Ms. Ashley Smith and Ms. Michelle Smith both reported that the Resident A and Resident B's money was taken and believed that Staff 1 was the culprit, although they did not witness him take it.</p> <p>Resident A reported that the \$24 his brother had given him was taken from his wallet. Resident B reported that the \$115 he had been saving was taken from his desk drawer. Neither Resident witnessed Staff 1 take the money, however, both reported wanting their money returned.</p> <p>Although, it could not be determined if Staff 1 took the money, the fact remains that someone did, therefore, this violation is established. The company has since replaced the stolen monies.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



Pandrea Robinson
Licensing Consultant

07/10/24
Date

Approved By:



07/10/2024

Ardra Hunter
Area Manager

Date