STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016465	A. BUILDING: _____ B. WING _____	C 02/24/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HAGGAI HOME	**3136 W REICHERT PL MILWAUKEE, WI 53209**

(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
M 000	INITIAL COMMENTS On 02/24/2026, Surveyors concluded two complaint investigations at Haggai Home. Four deficiencies were identified. Two complaints were substantiated. Census: 2	M 000		
M 284	88.05(3)(e)1 HEATING SYSTEM REQUIREMENTS The home shall have a heating system capable of maintaining a temperature of 74 degrees F. The temperature in habitable rooms shall not be permitted to fall below 70 degrees F. during periods of occupancy, except that the home may reduce temperatures during sleeping hours to 67 degrees F. Higher or lower temperatures, for certain residents, including but not limited to residents of advanced age and residents with physical disabilities, shall be provided to the extent possible when requested by a resident. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure the home's temperature was maintained at 74 degrees Fahrenheit (F). The temperature of the home was 59 degrees F upon Surveyors arrival to the home. Findings include:	M 284		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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M 284	Continued From page 1 On 02/24/2026, at approximately 9:00 a.m., Surveyors entered the home and observed the home to be cold. Surveyors entered home through kitchen door and observed kitchen window open, and kitchen ceiling fan on high speed. Surveyor observed Licensee A dressed in winter coat. Surveyors observed windows open in living room and in Resident 2's bedroom. On 02/24/2026, at approximately 9:01 a.m., Surveyors interviewed Licensee A, who stated s/he was airing the house out. On 02/24/2026, from 9:02 a.m., to 2:00 p.m., Surveyors observed the facility thermostat temperature at the following times: At 9:02 a.m.- 59 degrees F. At 9:13 a.m.- 61 degrees F. At 9:46 a.m.- 64 degrees F. At 12:36 p.m.- 67 degrees F. At 1:51 p.m.- 51 degrees F. On 02/24/2026, from 9:40 a.m., Surveyor interviewed Resident 1, who stated Licensee A had been leaving all the windows open often. Resident 1 stated, "I cannot even take a shower here it's so cold. I think s/he is trying to freeze me out." On 02/24/2026, at approximately 11:28 a.m., Licensee A received a telephone call and requested a cover to be put on her thermostat. Surveyors asked why s/he needed a thermostat cover. Licensee A stated, "[Resident 1] creeps around in the middle of the night and changes the temperature." On 02/24/2026, at approximately 11:42 a.m., Licensee A provided recent furnace inspection	M 284		

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M 284	Continued From page 2 dated 01/09/2026. On 02/24/2026, at approximately 11:43 a.m., Licensee A confirmed his/her furnace and thermostat were working.	M 284		
M 412	88.06(3)(d)1 DESCRIPTION OF SERVICES A description of services the licensee will provide to meet the assessed need. This Rule is not met as evidenced by: Based on record review and interview, the provider did not have a description of services the licensee would provide to meet the assessed needs for 2 of 2 residents (Resident 1 and Resident 2) reviewed. Resident 1's Individual Service Plan (ISP) did not include his/her need for laundry services. Resident 2's ISP did not describe his/her vocational needs. Findings include: On 02/24/2026, Surveyors reviewed Resident 1's and Resident 2's records and identified the following: Resident 1 -Resident 1 was admitted to the provider's home on 01/01/2026. -Resident 1's ISP, dated 01/28/2026, documented the following:	M 412		

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M 412	Continued From page 3 "Housekeeping/chores: Requires no assistance with upkeep of room, or gathering laundry." Resident 1's ISP did not include his/her need for laundry services. Resident 2 -Resident 2 was admitted to the provider's home on 07/31/2017. -Resident 2's ISP was dated 02/17/2026. Resident 2's ISP did not describe his/her vocational needs. On 02/24/2026, at approximately 9:29 AM, Surveyors interviewed Licensee A. Licensee A reported Resident 2 attends adult day care center program Monday-Friday. Licensee A confirmed Resident 2's ISP did not describe his/her vocational needs. Licensee A reported s/he would update Resident 2's ISP to include his/her vocational needs. On 02/24/2026, at approximately 12:47 PM, Surveyors interviewed Licensee A. Licensee A confirmed Resident 1's ISP did not include his/her need for laundry services. Licensee A reported staff provides assistance to Resident 1 with laundry services.	M 412		
M 480	88.08 TERMINATION OF PLACEMENT TERMINATION OF PLACEMENT. A licensee may terminate a resident's placement only after giving the resident, the resident's guardian, if any, the resident's service coordinator, the placing agency, if any and the designated representative, if any, 30	M 480		

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M 480	Continued From page 4	M 480		

days written notice. The termination of a placement shall be consistent with the service agreement under s. HSS 88.06(2)(c)7. The 30 day notice is not required for an emergency termination necessary to prevent harm to the resident or the other household members.

This Rule is not met as evidenced by:
Based on record review and interview, the provider did not give Resident 1 a 30-day written notice when issuing termination of placement.

Findings include:

On 02/24/2026, Surveyor reviewed Resident 1's record. Resident 1 was admitted to the provider on 01/01/2026 with diagnoses including bipolar disorder, depression, anxiety disorder, bilateral pulmonary embolism, history of heart attack, and type 2 diabetes mellitus. Resident 1 was his/her own decision maker.

On 02/24/2026 at 9:10 a.m., Surveyor interviewed Resident 1, who stated s/he was a private pay resident. S/He did not utilize his/her managed care organization (MCO) benefits while living at the facility. Resident 1 stated Licensee A did not have a contract with his/her MCO. Resident 1 confirmed s/he paid Licensee A seven hundred and fifty dollars per month to live at the facility. Resident 1 stated. "[Licensee A] told me to come by. S/He lost all his/her residents but one. There was a room for me to rent."

On 02/24/2026 at 10:05 a.m., Surveyors interviewed Licensee A, who stated Resident 1 moved in as a tenant. Licensee A stated, "Then I didn't want to get in any trouble with the state, so I

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M 480	Continued From page 5 started a resident file for him/her." On 02/24/2026 at 10:45 a.m., Surveyors interviewed Licensee A, who stated s/he gave Resident 1 a 30-day notice to vacate. Licensee A stated s/he had a copy of the letter in Resident 1's file. However, s/he did not have evidence that Resident 1 received the notice. Licensee A stated s/he taped the 30-day notice to vacate to his/her door. On 02/24/2026 at 11:28 a.m., Licensee A confirmed that the program statement on file with the department, is the provider's most current program statement. On 02/24/2026, Surveyor reviewed program statement on file with the department, dated 10/27/2017. The program statement confirmed that the provider would give a 30-day written notice of discharge to residents.	M 480		
M 556	88.10(3)(e) Self-Direction Self-direction. To have opportunities to make decisions relating to care, activities and other aspects of life in the adult family home. No curfew, rule or other restrictions on a resident's freedom of choice shall be imposed unless specifically identified in the home's program statement or the resident's individual service plan. An adult family home shall help any resident who expresses a preference for more independent living to contact any agency needed to arrange it.	M 556		

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M 556	Continued From page 6 This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure each resident was able to practice self-direction and to have opportunity to make his/her own decisions relating to activities and other aspects of life in the adult family home (AFH). The provider enforced restrictions on Resident 1's freedom of choice. Licensee A did not provide Resident 1 with a key to the home. The providers program statement indicated facility staff shall be awake twenty-four hours per day. Resident 1 participated in independent, outside of the home activities, and was locked out of the home on 02/15/2026, 02/16/2026, and 02/17/2026. Findings include: On 2/20/2026 at 8:15 a.m., Surveyor reviewed Milwaukee Pollice Departments (MPD) computer aided dispatch (CAD) reports dated 12/10/2025-02/20/2026. The following was identified: - On 02/15/2026, between 2:12 a.m., and 3:59 a.m., MPD CAD event information recorded [Resident 1] was 'outside of the home, banging on the door and would not leave.' [Resident 1] stated in report that s/he 'left to visit family and this is an on-going problem with [Licensee A].' - On 02/16/2026, between 10:47 a.m. and 11:14 a.m., MPD CAD event information recorded, "Callar states [Licensee A] is refusing to let [Resident 1] inside of his/her home. States [Resident 1] rents from Location. States [Licensee A] is upset because s/he refused to be a resident in [Licensee A's] facility. States s/he was not evicted."	M 556		

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M 556	Continued From page 7 - On 02/16/2026, between 11:39 a.m., and 11:42 a.m., MPD CAD event information recorded, "Callar states [Licensee A] locked [Resident 1] out of location. [Resident 1] states s/he was taken to a hotel on the 15th at 3:28 a.m., to deescalate and once [Resident 1] arrived back to location, locks were changed. [Resident 1] states s/he has been doing private pay." - On 02/16/2026, between 1:26 p.m., and 2:40 p.m., MPD CAD event information recorded, [Resident 1] requested squad to gain entry due to landlord/tenant issue with [Resident 1] being locked out. - Between 02/17/2026, at 8:31 p.m., and 02/17/2026, 1:01 a.m., MPD CAD event information recorded, "[Resident 1] was never evicted and currently resides at location. [Resident 1] has property inside of the location and in his/her room that appears to be getting boxed up by [Licensee A]. [Licensee A] was notified that s/he has access to the location and is not to be locked out until legally evicted or until [Resident 1] vacates the premises." On 02/24/2026, Surveyor reviewed Resident 1's record. Resident 1 was admitted to the provider on 01/01/2026 with diagnoses including bipolar disorder, depression, anxiety disorder, bilateral pulmonary embolism, history of heart attack, and type 2 diabetes mellitus. Resident 1 was his/her own decision maker. On 02/24/2026, Surveyor reviewed program statement on file with the department, dated 10/27/2017. It read, facility staff shall be awake twenty-four hours per day, meeting each resident centered need.	M 556		

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M 556	Continued From page 8 On 02/24/2026, at 9:15 a.m., Resident 1 stated s/he was not placed at facility by a but manipulated into thinking that Licensee A and Resident 1 would live in the home together, since Licensee A lost his/her contracts. Resident 1 stated s/he moved in because Licensee A told him/her the home was not a facility anymore. Resident 1 stated once s/he moved in, Licensee A started to get nervous and insisted s/he sign paperwork to become a resident. Resident 1 stated, "I never moved in to be a resident. I thought I was a tenant. I never got a key." On 02/24/2026 at 9:25 a.m., Resident 1 stated, "I had to hide in the closet for over an hour the last time you were here last December. I finally snuck into a room and crawled out a window." Surveyor asked Resident 1 why s/he hid. S/He stated, "I don't really know. I wasn't supposed to be here?" On 02/24/2026 at 11:12 a.m., Surveyors interviewed Licensee A, who stated residents do not get front door keys. Licensee A confirmed they provided 24- hour staffing. Licensee A stated, "They don't need a key ... Especially [Resident 1], with his/her drug and alcohol problems. At the end of the day, it is my house." On 02/24/2026 at 11:40 a.m., Licensee A confirmed s/he received a telephone call from the Milwaukee Police Department (MPD), who informed him/her that Resident 1 was locked out of the facility. Licensee A confirmed no one was at the facility. Licensee A, confirmed, "Someone should have been here." On 02/24/2026, Surveyor reviewed program statement on file with the department, dated 10/27/2017. It read, facility staff shall be awake	M 556		

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M 556	Continued From page 9 twenty-four hours per day, meeting each resident centered need.	M 556		