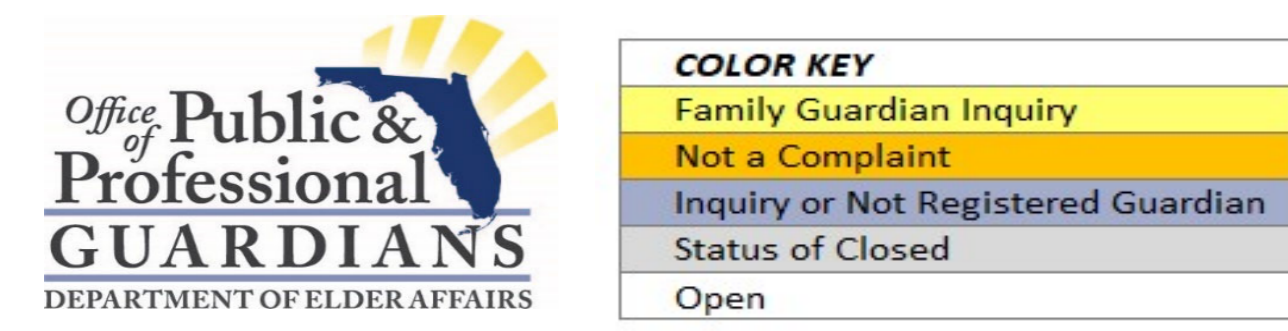


COMPLAINT and INQUIRY LOG 2021

OPPG Complaint Number	SA Investigation Number	Date	Complainant Last Name	Complainant First Name	Complainant Address	Type of Complaint	Complainant Phone	Complainant Email Address	Ward Last Name	Ward First Name	Guardian Last Name	Guardian First Name	Guardian Type	Guardian Registration Number	Guardianship County of Record	Brief Description of Complaint	OPPG Additional Comments	Staff logging complaint	Method of Complaint	Court Case Number	Date Sent to Legal	Date Received Back From Legal	Date Sent to SA	Disposition	Date Close Out Letter Sent
2021-002	n/a	1/4/2021	[REDACTED]	[REDACTED]	[REDACTED]	Other	[REDACTED]	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1/4/2021: complaint called this morning and LVA returned call, no answer, LVA for return call 1/4/2021: Return call from the complainant with no new allegations. The complainant is calling to follow up on the complaint. 1/4/2021: I was advised if we need any more information from [REDACTED] we would contact [REDACTED] and receive a letter in the mail once the investigation is complete. [REDACTED] was also advised to call in 311 [REDACTED] to the allegations [REDACTED] made about the ward's caregivers not feeding and caring for the ward properly. Complainant obtained information to make a report via online. 1/4/2021: Return call to complainant.	[REDACTED]	Phone	n/a	n/a	n/a	n/a	n/a	closed	n/a
2021-001	n/a	1/4/2021	[REDACTED]	[REDACTED]	[REDACTED]	Other	[REDACTED]	n/a	[REDACTED]	[REDACTED]	Elliott	Robert	Professional	163 / 1369	[REDACTED]	1/4/2021: the complainant alleges the Guardian [REDACTED] on arrested on false charges which led to him currently being convicted and sentenced to 100 months in prison. 1/4/2021: Complainant sent to legal for review.	[REDACTED]	Phone	n/a	1/6/2021	1/13/2021	n/a	closed	1/22/2021	
2021-003	n/a	1/5/2021	[REDACTED]	[REDACTED]	[REDACTED]	n/a	n/a	[REDACTED]	[REDACTED]	[REDACTED]	n/a	n/a	Family	n/a	n/a	1/7/2021 called to discuss [REDACTED] 1/15/2021 called to discuss no answer left message. 1/15/2021 Complainant returned call to confirm no professional guardian issue but issue with family guardian (Mrs. person was false step daughter) and judges. Lawyer sent back Ashley Moody over [REDACTED] apology - yelled for about 15 mins then thanked for time and hung up. 1/15/2021 Complainant emailed [REDACTED] and response sent re earlier conversation and no prof guardian named.	[REDACTED]	email	n/a	n/a	n/a	n/a	n/a	closed	n/a
2021-004	n/a	1/5/2021	[REDACTED]	[REDACTED]	[REDACTED]	Other	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Harris	Sharna	n/a	n/a	n/a	1/9/2021 complainant advised that Sharna Harris Odom is representing herself as PH and that she has two "Wards". Complainant advised that Harris approached [REDACTED] and 2 in the hospital as mother and advise that she could assist. 1/4/2021: Received additional information in email from complainant - scanned added to file.	[REDACTED]	Phone	n/a	1/6/2021	1/20/2021	n/a	closed	1/22/2021	
2021-005	n/a	1/5/2021	[REDACTED]	[REDACTED]	[REDACTED]	Other	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	GPDC	n/a	Public	1190	[REDACTED]	1/5/2021 sent email to OHPG office to schedule call with case manager [REDACTED] 1/7/2021 spoke with Maricella Jimenez with OHPG discussed allegations, requested several items and due date to provide [REDACTED] 3/12/2021: see updated complaint intake. 1/12/2021 Additional information provided by guardian - sent to legal review. 1/29/2021 Close out letters sent.	[REDACTED]	[REDACTED]	n/a	1/9/2021 and 1/13/2021	1/20/2021	n/a	closed	1/29/2021	
2021-006	21-011	1/6/2021	[REDACTED]	[REDACTED]	[REDACTED]	Other	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Dierck	Lona	Professional	868	[REDACTED]	1/6/2021 Received letter in mail from complainant. Letter did not specify ward name, called complainant and he provided ward name and add info that Lona Dierck was the guardian. Says the private side of Aging Solutions - believe that it may be Adult Advocacy and Representation due to the amount of an [REDACTED] mother from 312/21 C. Gardner. Received complaint from [REDACTED] with follow-up questions for Guardian and complainant. Contacted complainant who provided a response. Contacted guardian who did not have the information readily available. C. Gardner will follow-up with guardian on Wednesday, C. Gardner: 2/9/21. Received return call from guardian who provided additional documentation and answers to questions from legal. 2/11/2021 Received additional information from complainant via mail - sent to legal for review. 4/26/21: M.Austin- COX, sent via email.	[REDACTED]	Cameka Gardner	mail	n/a	1/6/2021, 2/3/2021 and 2/12/2021	2/16/2021	2/22/2021	closed	4/26/2021
2021-007	n/a	1/7/2021	[REDACTED]	[REDACTED]	[REDACTED]	Other	n/a	n/a	[REDACTED]	[REDACTED]	Beter	Barbara	Professional	634	[REDACTED]	See letter in complaint file	[REDACTED]	mail	n/a	1/7/2021	1/20/2021	n/a	closed	1/29/2021	
2021-008	n/a	1/7/2021	[REDACTED]	[REDACTED]	[REDACTED]	Neglect	[REDACTED]	n/a	[REDACTED]	[REDACTED]	Bartholomew	Sue	Professional	1024	[REDACTED]	1/7/2021: The complainant says that the guardian is holding the Ward from family especially the Ward mother in [REDACTED] and does not communicate with the family about the Ward. The complainant is not sure where the Ward is placed since COVID that the Ward can only mail postcards no phone calls.	[REDACTED]	Phone	n/a	1/7/2021	1/20/2021 and 1/22/2021	n/a	closed	1/29/2021	
2021-009	n/a	1/7/2021	[REDACTED]	[REDACTED]	[REDACTED]	Other	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Robert	Lipshultz	Public	233	[REDACTED]	see complaint intake	[REDACTED]	Phone	n/a	1/9/2021 and 1/12/2021	2/3/2021	n/a	closed	2/9/2021	
2021-010	21-016	1/8/2021	[REDACTED]	[REDACTED]	[REDACTED]	n/a	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Byers	Jolisa	Professional	1308	[REDACTED]	see complaint intake and email from complainant	[REDACTED]	email	n/a	1/22/2021	2/1/2021	5/13/2021	closed	7/12/2021	
2021-011	n/a	1/18/2021	[REDACTED]	[REDACTED]	[REDACTED]	n/a	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Harrford	Jonathan	Family	n/a	n/a	1/19/2021: Circuit Human Service Program Specialist sent complete information regarding abuse as referral.	[REDACTED]	email	n/a	n/a	n/a	n/a	n/a	closed	n/a
2021-013	n/a	1/19/2021	[REDACTED]	[REDACTED]	[REDACTED]	n/a	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1/21/2021: 1st VM on 1/20/2021: Wanted to contact upon [REDACTED] for abuse and respect of patients.	[REDACTED]	Phone	n/a	n/a	n/a	n/a	closed	n/a	
2021-014	n/a	1/22/2021	[REDACTED]	[REDACTED]	[REDACTED]	Neglect	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Alocantara	Leyana	Public	1190	[REDACTED]	C. Gardner: 1/22/2021: spoke to complainant 1/25/21: C. Gardner: Complainant forwarded to Legal. 1/29/21: C. Gardner had conference with Executive Director of ODPG - allegations were provided. Directors refuted allegations and provided response. Directors will provide additional information to OHPG by Tuesday 2/2/21: 2/2/21: C. Gardner: Guardian sent additional response to OHPG complaints email. 2/2/21: updated complaint intake form sent to legal for review. 3/2/2021 ED spoke to complainant again - advised additional information to send regarding complaint for review - as the ward passed away 3/2/2021: [REDACTED] 3/5/2021 sent "reminder email for additional details for complainant for review.	[REDACTED]	Cameka Gardner	Phone	n/a	1/28/2021, 2/2/2021	1/23/2021	n/a	closed	3/18/2021
2021-015	n/a	1/27/2021	Anonymous	n/a	[REDACTED]	n/a	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1/27/2021: OHPG received anonymous letter in mail on 1/26/2021 that the guardian was seen receiving [REDACTED]	[REDACTED]	mail	n/a	n/a	n/a	n/a	n/a	closed	n/a
2021-017	n/a	1/28/2021	[REDACTED]	[REDACTED]	[REDACTED]	Other	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Francis	Darren	Professional	1510	[REDACTED]	1/29/2021: Guardian refuses to pay for auto repair expenses for the ward and/or son. Guardian refuses to allow the ward to [REDACTED] from the [REDACTED] back into the family home with [REDACTED] spouse and son.	[REDACTED]	Phone	n/a	2/15/2021	2/24/2021	n/a	closed	2/24/2021	
2021-020	n/a	1/28/2021	[REDACTED]	[REDACTED]	[REDACTED]	n/a	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Scoti	Christopher	Professional	583	[REDACTED]	see complaint file	[REDACTED]	Email	n/a	2/1/2021	2/9/2021	n/a	closed	n/a	
2021-028	n/a	2/1/2021	[REDACTED]	[REDACTED]	[REDACTED]	Other	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Phillips	Kathleen	Professional	81	[REDACTED]	See complaint file	[REDACTED]	Phone	n/a	2/1/2021	2/9/2021	n/a	closed	2/12/2021	
2021-029	21-012	2/1/2021	[REDACTED]	[REDACTED]	[REDACTED]	n/a	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Pittman	Kelly	Professional	27	[REDACTED]	see fax in complaint file	[REDACTED]	Fax	n/a	2/5/2021	2/22/2021	n/a	closed	7/19/2021	
2021-021	21-007	2/2/2021	[REDACTED]	[REDACTED]	[REDACTED]	Financial Exploitation	[REDACTED]	n/a	[REDACTED]	[REDACTED]	Balfew	Elsa	Professional	186	[REDACTED]	See complaint file	[REDACTED]	Phone	n/a	2/2/2021	2/9/2021	2/11/2021	closed	8/24/2021	
2021-042	n/a	2/4/2021	[REDACTED]	[REDACTED]	[REDACTED]	Financial Exploitation	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Gray	Laura	Professional	1332	[REDACTED]	see complaint file	[REDACTED]	Email	n/a	2/16/2021	2/24/2021	n/a	closed	n/a	
2021-024	n/a	2/5/2021	[REDACTED]	[REDACTED]	[REDACTED]	Financial Exploitation	[REDACTED]	n/a	[REDACTED]	[REDACTED]	[REDACTED]	n/a	n/a	n/a	[REDACTED]	Complainant stated Guardianship taking money.	[REDACTED]	Phone	n/a	n/a	n/a	n/a	n/a	closed	n/a
2021-029	n/a	2/9/2021	[REDACTED]	[REDACTED]	[REDACTED]	Other	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Rucker	Charlene	Professional	400	[REDACTED]	See complaint file	[REDACTED]	Phone	n/a	n/a	n/a	n/a	n/a	closed	n/a
2021-026	n/a	2/9/2021	[REDACTED]	[REDACTED]	[REDACTED]	Financial Exploitation	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Davis-Santiago	Beliz	Public	1190	[REDACTED]	See complaint file	[REDACTED]	Phone	n/a	2/9/2021	2/17/2021	n/a	closed	3/5/2021	



COMPLAINT and INQUIRY LOG 2021

OPPG Complaint Number	SA Investigation Number	Date	Complainant Last Name	Complainant First Name	Complainant Address	Type of Complaint	Complainant Phone	Complainant Email Address	Ward Last Name	Ward First Name	Guardian Last Name	Guardian First Name	Guardian Type	Guardian Registration Number	Guardianship County of Record	Brief Description of Complaint	OPPG Additional Comments	Staff logging complaint	Method of Complaint	Court Case Number	Date Sent to Legal	Date Received Back From Legal	Date Sent to SA	Disposition	Date Close Out Letter Sent
2021-102	n/a	6/15/2021				Neglect			n/a	n/a	Hayes	Jatonia	n/a	n/a		See complaint file.	6/15/21 MA - rec'd complaint via email. Complaint is not about a professional guardian. Advise on OPBG jurisdiction and give information on [redacted] and [redacted] complaint contact info.	Michelle Austin	E-Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-105	n/a	6/22/2021				Other					North Florida Office of The Public Guardian		Public	236		See complaint file.	6/22/21 MA - rec'd complaint via email. Complaint is not about a professional guardian. Advise on OPBG jurisdiction and give information on [redacted] and [redacted] complaint contact info. 7/2/2021 MA - return call to complainant. Complainant stated [redacted] is not available - [redacted] at [redacted] rings and asked that I call back in 30 minutes. 7/2/2021 MA - Second call to the complainant. Complainant stated [redacted] is still pending and [redacted] will receive a letter in the mail informing [redacted] of the outcome when it is closed. 7/7/21 MA - rec'd add'l info requested from guardian. Submitted to legal. 7/22/21 MA - legal requested add'l info from both guardian and ward on 7/14/21. Guardian responded on 7/19/21. Ward has been left several messages. No response. 8/4/21 MA - COI sent to complainant via mail. 8/13/21 MA - Caution Memo sent to Guardian via Email.	Michelle Austin	Phone	n/a	6/24/2021	8/4/2021	n/a	Closed	8/4/2021
2021-108	n/a	6/28/2021				Other							n/a	n/a		See complaint file.	6/28/21 MA - rec'd complaint in via mail. Complaint was not pertaining to a guardian. Outside of OPBG jurisdiction; sent to numerous agencies. No further action required.	Michelle Austin	Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-107	n/a	6/28/2021				Other					Kaufman	Dana	n/a	n/a		See complaint file.	6/28/21 MA - rec'd complaint in via mail. Complaint was not pertaining to a guardian. Submitted legal for review due to manner of complaint. 7/12/21 MA - rec'd complaint back from legal. 7/7/21 MA - Submitted [redacted] report.	Michelle Austin	Mail	n/a	6/29/2021	7/12/2021	n/a	Closed	n/a
2021-109	n/a	6/28/2021				Other					Aping	Solutions	Public	34		See complaint file.	6/28/21 MA - spoke to complainant. Rec'd complaint. 6/30/21 MA - spoke to complainant agent, added to complaint. 7/2/21 MA - Submitted complaint to legal. 7/8/21 MA - Rec'd complaint back from legal. 7/22/21 MA - COI mailed to complainant.	Michelle Austin	Phone	n/a	7/2/2021	7/8/2021	n/a	Closed	7/12/2021
2021-110	n/a	6/29/2021	Anonymous	n/a	n/a	Neglect	n/a	n/a			Watson	Billie Jo	n/a	n/a	n/a	See complaint file.	6/30/21 MA - Rec'd complaint via webform submission on 6/29/21. No contact information left. Complainant not a registered guardian. 7/2/21 MA - submitted [redacted] report due to nature of complaint.	Michelle Austin	Webform	n/a	n/a	n/a	n/a	Closed	n/a
2021-112	n/a	6/30/2021				Financial Exploitation					Felinton	Mindy	n/a	n/a	n/a	See complaint file.	6/30/21 MA - Rec'd complaint via DAG referral. Complainant is concerning an Elder Law Attorney and not a professional guardian.	Michelle Austin	Referral	n/a	n/a	n/a	n/a	Closed	n/a
2021-114	n/a	7/2/2021				n/a			unknown	unknown	Fuentes	Sara	n/a	n/a		n/a	7/2/2021 MA - call to complainant. No answer. UNK response to return call. 8/2/21 MA - Complainant not rec'd. Unable to reach complainant. If Complainant calls back a new complaint number will be issued.		Phone	n/a	n/a	n/a	n/a	Closed	n/a
2021-115	n/a	7/2/2021				Other					North Florida Office of the Public Guardian		Public	237		See complaint file 2021-105	7/2/2021 MA - return call to complainant. Complainant stated [redacted] is not available - [redacted] at [redacted] rings and asked that I call back in 30 minutes. 7/2/2021 MA - Second call to the complainant. Complainant stated [redacted] is still pending and [redacted] will receive a letter in the mail informing [redacted] of the outcome when it is closed.		Phone	n/a	n/a	n/a	n/a	Closed	n/a
2021-116	n/a	7/2/2021				Neglect					Allen	Frank	n/a	n/a		See complaint file.	7/2/21 MA - Complainant spoke to [redacted] on 7/2/21. [redacted] took down complaint. MA transferred complaint to intake form on 7/7/21. Sent to legal for review. 7/22/21 MA - Rec'd add'l info via email on 7/13/21. Submitted to legal same day. 8/4/2021 MA - COI sent to complainant via mail.		Phone	n/a	7/7/2021	7/28/2021	n/a	Closed	8/4/2021
2021-117	n/a	7/7/2021				Other					Consulate Health Care	n/a	n/a	n/a		See complaint file.	7/8/21 MA - Rec'd complaint via webform on 7/7/21. Complainant about facility. Responded to complainant via email with info on 7/15/21. MA - Upon review of email box, no contact email was stuck in draft. Email response sent today.	Michelle Austin	Webform	n/a	n/a	n/a	n/a	Closed	n/a
2021-118	n/a	7/12/2021				Other					n/a	n/a	n/a	n/a		See complaint file.	7/12/21 rec'd complaint in via webform on 7/12/21. Complainant was not pertaining to a guardian but to a particular business. Outside of OPBG jurisdiction. No further action required.	Michelle Austin	Webform	n/a	n/a	n/a	n/a	Closed	n/a
2021-119	n/a	7/13/2021				Other					Miller	Maureen	Professional	1503		See complaint file.	7/13/21 MA - rec'd complaint in via webform on 7/13/21. Complaint sent to legal. 7/13/21 MA - sent COI via email.	Michelle Austin	Webform	n/a	7/15/2021	7/20/2021	n/a	Closed	7/21/2021
2021-120	n/a	7/19/2021				Neglect			Unknown	Unknown	Unknown	Joseph	n/a	n/a		See complaint file.	7/22/21 MA - Rec'd complaint as a CT via email on 7/19/21. Attempted to call on 7/20/21 but no answer. VM left. Due to phone issues on 7/20/21, second call attempt made 7/22/21. No answer. VM left. Complainant returned call. Complainant did not know guardian's full name. Did not want to file full complaint. Complainant stated they will try to communicate directly with the guardian first before logging a full complaint. Because of the concerns of the complainant, no timeline was given.	Michelle Austin	E-Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-127	n/a	7/28/2021				Other					Cahley, P.A.	David Craig	n/a	n/a		See complaint file.	7/30/21 MA - Complaint rec'd as a Gev CT on 7/28/21. From initial review complaint is not about a registered guardian. Submitted to legal to conduct findings. 8/9/21 MA - Rec'd back from Legal. 8/20/21 MA COI sent via email.	Michelle Austin	Gov- CT	n/a	7/30/2021	8/9/2021	n/a	Closed	8/20/2021
2021-130	n/a	7/30/2021				Financial Exploitation					n/a	n/a	Family	n/a		See complaint file.	8/3/21 MA - Rec'd complaint via email as DAG referral. Complainant appears to be about Attorney and Clerk's office. Sent to ED for further review. 8/16/21 MA - spoke to complainant to request additional information. Guardian on record is a family guardian. Advise complainant to contact the Clerk's office and inquire about a court monitor as OPBG does not have jurisdiction on family guardians.	Michelle Austin	E-Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-132	n/a	8/4/2021				Other					Eddi	Liana	n/a	n/a		See complaint file.	8/6/21 MA - Rec'd complaint via webform on 8/4/21. Complaint is not about a registered professional guardian.	Michelle Austin	Webform/E-Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-135	n/a	8/10/2021				Financial Exploitation					Talamas	Elizabeth	Family	n/a		See complaint file.	8/11/21 MA - Complaint rec'd via email on 8/20/21. Complaint is regarding family. Complainant rec'd office info from DAG. Complainant has already initiated case with [redacted] and local SA. 8/20/21 MA - Spoke to complainant via phone to answer follow-up questions.	Michelle Austin	Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-136	n/a	8/12/2021	Anonymous	n/a	n/a	Financial Exploitation	N/A	n/a			Johnson	Jerome	n/a	n/a		See complaint file.	8/12/21 MA - anonymous complaint submitted on non registered guardian. No means of contact to request additional information.	Michelle Austin	Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-137	n/a	8/13/2021				n/a					Byers	Jocita	Professional	1308		See complaint file.	8/16/21 MA - Rec'd complaint in via mail on 8/13/21. Called complainant to clarify if it was indeed a complaint. Complainant was seeking legal advice. Gave FL bar info, both via phone and by email.	Michelle Austin	Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-139	n/a	8/16/2021				Other	n/a	n/a			Ritter	Amanda	Professional	1035		See complaint file.	8/16/21 MA - Complaint rec'd from DOCA IG. Complainant approx. 400 pages. 8/23/21 Sent to legal for review. 8/27/21 MA - Rec'd back from legal. 9/8/21 MA - COI sent via mail.	Michelle Austin	IG Referral	n/a	8/23/2021	8/27/2021	n/a	Closed	9/8/2021
2021-138	n/a	8/17/2021				Neglect					n/a	n/a	n/a		See complaint file.	8/17/21 MA - Rec'd both VM and Webform submission from complainant. Called complainant back to get more information regarding complaint. Complainant is regarding a facility and not a guardian. Gave the complainant the info for [redacted]	Michelle Austin	Webform and Phone	n/a	n/a	n/a	n/a	Closed	n/a	

COMPLAINT and INQUIRY LOG 2021

OPPG Complaint Number	SIA Investigation Number	Date	Complainant Last Name	Complainant First Name	Complainant Address	Type of Complaint	Complainant Phone	Complainant Email Address	Ward Last Name	Ward First Name	Guardian Last Name	Guardian First Name	Guardian Type	Guardian Registration Number	Guardianship County of Record	Brief Description of Complaint	OPPG Additional Comments	Staff logging complaint	Method of Complaint	Court Case Number	Date Sent to Legal	Date Received Back From Legal	Date Sent to SIA	Disposition	Date Close Out Letter Sent		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
2021-143	n/a	8/23/2021	[REDACTED]	[REDACTED]	n/a	Other	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Grey	Katrina	n/a	n/a	[REDACTED]	n/a	8/23/21 MA - Spoke to complainant via phone. Complainant is not on a registered guardian. 8/25/21 MA - Due to nature of complaint, report was filed.	Michelle Austin	Phone	n/a	n/a	n/a	n/a	n/a	Closed	n/a	
2021-146	n/a	8/23/2021	[REDACTED]	[REDACTED]	[REDACTED]	Neglect	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Lewis Seymour	Priscilla	n/a	n/a	[REDACTED]	See complaint file.	8/24/21 MA - Complaint was rec'd on 8/23/21 via email. Complainant is not pertaining to a registered guardian. 8/25/21 MA - Due to nature of complaint, report was filed.	Michelle Austin	E-Mail	n/a	n/a	n/a	n/a	n/a	Closed	n/a	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2021-147	n/a	8/24/2021	[REDACTED]	[REDACTED]	n/a	Neglect	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	n/a	n/a	n/a	n/a	[REDACTED]	See complaint file.	8/25/21 MA - Complaint was rec'd on 8/24/21 via webform. Complainant is not pertaining to a registered guardian but is about a facility. Sent info on filing complaint with [REDACTED]	Michelle Austin	Webform	n/a	n/a	n/a	n/a	n/a	Closed	n/a	
2021-148	n/a	8/24/2021	[REDACTED]	[REDACTED]	[REDACTED]	Other	[REDACTED]	n/a	[REDACTED]	[REDACTED]	Quatrocki	Laine	Professional	1454	[REDACTED]	n/a	8/25/21 MA - Complainant left VM on 8/23/21. Returned call. Numbers left were numbers to the facility. The facility informed me that the Complainant was no longer a resident at the facility. No other means of contact. If the Complainant calls back a new complaint number will be issued.	Michelle Austin	Phone	n/a	n/a	n/a	n/a	n/a	Closed	n/a	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2021-152	n/a	9/8/2021	[REDACTED]	[REDACTED]	n/a	Other	[REDACTED]	[REDACTED]	unknown	unknown	n/a	n/a	n/a	n/a	n/a	n/a	9/8/2021 [REDACTED] returned call to complainant. Complainant report: [REDACTED] does not have a guardian. Complainant's allegations are against the facility where [REDACTED] resides. Complainant states [REDACTED] has already contacted the [REDACTED] and has come so multiple times in the past as well. [REDACTED] is never informed of the outcome from the reports. Complainant states [REDACTED] wanted info on options for [REDACTED] and was given the OPPO number by 2-1-1. Complainant was given the Elder Hotline number and provided information on how to request a copy of a closed [REDACTED] investigation report.	[REDACTED]	Phone	n/a	n/a	n/a	n/a	n/a	Closed	n/a	
2021-153	n/a	9/8/2021	[REDACTED]	[REDACTED]	n/a	Other	[REDACTED]	SD	unknown	unknown	n/a	n/a	n/a	n/a	n/a	n/a	9/8/2021 [REDACTED] returned call to complainant. Complainant report: [REDACTED] parents do not have a guardian but [REDACTED] requires adult guardianship for [REDACTED] parents. Explained they would have to be determined incapacitated by the courts and provided [REDACTED] with contact information for the public guardianship office in their area- also gave her the number for the Elder hotline.	[REDACTED]	Phone	n/a	n/a	n/a	n/a	n/a	Closed	n/a	

Statutorily required redactions have been made to this document pursuant to Ch. 744, Florida Statutes, specifically ss. 744.2104(2) and 744.2111, Fla. Stat. Also, redactions have been made pursuant to ss. 119.071(2)(c), 119.071(5)(b), 415.107(1), and 430.207, Fla. Stat.