STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0014807	A. BUILDING: _____ B. WING _____	R 01/14/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CATCHUCARE SERVICES	4430 W ROOSEVELT DRIVE MILWAUKEE, WI 53216

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{M 000}	INITIAL COMMENTS On 01/14/2026, Surveyors completed a verification visit and attempted a standard survey at Catchucare Services. As a result, 1 of the previous deficiencies was recited with 1 new deficiency; therefore, 2 total deficiencies identified. Census: 1	{M 000}		
{M 204}	88.03(8)(a) MONITORING OF HOME The licensee shall comply with all department and licensing agency request for information about residents, services or operation of the home. This Rule is not met as evidenced by: Based on observation, record review, and interview, the provider did not comply with all department and licensing agency requests for information about residents, services, or operation of the home. This is a repeat citation; see Statement of Deficiency (SOD) S9WI11, dated 08/27/2025. Findings include: On 01/13/2026, at 2:45 PM, Surveyors attempted to conduct a verification visit and standard survey at the facility. Surveyors knocked at the side entry and did not get a response. Surveyors did not observe lights on in the home or vehicles in the driveway.	{M 204}		

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

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{M 204}	Continued From page 1 Surveyors approached the front entry of the facility, which was overgrown with trees and shrubbery, and did not appear to be in use. An unknown person (later identified as Caregiver B) ran from across the street and approached Surveyors and asked what Surveyors were doing there. Caregiver B reported s/he was the owner of the home. Surveyors identified themselves and explained they were there to conduct a survey. Caregiver B, again, reported s/he was the owner of the home and did not understand what Surveyors were doing there. Surveyors inquired if the home was an adult family home (AFH) and s/he reported it was. Surveyors inquired about Caregiver B's name, and s/he reported s/he was not going to provide that information. Surveyors gave her/him their business cards, and Caregiver B stated, "Well, you are going to have to wait for the licensee to do that." Surveyors inquired what her/his role was at the licensed AFH, and s/he reported s/he was a live-in caregiver. Surveyors requested Caregiver B call Licensee A. Caregiver B called Licensee A and Surveyors were let into the home to conduct a survey. Upon entry to the home, Surveyors requested standard survey documents, including resident files. Caregiver B reported s/he did not have paperwork for the 1 resident (Resident 1) who resided there. Caregiver B reported Surveyors would need to speak with Licensee A to get facility files. Surveyors explained the code requirements for resident files and other facility files and inquired if Caregiver B had access to any of the files for Resident 1 and/or the facility. Caregiver B reported s/he was unaware of any documents available to her/him to provide to Surveyors. Caregiver B called Licensee A and s/he directed her/him to where a box of	{M 204}		

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{M 204}	Continued From page 2	{M 204}		

documents for the facility were. Caregiver B retrieved a box of documents from the basement of the home, which were stuck together, had water damage, and what appeared to be mold on them. Surveyors reviewed the documents provided, finding nothing relevant to the standard survey, or anything regarding the sole resident in the home.

On 01/13/2026, at approximately 3:00 PM, Surveyor conducted a tour of the home with Caregiver B.

On 01/13/2026, at 3:30 PM, Resident 1 arrived home. Caregiver B stated, "You're not going to get much out of [her/him]." Surveyor interviewed Resident 1 and s/he repeated words spoken to her/him, but did not hold a conversation. While speaking with Resident 1, s/he grabbed a black garbage bag and tied it around her/his neck, as if utilizing it as a bib. Caregiver B observed this and did not react or respond to this behavior.

On 01/13/2026, at approximately 3:35 PM, Surveyor interviewed Caregiver B and Licensee A, and the following was reported:

Resident 1 had a guardian. The guardianship paperwork was not at the facility. Caregiver B requested a checklist of the documents needed be provided by the Surveyors to give to Licensee A. Surveyors provided Caregiver B with the Entrance/Exit Conference Checklist. Surveyors requested to conduct a secondary tour of the facility. Caregiver B raised her/his voice and stated, " . . . [S/He] has no business coming in here . . . I do not like where this is going." Caregiver B denied Surveyors further access to the home and told Surveyors to leave. Surveyors explained their authority and the requirement to

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{M 204}	Continued From page 3 complete a survey at the AFH. Surveyors requested Caregiver B contact Licensee A and Caregiver B called her/him on the phone. Surveyors interviewed Licensee A over the phone. Surveyors requested a secondary tour of the home and Licensee A denied that request. Licensee A stated, "I will just surrender my license; it is not worth it for one resident." Licensee A told Surveyors to leave the home and did not allow Surveyors to complete the survey at the AFH. Surveyors attempted to confirm Licensee A's statements, but Caregiver B took the phone and was talking over everyone. Surveyors told Caregiver B they had a question for Licensee A and Caregiver B stated, "You don't need to ask [her/him] no questions, you heard [her/him] [s/he] told you all to leave [sic]." Caregiver B positioned her/his body in the doorway, and without physically touching Surveyors, used her/his body to push Surveyors out of the doorway and continued to tell Surveyors to leave in a raised voice. The survey was not completed. The Entrance/Exit Conference Checklist and Surveyors' business cards were left with Caregiver B. Surveyors did not receive further communication or documentation from Licensee A following the onsite visit. Resident 1's file, including her/his diagnoses, needs, and abilities were not provided to Surveyors. The facility's safety files, staff files, or any other code required documentation were not provided. Surveyors were unable to complete a survey at the AFH.	{M 204}		

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M 276	Continued From page 4	M 276		
M 276	88.05(3)(a) Homelike Environment An adult family home shall be safe, clean and well-maintained and shall provide a homelike environment. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure the adult family home (AFH) was safe, clean, and well-maintained, and provided a homelike environment for 1 of 1 resident (Resident 1). Exit doors and windows were obstructed, medication and cleaning compounds were left unsecured, sticky fly traps were hanging in the kitchen area, the bathroom used by Resident 1 was unclean and needed repairs, areas of the ceiling throughout the home were in need of repair, and the outside shrubs/trees were overgrown. Findings include: On 01/13/2026, at approximately 3:00 PM, Surveyor toured the home with Caregiver B, and observed the following: Kitchen: - The kitchen had multiple items stacked on the floor, table, and shelving unit. - Sticky fly traps were hung from the kitchen chandelier over the kitchen table/counter area,	M 276		

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M 276	Continued From page 5	M 276		

nearby a shelving unit, and inside the pantry area. The fly traps contained insect carcasses.

- Resident 1's medications were stored unsecured on a shelf, which included methimazole 10 milligram (mg) tablets (tabs), propranolol 60 mg extended release (ER) capsules (caps), risperidone 2 mg tab, clonidine 0.1 mg tab, and benzonatate 200 mg caps.

Basement Bathroom:

- The shower, utilized by Resident 1, had duct tape wrapped around the shower head.

- The shower walls, approximately 2 feet up from the floor, had a blackish unknown substance consistent with mold or mildew.

- The bathroom was damp and had a musty odor.

- The ceiling was approximately 6 feet high.

- The sink area contained a razor, scissors, and a balled up used tissue

- The sink was filled with facial hair trimmings.

- The sink was white and had several black marks/streaks.

- The light switch and outlet on the wall next to the sink was covered in a reddish-brown unknown substance.

- The mirror frame had black marks/streaks, and the mirror was spotted white, consistent with toothpaste.

- The walls surrounding the sink area were

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M 276	Continued From page 6 covered in black marks/streaks. - A shelving unit within the bathroom was overflowing with personal hygiene products, which were covered in splatter, dust, and debris from unknown substances. - The shelves were covered in reddish-brown and black substances. - Several used tissues were on the counter and shelves. Resident 1's Bedroom: - Clothing was unfolded laying across the top bed of a bunk bed, on 3 shelves of a shelving unit, and across a folding table. - A ladder was used as shelving for shoes, inside the closet. The ladder was propped to the attic access. - Curtains were hanging onto a cast iron radiator heater. Other Areas of the Home: - Throughout the home, rooms and hallways were filled with multiple items including boxes, bins, cleaning compounds, clothing, and many other items which obstructed windows/doors and other areas. - Two rooms in the home had ceiling drywall missing, exposing the wood underneath. There was staining on the ceiling around the areas from water damage. - The back door exit was obstructed and could	M 276		

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M 276	Continued From page 7	M 276		

not be utilized. The following items were stacked in front of the door: a shelving unit and basket containing cleaning compounds; a cat litter box; cat litter bag and bin; and a cat litter bin filled with cleaning supplies for the litter box.

- The front door had tree/bush branches growing into the opening of the door from the overgrown shrubbery/trees outside.

- The front walkway leading to the door was overgrown with shrubbery/trees.

- Bins and carts were stacked in the 2nd floor hallway, which led to Resident 1's bedroom. The opening in the hallway was approximately 26 inches.

On 01/13/2026, at approximately 3:00 PM, and throughout the tour of the home, Surveyor interviewed Caregiver B, and the following was reported:

The counter/table under the chandelier with the sticky flytrap hanging from it was where Resident 1 ate her/his meals. Resident 1's medication was stored unsecured on a shelf within the kitchen. The basement bathroom was used by Resident 1 and Caregiver B. Resident 1 only utilized the basement bathroom and not any other bathroom within the home. Caregiver B provided showers for Resident 1 in the basement bathroom. Surveyor inquired why Resident 1 did not use the bathroom on the 2nd floor where her/his bedroom was located, or the half bathroom on the main level of the home. Caregiver B reported Resident 1 was more comfortable in the basement bathroom and it was where her/his cares were provided. The home sustained storm damage and flooding in August 2025, which was why

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M 276	Continued From page 8 areas of the ceilings in the home needed repair. A contractor had been contacted but had not been out to complete the work. Caregiver B referred Surveyor to Licensee A when asking further questions about the home. Caregiver B did not consider there to be any concerns with Surveyor's observations, and felt the home was homelike. Caregiver B resided in a bedroom in the basement.	M 276		