| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 3000376 | (X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING | (X3) DATE SURVEY COMPLETED 08/11/2025 |
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| S0000 | Initial Comments<br><br>Complaint Investigation 2526283/IL1028527 | S0000 | | |
| S9999 | Final Observations<br><br>Statement of Licensure Violations:<br><br>300.610a)<br><br>300.3210t)<br><br>300.3240b)<br><br>300.3240c)<br><br>300.3240g)<br><br>Section 300.610 Resident Care Policies<br><br>a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee, and representatives of nursing and other services in the facility. The policies shall comply with the Act and this Part. The written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, documented by written, signed and dated minutes of the meeting.<br><br>Section 300.3210 General<br><br>t) The facility shall ensure that residents are not subjected to physical, verbal, sexual or psychological abuse, neglect, exploitation, or misappropriation of property.<br><br>Section 300.3240 Abuse and Neglect<br><br>b) A facility employee or agent who becomes aware of abuse or neglect of a resident shall immediately report the matter to the Department and to the facility administrator. | S9999 | | |



| LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE |
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| S9999 | Continued from page 1<br><br>c) A facility administrator who becomes aware of abuse or neglect of a resident shall immediately report the matter by telephone and in writing to the resident's representative and to the Department.<br><br>g) A facility shall comply with all requirements for reporting abuse and neglect pursuant to the Abused and Neglected Long Term Care Facility Residents Reporting Act.<br><br>These Requirements were not met as evidenced by:<br><br>1A. Based on record review and interview the facility failed to protect R2 and R3 from financial exploitation from their guardians, after the facility was made aware, for two of three residents (R2 and R3) reviewed for misappropriation of funds in the sample of three. These failures resulted in V11 (R2's Guardian) continuing to have access to R2's accounts after the facility was made aware on 1/29/25 of potential exploitation of R2's funds of $3,755.00, subjecting R2 to $11,542.00 more dollars of representative social security monetary fraud/exploitation after 1/29/25, R2 expressing feelings of anger and fear of displacement to another facility with no alternate plan, and R2 being provided with a past due bill indicating R2 may be subjected to a notice of involuntary discharge, and V8 (R3's Guardian) continuing to access R3's accounts after the facility was made aware on 4/29/25 of potential exploitation of R3's funds of $1,993.00, subjecting R3 to $12,284.00 more dollars of representative monetary fraud/exploitation after 4/29/25.<br><br>1B. Based on record review and interview the facility failed to report allegations of exploitation of funds from residents' guardians immediately to the state agencies, local police, and Administrator, once the facility was made aware, for two of three residents (R2 and R3) reviewed for misappropriation of funds in the sample of three. These failures resulted in R2 and R3's guardians exploiting their monetary funds, even after the facility was made aware, and the Administrator, local police, State agency, Office of Inspector General, and Social Security Office not being made aware. As a result, R2 and R3's money situation worsened, resulting in R2 expressing feelings of anger and fear of displacement without an alternate plan, R2 being unable to purchase personal care items, and R3 being provided with a past due bill indicating R3 may be subjected to a notice of involuntary discharge | S9999 | | |

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| S9999 | Continued from page 2<br>without an alternate plan.<br><br>1C. Based on record review and interview the facility failed to protect residents from exploitation of funds from their guardians, once the facility suspected misappropriation of funds, and failed to immediately initiate an investigation of an allegation of misappropriation of funds for two of three residents (R2 and R3) reviewed for misappropriation of funds in the sample of three. These failures resulted in funds from R2's social security funds being transferred out of R2's checking account monthly into another account not associated with R2, even after the facility was made aware and no interviews, no bank record reviews, and no referrals sent to the state agencies. As a result, R2's money situation worsened, resulting in R2 expressing feelings of anger and fear of displacement to another facility, R2 being unable to purchase personal care items, and resulted in R3's monthly pension funds and social security funds being exploited by R3's guardian (V8) after the facility was made aware, and no bank record reviews, no interviews, and no referrals send to the state agencies, As a result, R3's money situation worsening, and R3 being provided with a past due bill indicating R3 may be subjected to a notice of involuntary discharge.<br><br>Findings include:<br><br>The Abuse Prevention and Reporting policy dated 9/2024 documents "Guidelines: The facility affirms the right of our residents to be free from abuse, neglect, exploitation misappropriation of property, deprivation of goods and services by staff or mistreatment. This facility therefore prohibits abuse, neglect, exploitation, misappropriation of property, and mistreatment of residents. In order to do so the facility has attempted to establish a resident sensitive and resident secure environment. The purpose of this policy is to assure that the facility is doing all that is within its control to prevent occurrences of abuse, neglect, exploitation, misappropriation of property, deprivation of goods and services by staff and mistreatment of residents. This will be done by: Identifying occurrences and patterns of potential mistreatment; Immediately protecting residents involved in identified reports of possible abuse, neglect, exploitation, mistreatment, and misappropriation of property; Implementing systems to promptly and aggressively investigate all reports and allegations of abuse, neglect, exploitation misappropriation of property and mistreatment, and making the necessary changes to prevent future occurrences; Filing accurate and timely investigative reports. Definitions: Abuse: | S9999 | | |

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| S9999 | Continued from page 3<br>Abuse means any physical or mental injury or sexual assault inflicted upon a resident other than by accidental means. Abuse is the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish to a resident. This also includes the deprivation by an individual, including a caretaker, the goods of services that are necessary to attain and or maintain physical, mental, and psychosocial well-being. This assumes that all instances of abuse of residents, even those in a coma, cause physical harm or pain or mental anguish. Exploitation means taking advantage of a resident for a personal gain through the use of manipulation, intimidation, threats or coercion. Misappropriation of Resident property means the deliberate misplacement, exploitation, or wrongful temporary, or permanent use of a residence belongings or money without the resident's consent. Misappropriation of a residence property means the deliberate misplacement, exploitation, or wrongful temporary or permanent use of a residence belongings or money without the resident's consent."<br><br>The facility's Admission Contract Between Resident and Facility documents "A. Definitions 3. "Reasonable Party" is an individual who has control and/or access to Resident's funds and or assets. The Responsible Party who executes this Agreement agrees to act on Resident's behalf and agrees to cause payment of fees and charges incurred by or on Resident's behalf from Resident's funds, assets or estate. The Responsible Party agrees to provide an accounting of Resident's funds, assets and estate upon request including providing documentation to verify accounts. Failure to cause payment or fees and charges incurred by or on Resident's behalf from Resident's funds, assets or estate shall constitute a failure to exercise due care and will subject the Responsible Party to personal liability for the charges incurred by Resident. The Responsible Party may act in more than one capacity and agree to other applicable terms and conditions of this Agreement. The Responsible Party, if any, must also agree to and comply with Attachment B: Income and Personal Resource Statement. 4. "Resident Representative" is the individual who has the legal authority to make decisions on the Resident's behalf regarding healthcare. By signing this Contract as the Residents Representative, the individual represents that he/she has the legal authority to make health care decisions on behalf of the Resident. The Resident Representative agrees to provide the Facility a copy of all documentation relating to his/her status as the legal decision maker (e.g., (example) healthcare power of attorney, letters, or guardianship) 5. | S9999 | | |

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| S9999 | Continued from page 4<br>“Representative Payee” A person(s) who execute this Contract as the “Representatives Payee” will receive social security benefit for and on behalf of the Resident, which benefits are assets of the Resident. The Representative Payee is hereby authorized and requested by the Resident, immediately upon receipt to pay all such amounts due the Facility. The Representative Payee further agrees to notify the Facility upon registration, removal, or appointment of a new Representative Payee. d. Transfer of Assets. The Resident shall not transfer or dispose any beneficial interest in his assets while a resident at the Facility that would in any way affect Residents ability to pay for services at the Facility. Failure of the Resident’s Representative and/or Responsible Party to properly allocate the Resident’s funds and assets for the payment of the Resident’s care may constitute abuse and/or financial exploitation.”<br><br>The Abuse Prevention and Reporting policy dated 9/2024 documents, “The purpose of this policy is to assure that the facility is doing all that is within its control to prevent occurrences of abuse, neglect, exploitation, misappropriation of property, deprivation of goods and services by staff and mistreatment of residents. Exploitation means taking advantage of a resident for a personal gain through the use of manipulation, intimidation, threats or coercion. Misappropriation of Resident property means the deliberate misplacement, exploitation, or wrongful temporary, or permanent use of a residence belongings or money without the residents sent. Misappropriation of a residence property means the deliberate misplacement, exploitation, or wrongful temporary or permanent use of a residence belongings or money without the resident’s consent. Reporting Requirements and Identification of Allegations: employees are required to report any incident, allegation or suspicion of potential abuse, neglect, exploitation, mistreatment, or misappropriation of resident property they observe, hear about, or suspect to the administrator immediately, or to an immediate supervisor who must then immediately report it to the administrator. In the absence of the administrator, reporting can be made to an individual who has been designated to act as administrator in the administrator's absence. Reports should be documented, and record kept of the documentation. Supervisors shall immediately inform the administrator or person designated to act as administrator and the administrator's absence of all reports of incidents, allegations or suspicion of potential abuse, neglect exploitation mistreatment or misappropriation of resident property. Any allegation of abuse or incident | S9999 | | |

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| S9999 | Continued from page 5<br>that results in serious bodily injury will be reported to the Department of Public Health immediately, but not more than two hours after the allegation of abuse. Any incident that does not involve abuse and does not result in serious bodily injury shall be reported within 24 hours. The resident's physician and representative, if necessary, shall be notified of any incident or allegation of abuse, neglect, exploitation, mistreatment, or misappropriation of resident property. External Reporting Initial Reporting of Allegations: When an allegation of abuse, exploitation, neglect, mistreatment, or misappropriation of resident property has occurred, the resident's representative and the Department of Public Health's regional office shall be informed by telephone or fax. Public health shall be informed that an occurrence of potential abuse, neglect, exploitation, mistreatment, or misappropriation of resident property has been reported and is being investigated. Informing Local Law Enforcement. The facility shall also contact local law enforcement authorities (i.e. (example) telephoning 911 when available) in the following situations: When there is a reasonable suspicion that a crime has been committed in the facility by a person other than a resident. If there is a reasonable suspicion that a crime has been committed that results in serious bodily harm, a report shall be made to local law enforcement immediately and Department of Public Health notified within 2 (two) hours. If there is a reasonable suspicion that a crime has been committed that is not listed above and does not involve serious bodily injury, then a report to local law enforcement and Department of Public Health as soon as possible but within 24 hours of when the suspicion was formed. The resident or residence representative will also be informed of the report of an occurrence of potential abuse, neglect, exploitation, mistreatment, or misappropriation of resident property and that an investigation is being conducted."<br><br>The Business Office Manager policy dated 7/2023 documents, "Essential Duties and Responsibilities: Monitor and collect accounts receivable. Report delinquent accounts to the Accountant/Director of Finance/Administrator."<br><br>1. R2's Admission Record documents R2 is an 87-year-old that was admitted to the facility on 11/23/21 with the diagnoses of Obsessive Compulsive Disorder and Generalized Anxiety Disorder.<br><br>R2's MDS (Minimum Data Set) Assessment dated 5/12/25 documents R2 is cognitively intact. | S9999 | | |

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| S9999 | Continued from page 6<br>R2's Admission Contract between R2 and the facility was signed on 2/3/25.<br><br>R2's current Care Plan documents R2 and R2's responsible party are in favor of long-term placement and have expressed a desire to remain at (the facility) for permanent placement, No discharge/transfer potential at this time. This same Care Plan documents R2 displays signs and symptoms of depression and anxiety.<br><br>R2's Past Due Bill Dated 1-29-25 and signed by V6 (Prior Business Office Manager) documents, "This letter is to inform you (R2) that you have an outstanding balance at (the facility) in the amount of 3,755.00 dollars. Statement is enclosed. All payments are due by the fifth of the month. If you should have questions, please feel free to call me at (309)-543-6121. Note: Please note if payment is not received in full within 30 days (the facility) may take further action, including but not limited to issuing a Notice of Involuntary Transfer or Discharge."<br><br>R2's Past Due Statement Dated 8/1/25 and sent to R2 and V11 (R2's Guardian) documents, "Amount Due: 15,297.00 dollars. The balance is due upon receipt. If the balance is not paid in 30 days, an Involuntary Transfer and Discharge Notice may be issued."<br><br>R2's Bank Statement dated 1/1/25 through 1/31/25 document V11 as Guardian of this account. This same Bank Statement documents 2,167.00 dollars were deposited during this timeframe into R2's account ending in (5990) and 1,800.00 dollars were debited during this timeframe and transferred to another bank account, (ending in 2428) that is not associated with R2. The first date noted that a transfer was made to the account not associated with R2 (ending in 2428) was on 1/6/25 in the amount of 155.00 dollars.<br><br>R2's Bank Statement dated 2/1/25 through 2/28/25 documents 2,167.00 dollars were deposited during this timeframe into R2's account ending in (5990) and 460.00 dollars were debited during this timeframe and transferred to another bank account, (ending in 2428) that is not associated with R2.<br><br>R2's Bank Statement dated 3/1/25 through 3/31/25 documents 2,167.00 dollars were deposited during this timeframe into R2's account ending in (5990) and 1,500.00 dollars were debited during this timeframe and transferred to another bank account, (ending in 2428) that is not associated with R2. | S9999 | | |

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| S9999 | Continued from page 7<br>R2's Bank Statement dated 4/1/25 through 4/30/25 documents 2,253.00 dollars were deposited during this timeframe into R2's account ending in (5990) and 2,175.00 dollars were debited during this timeframe and transferred to another bank account, (ending in 2428) that is not associated with R2.<br><br>R2's Bank Statement dated 5/1/25 through 5/31/25 documents 2,322.00 dollars were deposited during this timeframe into R2's account ending in (5990) and 2,145.00 dollars were debited during this timeframe and transferred to another bank account, (ending in 2428) that is not associated with R2.<br><br>R2's Bank Statement dated 6/1/25 through 6/30/25 documents 2,329.00 dollars were deposited during this timeframe into R2's account ending in (5990) and 2,348.00 dollars were debited during this timeframe and transferred to another bank account, (ending in 2428) that is not associated with R2.<br><br>R2's Facility Financial Statement dated 2/1/25 through 8/1/25 document V11 has not made a payment to the facility for R2's room and board during this timeframe.<br><br>R2's Final Abuse Investigation Report dated 8/1/25 documents, "Original Allegation: Exploitation of funds. On 7/30/25 V1 (Administrator) was notified by the Business Office Manager (V3) and Regional Financial Coordinator (V5) were gathering financial information for (R2's) Medicaid application. During review of financial documents, concerns were noticed that (R2's) social security income was being deposited into (R2's) personal bank account, but then immediately transferred to a different/unknown bank account that (R2) claims to have no access to. Conclusion and Action Taken: Based on the results of the investigation the facility found the following: a. (V3/Business Office Manager) and (V5/Regional Financial Coordinator) noted discrepancies on (R2's) banking documents. B. Facility abuse coordinator contacted local authorities with concerns related to potential financial exploitation. 3. Facility is working with legal and State Office of Guardianship to address change of guardian due to concerns of not being able to contact them and concerns about monetary misappropriation."<br><br>R2's Local Police Department Report dated 7/30/25 and signed by V16 (Local Police Officer) documents, "I (V16) received a call from (V1/Administrator). (V1) advises some of her employees noticed that (R2's) bank accounts appear to have fraudulent activity. (V1) advised (R2's) Medicaid checks are coming in, but it appears the money is then moved to another account." | S9999 | | |

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| S9999 | Continued from page 8<br><br>On 8/6/25 at 11:02 AM V6 (Prior Business Office Manager) stated, “While I was working at the facility I was doing human resources, admission contracts, and business office manager. I started on 12/1/24 and was terminated on 6/12/25. I had three jobs and could not keep up. (V11/R2’s Guardian) was (R2’s) rep (representative) payee and received (R2’s) social security checks. (V11) was responsible for paying (R2’s) bill at the facility. I suspected sometime around January 2025 that (R2’s Guardian/V11) was stealing (R2’s) money because (V11) wasn’t paying (R2’s) bill. Sometime in March 2025 (R2) reported to me that she felt like (V11) was stealing (R2’s) money and using the money. (R2) was really upset because she could not even buy herself a new pair of shoes. (R2) told me she was wanting new shoes and (V11) couldn’t get (R2) new shoes because (R2) did not have any money. I did not have time to do anything about (V11) not paying (R2’s) bills.”<br><br>On 8/6/25 at 11:30 AM V3 (Business Office Manager) stated, “(R2’s) Medicaid recertification was due months ago and the facility asked for an extension. When I had to get (R2’s) Medicaid Recertification documents submitted I had to ask for (R2’s) bank statements. When I requested (R2’s) bank statements I noticed (R2’s) social security income was being transferred to another account that did not belong to (R2). I suspected (V11) was stealing (R2’s) social security funds as (V11) was (R2’s) only person that had access to (R2’s) funds and was the payee for (R2’s) social security. Also, (V11) had not been paying (R2’s) bill since January 2025.”<br><br>On 8/6/25 at 11:43 AM V14 (Local Bank Bookkeeper) stated, “The only person that has access to (R2’s) online electronic banking number ending in 5990 that I am aware of is (V11). All the funds taken out of (R2’s) account have been transferred electronically, using online banking, to an account ending in 2428. Legally I cannot tell you who’s account ends in 2428, but what I can tell you is (V11) is the only one that has access to (R2’s) account that would be able to make those transfers.”<br><br>On 8/6/25 at 1:55 PM R2 was sitting in the dining room. R2 stated, “I told (V6/Prior Business Office Manager) around March (2025) that I needed a new pair of shoes and asked my sister (V11) to get me some shoes and (V11/R2’s Guardian) told me I didn’t have any money to get shoes. I told (V6) that I thought (V11) might be stealing my money since (V11) is on my bank accounts and I couldn’t even get a pair of shoes. (V6) told me she thought (V11) might be stealing my money too | S9999 | | |

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| S9999 | Continued from page 9<br>because my stay at the nursing home was not being paid for by (V11). No one has gotten back to me until about two weeks ago when (V3/Business Office Manager) asked me if it was okay for the facility to get a copy of my bank statements and said they suspect (V11) might be taking my funds. I gave them the okay to get my bank statements because I am scared I will not get to live here, and this is the only place I have ever lived. I do not want to leave here due to (V11) not paying my bills."<br><br>On 8/7/25 at 10:10 AM V12 (CNA/Certified Nursing Assistant) stated, "I have worked here three years. (R2) never has money to buy clothes, snacks, or shoes. We (facility staff) try to buy (R2) things she needs. (R2) has reported to me clear back since 2022 that her sister (V11) takes her social security check and is stealing (R2's) money. (R2) has been very upset and tells me she is mad and feels like (V11) does not care about her. (R2) told me around four or five months ago that (V6) knows, and she thinks (V6) is finally going to do something about it." I know (V4/Prior Administrator) was aware."<br><br>On 8/7/25 at 10:20 AM V4 (Prior Administrator) stated, "I know we (the facility) thought (V11) was spending (R2's) social security and the facility was not getting paid. When I was at the facility the financials were a "hot mess." (R2) would say that (V11) was not turning over (R2's) money." V4 verified she never reported the suspicion of V11 exploiting R2's social security money to any state agencies or the local police. V4 verified she never investigated the allegation of V11 exploiting R2's funds and never protected R2 from further exploitation.<br><br>On 8/7/25 at 10:45 AM V13 (CNA) stated, "I know (R2) gets upset and tells me (V11) keeps her money and won't let (R2) buy anything. (R2) does not get the clothes or shoes she needs."<br><br>On 8/7/25 at 11:30 AM V1 (Administrator) verified V6 (Prior Business Office Manager) should have tried to protect R2's funds from being exploited by V11 when V6 first became aware (January 2025).<br><br>On 8/7/25 at 11:30 AM V1 (Administrator) verified an investigation had not been done and no one protected R2 from further exploitation of funds until 7/30/25 (six months after V5/Prior Business Office Manager) was made aware.<br><br>On 8/7/25 at 11:30 AM V1 (Administrator) verified V6 (Prior Business Office Manager) should have reported | S9999 | | |

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 3000376 | (X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING | (X3) DATE SURVEY COMPLETED 08/11/2025 |
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| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
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| ARCADIA CARE HAVANA | 609 NORTH HARPHAM STREET , HAVANA, Illinois, 62644 |

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| S9999 | Continued from page 10<br>the suspicion that V11 was exploiting R2's social security money when V6 first became aware in January 2025. V1 confirmed she was not made aware, and the state agencies and local police were not made aware until V3 (Current Business Office Manager) reported the allegation to V1 on 7/30/25.<br><br>On 8/9/25 at 9:10 AM V1 (Administrator) verified the first electronic transfer out of R2's checking account made to another account ending in 2428, that was not associated with R2, was on 1/6/25 in the amount 155.00 dollars.<br><br>2. R3's Admission Record documents R3 is a 44-year-old admitted to the facility on 10/16/18 with the diagnoses of Hemiplegia and Hemiparesis following a Cerebral Infarction, Bipolar Disorder, Vascular Dementia, Aphasia, Schizoaffective Disorder, and Depression. This same Admission Record documents V8 is R3's Guardian and Responsible Party.<br><br>R3's MDS assessment dated 6/30/25 documents R3 is cognitively impaired.<br><br>R3's Admission Contract between R3 and the facility was signed on 2/19/25.<br><br>R3's current Care Plan documents R3 has an appointed Legal Representative/Guardian as evidenced by a court order and R3's Guardian (V8) will advocate and discuss best interest of R3 when in question of decision maker. This same Care Plan documents R3 has expressed a desire to remain at (the facility) for permanent placement and R3 has episodes of depression as evidenced by mood triggers.<br><br>R3's Statement dated 1-1-25 documents, "Amount Due: 4,238.00 dollars. The balance is due upon receipt. If the balance is not paid in 30 days, an Involuntary Transfer and Discharge Notice may be issued."<br><br>R3's Past Due Bill Dated 4-29-25 and signed by V6 (Prior Business Office Manager) documents, "This letter is to inform you (R3) that you have an outstanding balance at (the facility) in the amount of 1,993.00 dollars. Statement is enclosed. All payments are due by the fifth of the month. If you should have questions, please feel free to call me at (309)-543-6121. Note: Please note if payment is not received in full within 30 days (the facility) may take further action, including but not limited to issuing a Notice of Involuntary Transfer or Discharge."<br><br>R3's Past Due Bill Dated 7-29-25 and signed by V5 | S9999 | | |

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| S9999 | Continued from page 11<br>(Regional Financial Coordinator) documents, “This letter is to inform you (R3) that you have an outstanding balance at (the facility) in the amount of 14,277.00 dollars. Statement is enclosed. All payments are due by the fifth of the month. If you should have questions, please feel free to call me at (309)-543-6121. Note: Please note if payment is not received in full within 30 days (the facility) may take further action, including but not limited to issuing a Notice of Involuntary Transfer or Discharge.”<br><br>R3’s Banking Statements dated 12/5/24 through 6/3/25 document R3 as the primary bank account holder of the account number ending in 7125, and V8 was listed on the account as R3’s Guardian. These same Bank Account Statements document 1,354.00 dollars were being deposited monthly into R3’s account number ending in 7125 from R3’s long-term disability, and 2,191.00 dollars were being deposited monthly into R3’s account number ending in 7125 from the Social Security Administration. These Banking Statements document none of R3’s 1,354.00 dollars deposited by R3’s long term disability have been surrendered to (the facility) and also document multiple charges have been taken out of R3’s account for purchases to grocery stores, gas stations, department stores, fast food restaurants, cannabis dispensary’s, car dealerships, online retailers, and car dealerships, and multiple payments to credit card accounts were made during this time.<br><br>R3’s Final Abuse Investigation dated 7/7/25 documents, “Original Allegation: Exploitation of funds. On 7/2/25 (V1/Administrator) was notified by (V3/Business Office Manager) and (V5/Regional Financial Coordinator). (V3) and (V5) were gathering financial information for (R3’s) Medicaid application. During review of (R3’s) financial documents, concerns were noticed that (V8/R3’s Guardian) was spending (R3’s) private income on personal use items and this was brought to the attention of the facility’s Abuse Coordinator (V1). Based on the facts of the investigation the facility has found the following: (V3) and (V5) noted discrepancies on (R3’s) banking documents. (V1) contacted local authorities with concern related to potential financial exploitation.”<br><br>R3’s Local Police Department Report dated 7/2/25 and signed by V16 (Local Police Officer) documents, “On 7/2/25, (V16) was on duty for the (local) police department. I was contacted by (V1/Administrator). (V1) advises that they have a resident (R3) that they believe has fraudulent activity to their bank account. (V1) advised that the resident is (R3). (V1) advises (R3’s) brother (V8) is (R3’s) stated approved Guardian. | S9999 | | |

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| S9999 | Continued from page 12<br>(V1) stated that she observed transactions from (R3's) account for oil changes, groceries, and the cannabis dispensary that were made by (V8). (V1) advised (R3's) income comes from SSI (Supplemental Security Income) and Disability and believed the case with be Social Security/Medicaid Fraud."<br><br>On 8/6/25 at 11:02 AM V6 (Prior Business Office Manager) stated, "While I was working at the facility, (V8/R3's Guardian) stopped paying the entire amount for (R3's) bill to the facility. (V8) was the representative payee for (R3's) social security check. I sent several of (R3's) overdue bills to (R3) and (V8) from January 2025 to June 2025. I was supposed to do (R3's) Medicaid recertification sometime around March 2025 and noticed (R3) was also getting a disability check from prior employment. (V8) had never been turning the disability check money over. I recall (R3's) disability check being over 1,000.00 dollars per month. I stuck the information in (R3's) file and never got time to deal with (V8) not paying the facility. I figured (V8) was spending (R3's) money. I never reported this to the administrator. I do not think an investigation was ever done about this."<br><br>On 8/6/25 at 11:30 AM V3 (Business Office Manager) stated, "(R3's) Medicaid recertification was due months ago and the facility asked for an extension. When I had to get (R3's) Medicaid Recertification documents submitted I had to ask for (R3's) bank statements and noticed (R3's) private income was being used by (V8/R3's Guardian) on personal use items and not for (R3). I also noticed (R3) was getting a long-term disability check that was not being turned over to the facility and the facility was not getting the entire payment for (R3's) stay."<br><br>On 8/6/25 at 1:38 PM V8 (R3's Guardian) stated, "(R3) has been getting a check from long-term disability for years. The facility has always been aware. In fact, back in March (V6/Prior Business Office Manager) told me to keep it and not worry about it, and the facility would never find out about it. I have been using the check to come and see (R3) and take (R3) out to dinner." V8 also confirmed he has been using R3's long-term care disability checks to buy V8 and his family personal items, to pay taxes, and to pay personal credit card accounts.<br><br>On 8/7/25 at 10:20 AM V4 (Prior Administrator) stated, "(V6/Prior Business Office Manager) never reported anything to me while I worked at the facility about (V8) taking (R3's) funds and not paying (R3's) bill." | S9999 | | |

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| S9999 | Continued from page 13<br>On 8/7/25 at 10:20 AM V4 (Prior Administrator) stated, “I am not aware of an investigation ever being done regarding (V8) exploiting (R3’s) funds.”<br><br>On 8/7/25 at 11:30 AM V1 (Administrator) verified V6 (Prior Business Office Manager) should have tried to protect R3’s funds from being exploited by V8 when V6 first became aware (March 2025).<br><br>On 8/7/25 at 11:30 AM V1 (Administrator) verified V6 (Prior Business Office Manager) never made V1 aware of V6’s suspicion that V8 was exploiting R3’s funds. V1 verified V6 should have reported the suspicion that V8 was exploiting R3's funds when V6 first became aware in March 2025. V1 confirmed she was not made aware, and the state agencies and local police were not made aware until V3 (Current Business Office Manager) reported the allegation to V1 on 7/2/25. V1 (Administrator) verified an investigation was not done and R3’s funds were not protected from V8 until 7/2/25 (approximately four months after V5 was made aware).<br><br>(A) | S9999 | | |