



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 3, 2022

Afzal Troast
3538 144th Ave.
Holland, MI 49424

RE: License #: AF700408004
Investigation #: 2022A0350012
Faith Care

Dear Mr. Troast:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available, and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ian Tschirhart', with a stylized flourish at the end.

Ian Tschirhart, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 644-9526

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	AF700408004
Investigation #:	2022A0350012
Complaint Receipt Date:	12/15/2021
Investigation Initiation Date:	12/15/2021
Report Due Date:	01/14/2022
Licensee Name:	Afzal Troast
Licensee Address:	3538 144th Ave. Holland, MI 49424
Licensee Telephone #:	(616) 994-2260
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	Faith Care
Facility Address:	3538 144th Ave. Holland, MI 49424
Facility Telephone #:	(616) 994-2260
Original Issuance Date:	07/23/2021
License Status:	REGULAR
Effective Date:	01/23/2022
Expiration Date:	01/22/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL, ALZHEIMERS, AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
The licensee sometimes leaves the residents home alone.	No
The Licensee sometimes leaves residents home with his son, Luke Troast, who has not been fingerprinted.	Yes
The responsible persons who sometimes care for the residents, does not have Medical Clearances or TB Results on file.	Yes

III. METHODOLOGY

12/15/2021	Special Investigation Intake 2022A0350012
12/15/2021	Special Investigation Initiated - On Site I spoke with Afzal Troast, Licensee, and interviewed Resident A
12/16/2021	Contact - Telephone call made I spoke with Mr. Troast and interviewed Resident B
12/20/2021	Contact - Telephone call made I spoke with Mr. Troast
12/21/2021	Contact - Document Received I received an email with an attachment from Charles Baroi, Responsible Person
12/29/2021	Contact - Face to Face I made a follow up onsite inspection and spoke with Mr. Troast
12/29/2021	Exit conference – Held with Azfal Troast, Licensee

ALLEGATION: The licensee sometimes leaves the residents home alone.

INVESTIGATION: On 12/15/2021, I made an onsite inspection and met with Afzal Troast, Licensee. I informed Mr. Troast that a complaint had been made and asked him which of his residents were there at this time. Mr. Troast told me that he has three residents and only Resident A was present. I asked to speak with Resident A and Mr. Troast pointed out to me where Resident A was.

On 12/15/2021, I spoke with Resident A, who was difficult to understand, and gave mostly one-word responses. It was not clear whether Resident A understood my question about who supervises the residents in Mr. Troast's absence.

On 12/15/2021, I spoke further with Mr. Troast and asked him if he ever leaves the residents without supervision. He denied doing so. Mr. Troast asked me, however, what he was supposed to do if he needs to go somewhere and at least one of the residents does not want to go with him or leave the home. I informed him that licensing rules state there needs to be a staff member in the home any time a resident is in the home; and informed him that that would either be himself or another responsible person. Mr. Troast also asked if he could tell the residents they needed to leave the home because he needed to run some errands, and I told him he could not tell them this because this was their home, and again told him that either he or a responsible person would need to be home if at least one resident was in the home.

On 12/16/2021, I spoke with Resident B on the telephone. I asked Resident B if there was always a staff member at the home, and he said yes, either Luke Troast, James Baroi, or Mr. Troast.

While still onsite on 12/29/2021, I held an exit conference with Mr. Troast. I informed Mr. Troast that I was not citing a violation of this rule. Mr. Troast thanked me and had no further comment.

APPLICABLE RULE	
R 400.1410	Resident protection.
	A licensee or responsible person shall always be on the premises when a resident is in the home.
ANALYSIS:	<p>Azfal Troast, Licensee, denied that he leaves the residents home alone. He has his son, Luke Troast, his father-in-law, James Baroi, or his brother-in-law, Charles Baroi, supervise the residents in his absence.</p> <p>Resident A did not give a clear answer on whether either Mr. Troast or a responsible person is always in the home if a resident is in the home; however, Resident B said there was.</p> <p>My findings do not support that this rule had been violated.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The Licensee sometimes leaves residents home with his son, Luke Troast, who has not been fingerprinted.

INVESTIGATION: On 12/15/2021, I made an onsite inspection and met with Afzal Troast, Licensee. Mr. Troast told me that sometimes his son Luke will fill in for him in his absence. I asked Mr. Troast if he had an eligibility letter on file for Luke and he said that Luke had his fingerprints taken through Community Mental Health of Ottawa County. He said he would provide me proof of this with it and asked for some time to find it. I informed Mr. Troast that Luke may not have had his fingerprinting done through the proper channel used for Adult Foster Care (AFC) Licensing and told him I would check to see if he did or not and would let him know what I found out.

On 12/16/2021, I checked the Bureau Information Tracking System (BITS) used by AFC licensing consultants to access various types of information pertaining to AFC licensees, employees, etc. and Luke Troast did not show up in the system, which indicates that he did not have his fingerprints taken and processed in the prescribed way for AFC.

On 12/17/2021, I sent Mr. Troast a text message, informing him that Luke did not have his fingerprinting done the way it is required to be done for AFC employees, and I provided him with the website address for doing so (miltcpartnership.org).

On 12/29/2021, I made an onsite inspection and met with Mr. Troast. He did not have the eligibility letter for Luke and informed me that he registered Luke through the approved website a day or two ago to have his fingerprints taken, and that he would inform me when this was done.

While still onsite on 12/29/2021, I held an exit conference with Mr. Troast. I informed Mr. Troast that I was citing a violation of this rule. Mr. Troast understood and stated that he would send me a corrective action plan soon.

APPLICABLE RULE	
R 400.1404	Licensee, responsible person, and member of the household; qualifications.
	(3) A licensee or responsible person shall possess all of the following qualifications: (a) Be of good moral character to provide for the care and welfare of the residents.
ANALYSIS:	Azfal Troast acknowledged that he sometimes has his son, Luke Troast, care for the residents in his absence. However, Luke has not had his fingerprinting through the correct process (i.e., through the miltcpartnership.org website). My findings support that this rule has been violated.

CONCLUSION:	VIOLATION ESTABLISHED
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ADDITIONAL FINDINGS: The responsible persons who sometimes care for the residents, does not have Medical Clearances or TB Results on file.

INVESTIGATION: On 12/15/2021, I made an onsite inspection and interviewed Mr. Troast. Mr. Troast told me that sometimes his son Luke, father-in-law James Baroi, or brother-in-law Charles Baroi fill-in for him in his absence. Charles is the Responsible Person for Faith Care and owns and operates his own Adult Foster Care (AFC) Family Home, Troast Care. James Baroi used to own and operate Troast Care with his wife, Maya Baroi. I asked Mr. Troast if he had a Medical Clearance, TB test results document and an eligibility letter on file for Luke. Mr. Troast said that he would provide me with what he could find and asked for some time to do so. I agreed to give Mr. Troast a few days to get these documents to me and advised him not to have Luke supervise the residents by himself until I could verify that he had all the necessary documents (eligibility letter, Medical Clearance, TB results).

On 12/20/2021, I reviewed the Medical Clearance for James Baroi that is kept in the Licensing and Regulatory Affairs (LARA) electronic filing system. James had his one-time chest x-ray for TB, which was negative, and his physical examination done on 09/04/2020. There were no restrictions listed for James.

On 12/20/2021, I called and spoke with Afzal Troast. I informed him that I needed Charles Baroi's Medical Clearance and TB form. He stated that he would get these documents to me.

On 12/21/2021, I received an email from Charles Baroi with his Medical Clearance form with his TB test results included on the form. I observed that his medical examination showed no physical health reason that would prohibit him from providing AFC care; and that his TB test result was negative on 01/24/2021.

On 12/29/2021, I made an onsite inspection and met with Mr. Troast. He was not able to find the Medical Clearance or TB results for Luke, and stated that he would send Luke to the doctor to have these done soon. I again reminded Mr. Troast not to have Luke care for the residents until he had the Medical Clearance, TB results, and fingerprinting done, and there were no exclusions found on any of them.

While still onsite on 12/29/2021, I held an exit conference with Mr. Troast. I informed Mr. Troast that I was citing a violation of this rule. Mr. Troast understood and stated that he would send me a corrective action plan soon.

APPLICABLE RULE	
R 400.1405	Health of a licensee, responsible person, and member of the household.
	<p>Health of a licensee, responsible person, and member of the household.</p> <p>(1) A licensee, responsible person, and a member of the household shall be in such physical and mental health so as not to negatively affect either the health of the resident or the quality of his or her care.</p> <p>(2) A licensee shall have on file with the department a statement signed by a licensed physician or his or her designee with regard to his or her knowledge of the physical health of the licensee and each responsible person. The statement shall be signed within 6 months before the issuance of a license and at any other time requested by the department.</p> <p>(3) A licensee shall provide the department with written evidence that he or she and each responsible person in the home is free from communicable tuberculosis. Verification shall be within the 3-year period before employment and verification shall occur every 3 years thereafter.</p>
ANALYSIS:	<p>Azfal Troast, Licensee of this home, has either his son Luke, father-in-law James Baroi, or brother-in-law Charles Baroi, care for the residents in his absence.</p> <p>Although Charles Baroi had a current Medical Clearance and TB results on file, James Baroi's Medical Clearance was done 15 months ago, and Mr. Troast did not have a Medical Clearance or TB results on file for Luke.</p> <p>My findings support that this rule has been violated.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend that the status of this home's license remain unchanged, and that this special investigation be closed.



January 3, 2022

Ian Tschirhart

Date

Licensing Consultant

Approved By:



January 3, 2022

Jerry Hendrick
Area Manager

Date