

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6004089	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/10/2024
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NAME OF PROVIDER OR SUPPLIER HAVANA HEALTH CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 609 NORTH HARPHAM STREET HAVANA, IL 62644
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S 000	Initial Comments Facility Reported Incident Investigation to Incident of 7/30/24 IL176831	S 000		
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.3210f) 300.3210g) 300.3240a) 300.3240b) 300.3240c) 300.3240d) 300.3260g) Section 300.610 Resident Care Policies 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. Section 300.3210 General f) The facility shall make reasonable efforts to prevent loss and theft of residents' property. Those efforts shall be appropriate to the particular facility and may include, but are not limited to,	S9999		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Electronically Signed

TITLE

(X6) DATE
10/01/24

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S9999	<p>Continued From page 1</p> <p>staff training and monitoring, labeling property, and frequent property inventories. (Section 2-103 of the Act)</p> <p>g) The facility shall develop procedures for investigating complaints concerning theft of residents' property and shall promptly investigate all complaints. (Section 2-103 of the Act)</p> <p>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)</p> <p>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. (Section 3-610(a) of the Act)</p> <p>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. (Section 3-610(a) of the Act)</p> <p>d) When an investigation of a report of suspected abuse of a resident indicates, based upon credible evidence, that an employee of a long-term care facility is the perpetrator of the abuse, that employee shall immediately be barred from any further contact with residents of the facility, pending the outcome of any further investigation, prosecution or disciplinary action against the employee. (Section 3-611 of the Act)</p> <p>Section 300.3260 Resident's Funds</p> <p>g) The facility shall keep any funds received from</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>a resident for safekeeping in an account separate from the facility's funds, and shall at no time withdraw any part or all of such funds for any purpose other than to return the funds to the resident upon the request of the resident or any other person entitled to make such request, to pay the resident his allowance, or to make any other payment authorized by the resident or any other person entitled to make such authorization. (Section 2-201(6) of the Act)</p> <p>These requirements were not met as evidence by:</p> <p>Based on interview and record review, the facility failed to protect R1 through R74's right to be free from misappropriation of property from V4, Business Office Manager, for 74 of 75 residents (R1-R74) reviewed for misappropriation of funds in the sample of 75. The facility also failed to report and investigate all allegations of misappropriation of funds and to remove the alleged perpetrator, V4 (Business Office Manager/BOM), from contact with residents and residents' funds while an investigation was occurring for 75 (R1-R75) of 75 residents reviewed for abuse in the sample of 75. These failures resulted in the facility failing to monitor the residents' pooled trust account monthly resulting in V4 stealing, over a period of eight months, \$11,815.00/dollars of funds out of the residents' pooled facility trust fund account without residents' knowledge and resulted in V4 keeping R46's pre-paid social security card and making fraudulent charges, without R46's permission, on multiple occasions from April 2024 to September 2024.</p> <p>Findings include:</p>	S9999		

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S9999	Continued From page 3 The facility's Abuse Prevention Program dated 11/28/16 documents, "This facility affirms the right of our residents to be free from abuse, neglect, misappropriation of resident property, and exploitation as defined below. This facility is committed to protecting our residents from abuse by anyone including but not limited to, facility staff, other residents, consultants, volunteers, and staff from other agencies providing services to the individual, family members or legal guardians, friends, or any other individual. Misappropriation of resident property means the deliberate misplacement, exploitation, or wrongful, temporary, or permanent use of a resident's belonging or money without the resident's consent ...Employees are required to immediately report any occurrences of potential/alleged mistreatment, exploitation, neglect, and abuse of residents they observe, hear about, or suspect to a supervisor and the administrator. The administrator or designee is also responsible for informing the resident or their representative of the results of the investigation and of any corrective action taken. The facility must ensure that all alleged violations involving mistreatment, exploitation, neglect, or abuse, including injuries of unknown source, misappropriation of resident property, and reasonable suspicion of a crime, are reported immediately to the administrator of the facility and to other officials in accordance with state law through established procedures. If the events that cause the reasonable suspicion result in serious bodily injury or suspected criminal sexual abuse, the report shall be made to at least one law enforcement agency of jurisdiction and (State Agency) immediately after forming the suspicion (but not later than two hours after forming the suspicion), otherwise, the report must be made not later than 24 hours after forming the suspicion of a crime. The	S9999		

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S9999	<p>Continued From page 4</p> <p>administrator or designee will also inform the resident or resident's representative of the report of an occurrence of potential abuse of resident and that an investigation is being conducted. The administrator, or designee will inform the resident or resident's representative of the conclusions of the investigation. If there is "any reasonable suspicion of a crime", as defined by local law, the administrator shall immediately notify local law enforcement as soon as possible but no later than 24 hours in accordance with 300.695 (b) in the following situations: d) When a crime has been committed in a facility by a person other than a resident Upon learning of the report, the administrator, or designee, shall initiate an investigation. Employees of this facility who have been accused of mistreatment, exploitation, neglect, abuse, or misappropriation of resident property will be immediately removed from the resident contact until the results of the investigation have been reviewed by the administrator or designee. Employees accused of alleged mistreatment, exploitation, neglect, abuse, or misappropriation of resident property shall not complete their shift as direct care provider to residents. The administrator or designee is responsible for forwarding the final written report of the results of the investigation and corrective action to the (State Agency) within five working days of the reported incident. Within five working days after the report of the occurrence a complete written report of the conclusion of the investigation, including the steps the facility had taken in response to the allegation, will be sent to the (State Agency)"</p> <p>The facility's Resident Funds Policy and Procedure (undated) documents, "Upon written authorization of a competent resident the facility will hold, safeguard, manage, and account for</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>personal monies deposited with the facility. If the resident has been determined to be incompetent, the written authorization may be signed by the resident's fiduciary guardian, legal representative, or immediately family. All funds shall be held in an interest bearing, pooled monies account. The facility will institute security measures to ensure that resident funds managed by the facility are safeguarded from theft or mismanagement and shall include signed vouchers for all resident transactions, computerized tracking of account activity, monthly oversight of the facility Administrator, and signed quarterly statements. Further, the facility will require dual signatures on all banking transactions requiring signatures as well as require receipts for all purchases made from residents' personal monies that shall include date of purchase amount of purchase, and detail of all items or services purchases."</p> <p>The facility's Long Term Care Facility-Serious Injury Incident and Communicable Disease Report, dated 7/30/24, documents "Final: Theft of residents and this facility's health care fund. Staff involved: (V4/BOM) Terminated. Detailed Incident of Summary: Investigation still ongoing. Employee (V4) who was the Business Office Manager for (the facility) wrote checks to cash by forging authorized signer's signatures and then deposited those funds into her own bank account. While interviewing the residents we found out that (V4) employee was taking money from the residents to purchase things. They (the residents) were not getting the receipts from the items purchased. A couple of residents said they never received the items or their money back. All items in the business office were loaded up and taken to the corporate office and turned over to V13 (Corporate Attorney) along with V7 (Corporate Trust Manager) and V8 (Corporate</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>Trust Manager). It has been determined that there is over 11,000 dollars missing from the account which was for room and board and resident's monies."</p> <p>V4's (Business Office Manager/Social Service Director) Employee Data Sheet, undated, documents V4 was hired on 10/16/2023 as Business Office Manager/Social Service Director (BOM/SSD).</p> <p>V4 (Business Office Manager's/BOM) Individual Employee Timecard dated, 7/16/24 to 7/31/24, documents V4's last day worked was 7/29/24.</p> <p>The facility's Business Office Job Description, undated, documents "Position is responsible for maintaining daily entries and current balances in the facility's ledger and resident monies accounts. Responsibilities: 1. General duties. b. Completes monthly billings and statements for both private pay and public aide residents. d. Handles petty cash. g. Receives and receipts payments. h. Prepares and makes bank deposits. i. Accurately maintains resident monies account ledgers and reconciles resident monies to bank statements."</p> <p>The facility's Long Term Care Facility-Serious Injury Incident and Communicable Disease Report, dated 7/30/24, documents "Final: Theft of residents and this facility's health care fund. Staff involved: (V4/BOM) Terminated. Detailed Incident of Summary: Investigation still ongoing. Employee (V4) who was the Business Office Manager for (the facility) wrote checks to cash by forging authorized signer's signatures and then deposited those funds into her own bank account. While interviewing the residents we found out that (V4) employee was taking money from the residents to purchase things. They (the</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>residents) were not getting the receipts from the items purchased. A couple of residents said they never received the items or their money back. All items in the business office were loaded up and taken to the corporate office and turned over to V13 (Corporate Attorney) along with V7 (Corporate Trust Manager) and V8 (Corporate Trust Manager). It has been determined that there is over 11,000 dollars missing from the account which was for room and board and resident's monies."</p> <p>The Local Police Departments Report, dated 7/30/24, and signed by V17 (Local Police Sergeant), documents "On 7/30/24, I (V17/Police Sergeant) was on duty for the (local Police Department). At approximately 2:24 PM I arrived at (the facility) regarding a theft of a large sum of money. I made contact with (V6/Regional Director of Clinical Operations/Prior Administrator) and (V19/Senior Vice President of Operations) regarding a theft of a large sum of money. (V6/Prior Administrator) advised that the employee in question was (V4/BOM). (V6) advised that the resident trusts fund is one bank account that holds the money for all the residents. (V6) advised that there is then a ledger (kept by the facility) showing how much money each resident has in the account. (V6) advised money can only be withdrawn from the account by writing a check to cash and have both her (V6) and (V3/Prior Administrator in Training/AIT) signatures on the check. (V6) advised the check would then be sent to (local bank) with (V4), and (V4) would cash the check. (V6) advised that (V4) would then, a short time after removing the cash, return to the (local bank) and deposit the cash into (V4's) personal bank account. (V6) advised that the (local bank) staff observed (V4) do this numerous times and used marked bills to make</p>	S9999		
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S9999	<p>Continued From page 8</p> <p>sure (V4) was depositing the same cash into her account. (V6) advised she believes the amount could be between 20,000 and 50,000 dollars. (V6) showed me (V17) the check book receipts. (V6) advised there were checks in the books that had (V3's) name forged by (V4), and several checks that were missing and blank. I believe the checks in question were numbered 4002 through 4049. The blank checks in the receipt book were check numbers 4023, 4037, 4040, 4045, 4048, and 4049. (V19) advised the majority of this money was Medicaid money and, in the past, they have used (State Police) Medicaid fraud division in handling incidents. (V19) advised he had to notify Law Enforcement within 24 hours and requested I completed a report, but he had to take all their records to their home office in (another city) today. I asked (V19) if he would like (local police department) to handle the incident or (State Police) Medicaid Fraud. (V19) advised he would have (State Police) handle the incident. I advised (V19) that I would complete an initial report in the event they needed and provide (V19) with the case number. I cleared (the facility). I made contact with (V9/Local Branch Manager). (V9) advised they have witnessed (V4) on several occasions cash a check from the resident fund and deposit that money into her account. (V9) advised they had used marked bills to confirm (V4) had done this. (V9) advised she has since, notified (the facility) and closed the accounts. I asked (V9) if she could forward copies of the checks and statements to me. (V9) advised she would, and I provided my department emailed address."</p> <p>The Local Police Departments Report, dated 6/20/24, and signed by V17 (Local Police Sergeant), documents V17 returned a call to R75 and R75 advised that her bank account had been</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>fraudulently hit and R75 was missing 2000.00 dollars to 3000.00 dollars. R75 advised V17 that V4 (BOM) was the one who had her debit card.</p> <p>R5's Trust Fund Withdrawal Logs dated January through April 2024 document 229.00 dollars of cash withdrawals that do not contain a resident signature or a reason for the withdrawals.</p> <p>R14's Trust Fund Withdrawal Logs dated January through April 2024 document 124.00 dollars of cash withdrawals that do not contain a resident signature or a reason for the withdrawals.</p> <p>R16's Trust Fund Withdrawal Logs dated January through April 2024 document 1685.00 dollars of cash withdrawals that do not contain a resident signature or a reason for the withdrawals.</p> <p>R24's Trust Fund Withdrawal Logs dated January through April 2024 document 70.00 dollars of cash withdrawals that do not contain a resident signature or a reason for the withdrawals.</p> <p>R26's Trust Fund Withdrawal Logs dated January through April 2024 document 15.00 dollars of cash withdrawals that do not contain a resident signature or a reason for the withdrawals.</p> <p>R51's Trust Fund Withdrawal Logs dated January through April 2024 document 481.00 dollars of cash withdrawals that do not contain a resident signature or a reason for the withdrawals.</p> <p>The facility's Audit dated January through July 2024 and signed by V7 (Corporate Trust Manager) documents there was an 11,815.00-dollar deficit of residents' trust funds that V4 (BOM) had misappropriated without the consent of the residents.</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>The facility's trust fund withdrawal logs were missing from the facility for the months of May, June, and July 2024.</p> <p>The facility Resident Fund spreadsheet dated 12/30/23 to 7/31/24, document that the following residents have a facility trust fund that was managed by V4 (BOM): R1-R74.</p> <p>On 8/30/24 at 10:46AM, V3 (Prior AIT) stated she was not monitoring the monthly trust fund account or ensuring quarterly statements were given to the residents. V3 stated, "I would offer to do the resident shopping for (V4/Business Office Manager) for the residents and tell (V4) I can get the stuff since she was busy. (V4) would say 'No, I got it.' I did not go over the monthly trust fund account or receipts and sign off on them or ensure residents were getting their quarterly statements."</p> <p>On 8/30/24 at 11:55 AM, R46 stated in March 2024 V4 (BOM) started handling his bills at the facility and took his (pre-paid card). R46 stated, "I told (V4) I wanted receipts for all my bills when my pre-paid social security card was used. I never received any receipts. I called social security around three months ago and they told me that there were purchases on my card for girls' clothes and girls' shoes. I was so upset and angry. I reported to staff at the facility at that time, that I believed (V4) was stealing money from my account and fraudulent charges. V3 (Prior AIT) was aware of it too. I thought I could trust (V4), and now I am so angry. I don't have any money and it makes me very upset. (V4) never returned my pre-paid social security card to me." R46 denied being notified by the facility regarding the alleged allegation of misappropriation of funds</p>	S9999		

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S9999	<p>Continued From page 11</p> <p>from R46's trust fund account.</p> <p>On 8/30/24 at 12:00 PM, V1 (Regional Director) was notified by this surveyor of R46's allegation of V4 (BOM) making fraudulent purchases from R46's pre-paid social security card and R46 stating V4 still had his pre-paid social security card in her possession. This allegation was not immediately investigated, and the state agency was not notified of this allegation until 9/3/24 R46's pre-paid social security card continued to be subjected to fraudulent charges on 9/1/24 (2 days) after this surveyor reported the allegation to V1 on 8/30/24.</p> <p>On 8/30/24 at 12:06 PM, V9 (Local Bank Manager) stated she noticed for the last few months that (the facility) was cashing a lot more checks than normal (like two to three times per week) instead of once or twice a month. V9 stated, "I noticed a few times that (V4/BOM) would come to the local bank, cash a check from the residents' trust fund account, drive around the block, then come back in and deposit cash into (V4's) own personal bank account. I started watching (V4) closer and when she came in to cash a check this last time, I marked bills before giving the bills to her. Fifteen minutes later, (V4) drove around the block and deposited the marked money into (V4's) personal checking account. I notified (V6/Prior Administrator) of my suspicion of (V4) taking resident funds for her own use on 7/22/24 in person.""</p> <p>On 8/30/24 at 10:34 AM, V1 (Regional Director) stated, "The (local bank) reported the alleged allegation to (V6/Prior Administrator). (V6) then contacted our Corporate Office. To my knowledge (V4/BOM) was falsifying (V3/Prior Administrator in Training) and (V6's) signatures to cash the</p>	S9999		

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NAME OF PROVIDER OR SUPPLIER HAVANA HEALTH CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 609 NORTH HARPHAM STREET HAVANA, IL 62644
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S9999	Continued From page 12 checks and was stealing the residents' money for herself. (V4) should have kept a record of when a resident asked for money and had the resident sign by their name of how much they took each time a withdrawal was made. We (the facility) do not have trust fund withdrawal logs for the months of May, June, July 2024. No one was watching over the trust funds at this time. After doing an audit it was determined that \$11,815.00 (dollars) was missing from the residents' trust fund account. I am not sure which residents' money was taken from that account because (the facility's) Corporate Office has everything. The (local bank) reported the alleged allegation to (V6/Prior Administrator). (V6) then contacted our Corporate Office. Our Corporate Office showed up on a Tuesday (7/30/24) and immediately suspended (V4/BOM) and took everything out of (V4's) office. (V7/Corporate Trust Manager) is the one who has all the information now. We (the facility) are still trying to find out what residents gave (V4) money and never received their items they were wanting or their money back. We (the facility) have not identified those residents yet. In order for (V4/BOM) to replenish the trust fund account the BOM would fill out a check and either (V3/Prior AIT) or (V6) would have to sign off on it. If someone went shopping for residents, that person should have had a copy of the receipt, put the residents name at the top of the receipt with the date and time, and give a copy to the resident, then write it down in the trust fund under the resident's accounts. (V4) should have been sending monthly trust fund reports to the Corporate Office with withdrawal logs and the receipts showing what residents purchased. To my knowledge no one was overseeing (V4) in the building with the trust fund or reviewing the logs. I believe (V8/Corporate Trust Manager) was having trouble getting information for those trust fund	S9999		

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S9999	<p>Continued From page 13</p> <p>reports from (V4) as well. The (local bank) stated (V4) would cash the residents trust fund check, drive around the block, then go back in the bank and deposit money into her own account. (V3) was the Administrator in Training at the time of those occurrences."</p> <p>On 8/30/24 at 1:10 PM, R51 reviewed his withdrawal logs for January 2024 to April 2024 for his trust fund account. R51 stated, "I did not withdrawal 481.00 dollars from my account. What would I spend that much money on? Someone is stealing my money. No one has reported to me that anyone has stolen money out of my account."</p> <p>On 8/31/24 at 11:40 AM, V18 (R16's Responsible Party) stated the only thing she approved to be purchased out of R16's trust fund account was a new wheelchair. Other than that, she would have not approved any purchases. V18 stated R16 would have not asked for more than a few dollars a month at most. V18 stated, "(R16) has nowhere to spend his money. (R16) would be very angry and upset if someone was spending or stealing his money. No one from the facility has notified me that (R16) has money missing out of his account."</p> <p>On 9/1/24 at 6:15 AM, R16 reviewed the withdrawal logs from R16's trust fund accounts for the months of January, February, March, and April 2024 and was visibly upset. R16 stated he did not sign anything and that he never took out any money from his trust fund account. R16 stated no-one from the facility has notified him that money was missing out of his account. R16 stated, "I earned that money over the years. I will beat up whoever it is that took it. That's b*****t. I want a block put on my account now."</p>	S9999		

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S9999	<p>Continued From page 14</p> <p>On 9/1/24 at 6:30 AM, R33 reviewed the withdrawal logs from R33's trust fund accounts for the months of January, February, March, and April 2024. R33 stated, "My signature is forged on 1/24/24 for the withdrawal amount of 35.00 dollars and on 1/31/24 for the amount of 30.00 dollars." R33 also reviewed a withdrawal of 105.00 dollars on 1/19/24. R33 stated, "I would never request to take out 105.00 dollars here. What would I spend that on? I always request 5.00 dollars or 10.00 dollars to be taken out at a time. Look, you can see where I signed to take out 5.00 dollars, someone added a little one and zero in front of the five to make it look like I took out 105 dollars." R33 stated that the 2/19/24 cash withdrawal was not correct either and she did not take out 24.00 dollars and 50 cents. No signatures from R33 were present next to the withdrawal on the February 2024 withdrawal trust fund log. R33 was visibly upset and angry. R33 stated, "No one has even told me about this until you (this surveyor) showed me."</p> <p>On 9/1/24 at 8:25 AM V1 (Regional Director) stated no resident's or residents' representatives have been notified of the investigation regarding their misappropriation of funds from their (R1-R74's) trust fund account.</p> <p>On 9/1/24 at 10:36 AM, R75 stated that on 6-20-24 she got a notification that her bank account was overdrawn \$369 and prior to 6/20/24 she had given V4 (BOM) her debit card and V4 did not return the card. R75 stated she requested bank statements and there were unauthorized charges from May 15th to June 5th, 2024, for a total of \$1,028.49 dollars that was not R75's charges and R75 notified V3 (AIT) that R75 suspected V4 had taken 1028.49 dollars out of</p>	S9999		

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S9999	<p>Continued From page 15</p> <p>R75's account without R75's permission. R75 reported she felt like (V3) did not want to hear about it, and that R75 almost had another heart attack. This allegation was not reported to the state agency.</p> <p>On 9/1/24 at 1:10 PM, R26 reviewed the withdrawal logs from R26's trust fund accounts for the months of January, February, March, and April 2024. R26 stated, "I did not request 15.00 dollars to be taken out of my account in April 2024. I always made sure to sign when I wanted money out of my account. I was not told from anyone at the facility that my money was stolen."</p> <p>On 9/3/24 at 9:55 AM, R14 reviewed the withdrawal logs from R14's trust fund accounts for the months of January, February, March, and April 2024. R14 stated he did not withdraw 124.00 dollars between January 2024 to April 2024, nor did he give anyone permission to withdraw money from his account. R14 stated, "I didn't even know I had that much money in my account. I am very upset to know someone took my money."</p> <p>On 9/3/24 at 9:39 AM, V6 (Prior Administrator) stated around 7/22/24 V9 (Local Bank Manager) pulled V6 aside at the (local bank) and told V6 to take (the facility's) check book away from V4 (BOM). V6 stated, "(V9) told me there was suspicious activity going on with the resident's trust fund account from (V4). (V9) advised they have witnessed (V4) on several occasions cash a check from the resident fund and deposit that money into her account. (V9) advised they had used marked bills to confirm (V4) had done this. (V9) advised she has since, notified (the facility) and closed the accounts. I did not do an investigation or notify the police or state agency</p>	S9999		

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S9999	<p>Continued From page 16</p> <p>of the allegation until 7/30/24 (eight days after the allegation was made (V4) had the checkbook to use to make withdrawals from the residents' pooled trust fund account (R1-R74's account). I did not suspend (V4) immediately. (V4) was not suspended until 7/30/24. (V4's) last day worked was 7/29/24." V6 verified that V4 was the only one with access to the check book to the resident's pooled trust fund account (R1-R74's account) and that V4's job was to manage the resident's pooled trust fund account."</p> <p>On 9/3/24 at 1:35 PM V1 (Regional Director) stated she just notified the state agency today that R46 had reported V4/BOM had R46's prepaid social security card and fraudulent charges were being made. V1 stated, "I did not immediately investigate R46 reporting this allegation on 8/30/24. I should have immediately investigated it to prevent further fraudulent charges being made."</p> <p>On 9/4/24 at 8:38 AM, V7 (Corporate Trust Manager) stated the first check she is aware of that was misappropriated by V4 (BOM) out of the residents' pooled trust fund account was January 11th, 2024, for 450.00 dollars. V7 stated, "We (Corporate) went through all the resident's withdrawal logs from January 2024 to current and confirmed that there was a deficit of 11,815.00 dollars that V4 had stolen without the consent of the residents." V7 verified at this time that the monthly trust fund withdrawal logs for the months of May, June, and July 2024 are missing.</p> <p>On 9/4/24 at 11:45 AM, V2 (AIT) stated "(V2) and (R46)" spoke with the Social Security's office on 9/3/24. During the phone call V2 stated it was determined that R46 does have a pre-paid social security card and that there have been fraudulent</p>	S9999		

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S9999	<p>Continued From page 17</p> <p>charges being made. V2 stated, "The social security's office stated they could only see August and September's 2024 charges. On 8/5/24 a fraudulent charge was made in the amount of 75.00 dollars and on 9/1/24 two fraudulent charges were made, one for 77.95 dollars and the other amount for 0.75 cents. The social security's office stated (R46's) account statements from 2023 to present would be sent to (the facility) within five to ten business days. The local police have not been notified by me or anyone at the facility of (R46's) fraudulent charges on his pre-paid social security card." V2 verified she did not immediately investigate the alleged allegation on 8/30/24 of V4/BOM having R46's pre-paid social security card with fraudulent charges being made and should have.</p> <p>On 9/04/24 at 12:20 PM, V3 (Prior AIT) stated R75 did report to V3 that R75 had fraudulent charges between 2,000 to 3,000 dollars taken out of her account on 6/20/24. V3 stated she did not do an investigation and did not suspend V4 at this time. V3 stated she did not report to the state agency R75's allegation on 6-20-24 of fraudulent charges being made from R75's bank account.</p> <p>(A)</p>	S9999		
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