



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 27, 2025

Dawn Noordijk
Heritage Homes Inc
Bldg 200, Suite 205
400 136th Avenue
Holland, MI 49424

RE: License #: AS700012873
Investigation #: 2025A0579026
HH - Magnolia AIS/MR

Dear Dawn Noordijk:

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 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 (616) 356-0183.

Sincerely,

A handwritten signature in black ink that reads "Cassandra Duursma". The script is cursive and fluid.

Cassandra Duursma, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa, N.W., Unit 13
Grand Rapids, MI 49503
(269) 615-5050

enclosure

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

I. IDENTIFYING INFORMATION

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|---------------------------------------|--|
| License #: | AS700012873 |
| Investigation #: | 2025A0579026 |
| Complaint Receipt Date: | 03/14/2025 |
| Investigation Initiation Date: | 03/14/2025 |
| Report Due Date: | 05/13/2025 |
| Licensee Name: | Heritage Homes Inc |
| Licensee Address: | Bld. 200, Suite 205, 400 136th Avenue Holland, MI 49424 |
| Licensee Telephone #: | (616) 395-9311 |
| Administrator: | Debra Vandersloot |
| Licensee Designee: | Dawn Noordijk |
| Name of Facility: | HH - Magnolia AIS/MR |
| Facility Address: | 6983 Magnolia Drive, Jenison, MI 49428-8765 |
| Facility Telephone #: | (616) 669-0061 |
| Original Issuance Date: | 01/26/1990 |
| License Status: | REGULAR |
| Effective Date: | 11/17/2024 |
| Expiration Date: | 11/16/2026 |
| Capacity: | 6 |
| Program Type: | DEVELOPMENTALLY DISABLED |

II. ALLEGATION(S)

| | Violation Established? |
|--|-----------------------------------|
| It was discovered that Resident A, B and C's funds were missing. | Yes |

III. METHODOLOGY

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| 03/14/2025 | Special Investigation Intake 2025A0579026 |
| 03/14/2025 | Special Investigation Initiated – Letter Dawn Noordijk, Licensee Designee Debra Vandersloot, Administrator Brianna Fowler, Office of Recipient Rights |
| 03/17/2025 | Contact- Document Received Debra Vandersloot, Administrator |
| 03/19/2025 | Contact- Document Received Dawn Noordijk, Licensee Designee Debra Vandersloot, Administrator Brianna Fowler, Office of Recipient Rights |
| 03/20/2025 | Contact- Face to Face Dawn Noordijk (Licensee Designee), Debra Vandersloot (Administrator), Brianna Fowler (ORR), Megan Fluery (Assistant Home Manager), Michael Boro (Direct Care Worker), Irvin Lazaro (Direct Care Worker), Brook Bejsovec (Direct Care Worker), Atina Davis (Direct Care Worker), and Corra Clark (Direct Care Worker) |
| 03/20/2025 | Contact- Telephone Call Made Dawn Noordijk (Licensee Designee), Debra Vandersloot (Administrator), Brianna Fowler (ORR), Suzanne Frost (Direct Care Worker), Jeffery Zaagman (Direct Care Worker), Ari Harris (Direct Care Worker), Alexandra Andreuzzi (Direct Care Worker), Megan Fluery (Direct Care Worker) |
| 03/20/2025 | Exit Conference Dawn Noordijk, Licensee Designee |
| 03/21/2025 | Contact- Document Received Dawn Noordijk, Licensee Designee Brianna Fowler, ORR |
| 03/21/2025 | Contact- Document Sent Emily Fewless, APS |

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| 03/26/25 | Contact- Document Sent Dawn Noordijk, License Designee |
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ALLEGATION: It was discovered that Resident A, B and C's funds were missing.

INVESTIGATION: On 3/14/25, I entered this referral after Dawn Noordijk (Licensee Designee) and Debra Vandersloot (Administrator) reported to Briana Fowler (Office of Recipient Rights) and I that Resident A, Resident B, and Resident C had all their cash funds taken from the home. Ms. Vandersloot reported contacting Adult Protective Services and law enforcement as well.

On 3/17/25, I received the Incident/Accident Report forms regarding the incident. It was documented Resident A had \$165.77 in personal funds and only 77 cents were found in the home on 3/14/25. Resident B had \$229.05 in personal funds and only 5 cents were found in the home on 3/14/25. Resident C had \$183.53 in personal funds and only \$1.53 was found in the home on 3/14/25. The incident was reported to all necessary parties, resident funds were moved to a different location with a paddle lock and safety slide, and the funds were replaced by Heritage Homes Inc.

On 3/19/25, Ms. Noordijk and Ms. Vandersloot coordinated with direct care workers (DCWs) and communicated with Ms. Fowler and I via email to arrange interviews with DCWs who may have been involved with or have knowledge of what occurred with the resident funds.

On 3/20/25, interviews were conducted at Ottawa County CMH. Interviews were completed with Debra Vandersloot (Administrator), Megan Fluery (Assistant Home Manager), Michael Boro (DCW), Irvin Lazaro (DCW), Brook Bejsovec (DCW), Atina Davis (DCW), and Corra Clark (DCW). Conference telephone calls were completed with Suzanne Frost (Direct Care Worker), Jeffery Zaagman (Direct Care Worker), Ari Harris (Direct Care Worker), Alexandra Andreuzzi (Direct Care Worker), and Megan Fluery (Direct Care Worker). Ms. Noordijk, Ms. Vandersloot, and Ms. Fowler were present for the interviews.

Ms. Vandersloot reported she provided the funds for Ms. Davis to go grocery shopping on 3/10/25 and was certain all resident funds were present. She stated on 3/12/25, she needed to access resident funds for two resident appointments, and she is certain the resident funds were present. She stated on 3/13/25, she needed to access the home's petty cash and could not locate it. She stated she tried to find it but could not. It was at the end of the day, and she had an appointment, so she left and intended to look for it again on 3/14/25, assuming maybe it had fallen into or behind the locked filing cabinet where funds are kept.

Ms. Vandersloot stated on 3/14/25, she arrived at the home and immediately began searching for the petty cash and could not locate it. She stated she then went to

check resident funds and found the cash had been taken out of Resident A, Resident B, and Resident C's cash pouches and only their change was left. She reported this to Ms. Noordijk at 8:00 a.m. and then contacted resident guardians and Adult Protective Services (APS). She reported the way the pages in the funds binder were clipped was meant to hide that the cash was taken so she is certain this was intentional.

Ms. Vandersloot stated there is one key to the locked cabinet where funds were kept which is on her keychain that she keeps on her and takes home with her. She stated Ms. Fluery is the Assistant Home Manager and she would be the next person most likely to have access to Ms. Vandersloot's office or keys if she set them down, but she does not believe Ms. Fluery took the funds. She stated when she told Ms. Fluery the funds were missing, Ms. Fluery seemed surprised and upset and when they were discussing what could have happened to the funds or who would have taken them, Ms. Fluery reported Ms. Davis had been asking other DCWs for money. Ms. Vandersloot stated she is not certain how the locked drawer was accessed but a plastic piece around the lock broke after the funds were missing so it was possible the lock was tampered. Ms. Vandersloot also questioned whether she may have left the cabinet unlocked unintentionally.

I reviewed the staff schedule which confirmed if the incident occurred as reported by Ms. Vandersloot, the DCWs in the home on 3/12/25 after Ms. Vandersloot left the home, until 3/13/25 when Ms. Vandersloot noticed the funds were missing were Ms. Andreuzzi, Mr. Bejsovec, Ms. Davis, Ms. Frost, Mr. Boro, Ms. Clark, Mr. Lazaro, and Ms. Fluery.

Ms. Noordijk reported Heritage Home Inc wrote checks to replace resident funds on 3/14/25 and the checks were cashed then given to residents on 3/17/25.

I reviewed the Resident Funds Part II for Resident A, Resident B, and Resident C.

Ms. Fluery reported she believes Ms. Davis took the funds from the home. She stated Ms. Davis has discussed having financial problems in the past and has asked other DCWs for money multiple times. She stated the week the funds went missing, Ms. Davis asked her for \$50. She stated over the years they have worked together; she has loaned Ms. Davis approximately \$1000 which Ms. Davis has not repaid. She stated previously when Ms. Davis has gone grocery shopping funds would be short and \$80 was taken from the petty cash previously when Ms. Davis was present. She stated Ms. Davis reported Resident B had his funds stolen by someone on an outing with Ms. Davis. She stated all of this leads her to believe Ms. Davis took the funds and she does not suspect any other DCWs. She stated in addition to that, Ms. Davis has recently appeared to be nervous, being more talkative, and inquiring if Ms. Fluery had any information about today's interviews. She stated Ms. Davis has been more helpful and attentive at her job than she typically is since the funds went missing.

Ms. Fluery reported Ms. Vandersloot told her that Ms. Vandersloot left her keys unattended in the home over the weekend of 3/7/25 to 3/9/25. She stated she knows this because Ms. Vandersloot told her this when Ms. Vandersloot counted the funds on 3/10/25. She stated Ms. Davis worked that weekend and had access to Ms. Vandersloot's keys because they were left in the home. She stated Ms. Davis worked with Ms. Frost and Ms. Frost will often organize the home, spending time in the garage or occupied, so it is likely Ms. Frost was not constantly present near Ms. Davis and in the garage for some period. Therefore, Ms. Davis would have had time to access the filing cabinet where funds are kept.

Ms. Fluery acknowledged she had the most access, after Ms. Vandersloot, to the locked filing cabinet where funds were stored and Ms. Vandersloot's office due to being the assistant home manager. She stated she understands why she would be questioned as to if she took the funds. She stated she did not take the funds and will cooperate with law enforcement.

I reviewed the schedule which confirmed Ms. Davis and Ms. Frost worked overnight on 3/9/25. Ms. Vandersloot reported Ms. Davis and Ms. Frost worked overnight 3/7/25 as well.

Ms. Vandersloot acknowledged she accidentally left the key chain with her keys, including the key to the locked filing cabinet which held resident funds, in the home over the weekend of 3/7/25 to 3/9/25. She stated she called the home on 3/9/25 and asked Ms. Frost if she could look for the keys and Ms. Frost reported she found the keys underneath paperwork on Ms. Vandersloot's desk. She stated Ms. Davis was working with Ms. Frost that weekend. She stated her keys were present on her desk, the cabinet was locked, and the funds were present on 3/10/25 when she accessed them so Ms. Davis could go grocery shopping. Ms. Vandersloot presented her keys. It was discovered the filing cabinet key appeared copiable. It was speculated a copy of the key could have been made by Ms. Davis or Ms. Frost when Ms. Vandersloot's keys were left unattended that weekend since she was certain the funds were not taken until after she left on 3/12/25 and when she noticed they were missing on 3/13/25. She stated there was a practice of DCWs making a copy of the house key so they could enter the home so DCWs have made copies of a key to the home in the past.

Follow-up was made with Ms. Fluery via telephone after the interviews were completed. Ms. Fluery stated she was never given a copy of the key to the filing cabinet from the previous home manager. She stated she has never had or made a copy of the key to the filing cabinet. She stated the previous home manager was very specific that she could not have the key to the filing cabinet because it contained the funds and private employee files.

Mr. Boro stated Ms. Davis has asked him and other DCWs to borrow money. He stated on one occasion, he loaned her \$20 which Ms. Davis paid back. He stated Ms. Davis asked to borrow this money for "a personal reason" which she did not

specify. He stated he only has access to home and resident funds when Ms. Vandersloot or Ms. Fluery give him funds for a resident outing. He stated when he uses funds on a resident outing, he obtains a receipt for the purchases and returns the receipt and the leftover funds to the home. He stated he has previously heard rumors of missing funds and these rumors typically involve Ms. Davis but he tries to “stay out of it.”

Ms. Frost reported no DCWs have asked her to borrow money and no DCWs have discussed with her any other DCW asking them for money. She stated she does not know any DCW who would take the resident funds. She denied knowledge of the funds being missing. She denied taking the funds. She confirmed she does spend time in the garage and other areas of the home organizing and cleaning when she works.

Mr. Zaagman stated he did not take the resident funds. He stated he does not know where the petty cash and resident funds are kept. He reported he believes Ms. Vandersloot keeps many keys on a blue lanyard but he would not know which keys would access any locks and does not “have the patience to figure it out.” He denied any DCW asking him to borrow money and reported he would not give another DCW money. He stated he has heard from other DCWs that Ms. Davis has asked them for money. He stated he witnessed Ms. Davis ask another DCW for money because she was “strapped for cash” and that DCW put an envelope, which he assumed had money in it, in Ms. Davis’ folder in the home’s snack closet after that.

Mr. Lazaro stated he did not take the resident funds. He stated he does not like taking funds when he takes residents on an outing and he’d rather use his own funds, provide receipts, and “hope” Ms. Vandersloot is able to pay him back. He denied any DCW asking him for money. He stated he has heard from other DCWs that Ms. Davis will ask them for money.

Mr. Harris reported he did not take the money. He denied any DCWs asking him for money. He denied any DCWs reporting that any other DCW had asked them for money. He denied knowledge of who may have taken the money.

Ms. Andreuzzi reported she did not take the money. She denied any DCWs asking her for money. She denied knowledge of any DCW asking other DCWs for money. She denied knowledge of who may have taken the funds noting she only works on Wednesdays with Mr. Bejsovec.

Mr. Bejsovec stated he was working when Ms. Vandersloot noticed the petty cash was missing from the home. He denied taking the funds. He stated he has not been asked for money from other DCWs, but he is aware Ms. Davis has asked other DCWs in the home for money. He stated Ms. Davis is “very open about her debt(s).” He stated there have been other incidents such as Comic Con, petty cash, or grocery shopping where funds went missing and Ms. Davis was involved. He stated he questions why a police report was not filed when Ms. Davis claimed someone

stole Resident B's funds at Comic Con. He stated Mr. Zaagman told him a few weeks ago Ms. Davis was acting suspicious in Ms. Vandersloot's office and appeared to be looking for or obtaining something she was not supposed to have access to. He stated he does not know the details; it was something Mr. Zaagman told him. He stated he did not report this because Ms. Davis does the home's grocery shopping, so he assumed maybe it was an arrangement between her and Ms. Vandersloot and was a misunderstanding by Mr. Zaagman. He stated he has concern that Ms. Davis took the money due to her financial concerns, asking others for money, money going missing when she was involved previously, and that recently she has seemed more "upbeat" and more "intense" with "attacking her job duties" since the funds went missing.

Ms. Davis denied knowledge of what the allegations may be about. She stated she interacts with the petty cash and resident funds when she goes grocery shopping and does resident outings. She stated Ms. Vandersloot provides a set amount of funds and she does not have access to the funds. She stated she does not know where the funds are kept, and she assumes Ms. Vandersloot is the only person with a key to access the funds. She denied knowledge that funds had recently gone missing from the home. She denied taking the funds. She reported on one occasion, she may have left \$20 at the register at Walmart while shopping with the home's funds and occasionally will forget or lose the receipt but those are the only errors she has made with the home's funds.

Ms. Davis stated she does not want to speculate as to who took the funds but if she had to pick a DCW, it would be another third shift DCW she works with. She stated he will regularly be outside of the home or down by the resident's rooms, which she explained is on the opposite side of the home from Ms. Vandersloot's office where the funds are kept. She stated she does not know what he is doing. She denied seeing him near Ms. Vandersloot's office, but he "sneaks off" at times and she does not know what he is doing.

Ms. Davis said she often works with Ms. Frost. She stated Ms. Frost will go to clean the garage and leave her unsupervised in the home. She stated although the DCWs she works with will leave her unsupervised in the home, she does not ever leave her coworkers unattended in the home, so she is always present. She did not express concern that Ms. Frost would have taken the funds.

Ms. Davis stated she is honest with her coworkers at times when she has financial troubles. She stated she has borrowed approximately \$50 from Ms. Fluery which she paid back. She stated she also borrowed approximately \$20 from Mr. Boro which she also paid back. She stated she is doing well financially right now, and she has family supports she can ask if she were to have financial hardship again. Ms. Noordijk advised it is inappropriate for her to ask her coworkers for money and can cause concern like it has in this investigation. She agreed she would not ask other DCWs for money moving forward.

Ms. Davis stated she was present with Resident B when his funds were taken from Comic Con in 2024. She stated she was pushing Resident B's wheelchair which had his funds and her wallet in the back pocket. She stated when she went to grab his funds, she realized the cash was taken out of her wallet. She stated she reported the incident to security who advised they did not have cameras. She stated she did not follow-up with a police report because she thought the security was Grand Rapids Police Department. She denied getting a police report number from the security that she thought was GRPD.

Ms. Vandersloot confirmed the DCW Ms. Davis accused was not present in the home at any time when the keys could have been accessed or funds stolen. She stated he was not scheduled for interviewing because it is not possible that he took the funds.

Ms. Vandersloot clarified Ms. Davis took Resident B to Comic Con and he brought approximately \$150 to spend. She stated Resident B regularly saves for Comic Con, which is why he had such a large amount of funds at the time the funds were stolen. She stated Ms. Davis returned from the outing and reported Resident B's funds were taken out of her wallet, Ms. Davis reported it to security, which was through GRPD, and no follow-up was made by GRPD. I inquired why she did not follow-up with GRPD or obtain a police report number. She stated she trusted Ms. Davis' report of the incident. She stated since June 2024, Resident B was not receiving payments from his insurance and that was not resolved until December 2024, so the funds that were stolen from Resident B were Heritage Home Inc funds and not his personal funds, which is why that incident was not reported via Incident/Accident Report. She stated as a corrective action, when Resident B goes on outings, he wears a pouch on a lanyard on his neck to hold his funds to ensure they are not taken out of his wheelchair pocket again.

Ms. Clark stated she does not have access to resident funds. She stated when she needs to use funds for an outing, Ms. Vandersloot gives her a specific amount and she signs it out. She stated she could guess the funds were in one or two places in Ms. Vandersloot's office but that is just a guess. She stated she believes Ms. Vandersloot and occasionally Ms. Fluery have access to the keys but DCWs do not. She stated she does not get involved with rumors in the home so she is not certain who may have taken the funds. She stated she speaks to Ms. Fluery and Mr. Boro regularly, but they do not speak about their finances. She denied any DCW asking her or any other DCW for money.

On 3/21/25, Ms. Noordijk reported she spoke to Ms. Davis and advised she was removed from the schedule pending the investigation. She stated Ms. Davis denied ever having the key to the filing cabinet where funds are kept in her possession. She denied making a copy of the key to the filing cabinet. Ms. Noordijk confirmed she was able to speak to someone at Ottawa County Sheriff's Office who reported they have not begun their investigation due to waiting for involvement from APS.

On 3/21/25, I contacted Ms. Fewless from APS for assistance with contacting the assigned APS worker. She reported the allegations were referred to law enforcement and not assigned to an APS worker.

On 3/21/25, I reported what Ms. Fewless stated to Ms. Noordijk who later responded she was able to speak to the assigned officer who would be completing the law enforcement investigation.

On 3/26/25, I contacted Ms. Noordijk to discuss my report and findings and to provide consultation.

| | |
|------------------------|---|
| 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>Ms. Noordijk, Ms. Vandersloot, Incident/Accident Report forms, and Resident Funds Part II forms confirmed Resident A had \$165, Resident B had \$229, and Resident C had \$182 of their personal funds taken from the home.</p> <p>Interviews were completed with all DCWs who were in the home at the time the funds went missing. Several speculated one DCW may have taken the funds. No DCW reported direct knowledge of who took the funds or admitted to taking the funds.</p> <p>Based on the interviews completed and documentation reviewed, there is sufficient evidence resident funds were taken by a DCW.</p> |
| CONCLUSION: | VIOLATION ESTABLISHED |

On 3/20/25, I completed an exit conference with Ms. Noordijk who expressed understanding of my findings and recommendations.

IV. RECOMMENDATION

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

Cassandra Duursma

03/27/2025

Cassandra Duursma
Licensing Consultant

Date

Approved By:



03/27/2025

Jerry Hendrick
Area Manager

Date