



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

January 11, 2022

Amber Bunce  
Cornerstone AFC, LLC  
P.O. Box 277  
Bloomington, MI 49026

RE: License #: AS030345182  
Investigation #: 2022A0350013  
Cornerstone Tenth Street

Dear Ms. Bunce:

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  
 THIS REPORT CONTAINS QUOTED PROFANITY**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS030345182
<b>Investigation #:</b>	2022A0350013
<b>Complaint Receipt Date:</b>	01/06/2022
<b>Investigation Initiation Date:</b>	01/06/2022
<b>Report Due Date:</b>	02/05/2022
<b>Licensee Name:</b>	Cornerstone AFC, LLC
<b>Licensee Address:</b>	P.O. Box 277 Bloomingtondale, MI 49026
<b>Licensee Telephone #:</b>	(269) 628-2011
<b>Administrator:</b>	Amber Bunce
<b>Licensee Designee:</b>	Amber Bunce
<b>Name of Facility:</b>	Cornerstone Tenth Street
<b>Facility Address:</b>	803 N. 10th Street Plainwell, MI 49080
<b>Facility Telephone #:</b>	(269) 204-6609
<b>Original Issuance Date:</b>	09/18/2013
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/21/2020
<b>Expiration Date:</b>	03/20/2022
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED, MENTALLY ILL, AGED, TRAUMATICALLY BRAIN INJURED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Hing Duong, Direct Care Worker, coerced residents to use alcohol and cocaine while she was working and had used drugs and alcohol herself while on the job.	Yes
Additional Findings	Yes

## III. METHODOLOGY

01/06/2022	Special Investigation Intake 2022A0350013
01/06/2022	Special Investigation Initiated - Letter I sent an email to Heidi Stawiszynski, Compliance Officer for Cornerstone, Inc.
01/06/2022	Contact - Document Sent I sent a few emails to Amber Bunce, Licensee Designee
01/06/2022	Contact - Document Received I received a few emails from Amber Bunce
01/07/2022	Contact - Face to Face I made an onsite inspection and met with Heidi Stawiszynski , Compliance Officer, Jody, Home Manager, and several residents
01/07/2022	Contact - Document Received I received recording made by Resident C through Instant Messenger from Ms. Stawiszynski
01/09/2022	Contact - Document Received Ms. Stawiszynski sent me a photo of a letter written by Resident A
01/10/2022	Contact - Telephone call made I spoke with Hing Duong
01/10/2022	Contact - Document Received I received an email from Ms. Bunce
01/11/2022	Exit conference – Held with Amber Bunce, Licensee Designee

**ALLEGATION: Hing Duong, Direct Care Worker, coerced residents to use alcohol and cocaine while she was working and had used drugs and alcohol herself while on the job.**

**INVESTIGATION:** On 01/06/2022, I noted on an attached document received from Centralized Intake that this complaint was denied for investigation by Adult Protective Services (APS).

On 01/06/2022, I sent emails to Heidi Stawiszynski, Compliance Officer for Cornerstone, Inc., the company that owns and operates this Adult Foster Care (AFC) home. In the emails, I requested the contact information for the Recipient Rights Officer who would also be investigating this complaint. I also asked Ms. Stawiszynski if she could meet me at this AFC home the next day, 01/07, at 10 a.m. and told her I would like to interview the residents.

On 01/06/2022, I sent email messages to Amber Bunce, Licensee Designee, and received email responses from her. In my emails, I told Ms. Bunce that I was coordinating my investigation regarding the allegations and informed her that I had requested from Ms. Stawiszynski the Incident Report and the contact information for the Recipient Rights Officer assigned to this matter. I also suggested that Resident A, Resident B, and Hing Duong, Direct Care Worker (DCW), be tested for methamphetamines, if possible. Ms. Bunce replied that Ms. Duong was been suspended per this investigation, and that there was a phone recording made by Resident C in which Ms. Duong was planning to “party with the residents.” Ms. Bunce also stated that, “As far as the meth tests, I can certainly ask Hing to get tested; I am not sure if I will be able to get (Resident B) tested if she refuses, but there is a standing order for (Resident A) as this has been an issue with her in the past.”

On 01/06/2022, I received a follow-up email from Ms. Stawiszynski. She stated, “I have requested that HR contact Hing to get tested and have also contacted the home manager to have (Resident A and Resident B) tested.” Ms. Stawiszynski also confirmed the meeting date and time of 01/07 at 10 a.m.

On 01/07/2022, I made an onsite inspection and met with Ms. Stawiszynski and the Home Manager, Jody Raymond. They were both aware of all of the allegations and had further information for me. Ms. Stawiszynski informed me that Resident C sent several video and voice recordings made by Resident C on her phone. I asked Ms. Stawiszynski if she would forward the messages to me and she said she would. Ms. Stawiszynski also provided me with a print-out of the drug screen that was done on Resident A this same morning (01/07). The report showed that Resident A was positive for cocaine. At my request, Ms. Stawiszynski also provided me with Ms. Duong’s last-known-address and phone number, but she told me that she had heard Ms. Duong may be living in a homeless shelter and she didn’t know which one. I then asked to start interviewing the residents one at a time. Ms. Stawiszynski

informed me that the assigned Recipient Rights Officer was Faye Witte, and that Ms. Witte was unable to make this onsite meeting.

On 01/07/2022, I interviewed Resident B, with assistance from Ms. Raymond and Ms. Stawiszynski because they already knew about the allegations and had more information at this time than I did. Resident B stated that she had not witnessed Ms. Duong bring “meth” into this home or using in the home. Resident B denied that Ms. Duong offered drugs or alcohol to her. After interviewing Resident B and she left the room, Ms. Raymond and Ms. Stawiszynski said that Resident B was lying to me because they had heard comments made by Ms. Duong and Resident B on the recordings about using drugs and alcohol.

On 01/07/2022, Ms. Raymond, Ms. Stawiszynski, and I interviewed Resident C. Resident C confirmed that she had written the complaint to Recipient Rights and secretly made the voice and video recordings on her cell phone. Resident C stated that Ms. Duong gave her vodka about a month ago in this home. Resident C also said that she heard Ms. Duong “persuading” Resident A to drink alcohol, even though Resident A had recently “relapsed” from abstaining from using “drugs.” Resident C further reported that she heard Ms. Duong offer alcohol to Resident D and Resident E as well. Resident C informed us that Ms. Duong offered her cocaine before, too, and that Ms. Duong has been “drunk” on the job before. Resident C stated that she has seen Ms. Duong use cocaine at this home and that a few days ago Resident A “did coke” that she got from Ms. Duong.

On 01/07/2022, Ms. Raymond, Ms. Stawiszynski, and I interviewed Resident D. Resident D said that Ms. Duong has never used drugs or alcohol in this home and has never offered her any of these on the job. However, Resident D did report that Ms. Duong “offered to take me to the bar when I leave here” (i.e., when Resident D is no longer an AFC resident).

On 01/07/2022, Ms. Raymond, Ms. Stawiszynski, and I interviewed Resident E. Resident E said that Ms. Duong has never used drugs or alcohol in this home and has never offered her any of these on the job.

On 01/07/2022, Ms. Stawiszynski and I interviewed Resident A, who, at first, said she “didn’t want to get involved” with this matter. However, Resident A did say that Ms. Duong gave her “Hennessy” (cognac) “a couple of times,” but she “spit it out.” Resident A stated that Ms. Duong was “forcing it on me.”

On 01/09/2022, Ms. Stawiszynski sent me a photograph of a handwritten statement from Resident A, who also signed the note. Resident A wrote: “Hing Duong supplied me, (Resident A), with cocaine three different times. I don’t remember the exact time frame, however I know she gave me a “bump” of cocaine in the room me and (Resident B) were in, in the staff bathroom, and in Hing’s car. There were also multiple times that she insisted on me drinking alcohol with her and pressured me so

much one time that I had to pretend to take a drink. I also was a witness to her drinking a lot of the time she was working [sic].”

On 01/10/2022, I listened to the recordings made by Resident B that were sent to me by Ms. Stawiszynski. There were 4 voice recordings and 2 videos; however, the videos were only made to record voices, not what people were doing, so the footage is just of the ceiling with people talking nearby. The total time of all the recordings was approximately 43 minutes; however, most of the recording time was of the sound of a TV program running in the background. I was able to determine which comments were made by Ms. Duong because Resident C, whose voice I knew from interviewing her as well as her stating that she was the one who made these recordings, asked Ms. Duong a question, using her first name, and Ms. Duong answered. The comments I heard Ms. Duong make in these recordings are: “I want to take you guys so bad (to a specific hotel or motel); they have an open bar, swimming pool;” when Resident C said to Ms. Duong, “I’m not doing anything for New Years; you should get us fucked up, dude,” Ms. Duong replied, “If I’m getting you guys fucked up, you guys have to go with me out there. I’ll take you guys out, then bring you guys back home”. Ms. Duong said to Resident B and Resident C, “Guess what I’m getting; we got some weed, some blow and I’ve never, ever done ecstasy before, but me and my husband want to do it. And I’m scared I might stab him because the last time I did “srooms I almost stabbed him.” In one recording, after Ms. Duong offered to take Resident C to the bar, Resident C said to her, “I’m not old enough.” Ms. Duong responded, “It’s an open bar; they Don’t even card you.” Ms. Duong also said to at least Resident B and Resident C, “I’m getting messed up on New Year’s Eve; I Don’t care what anybody say.” Resident C said to Ms. Duong, “Come and pick us up,” and Ms. Duong stated, “Yep, I want to, sure, a hundred percent.”

On 01/10/2022, I called and spoke with Hing Duong. Ms. Duong denied ever offering alcohol or any drug, including cocaine and methamphetamines, to any of the residents of this home. Ms. Duong also denied ever using alcohol or drugs just before working or while on the job. She stated that she used to have a drug addiction, but no longer does; however, she said that she still drinks alcohol occasionally.

On 01/10/2022, I received an email from Ms. Bunce stating, “I did get the tox screen back for (Resident B) and it was negative for everything but marijuana.”

On 01/11/2022, I called and held an exit conference with Amber Bunce, Licensee Designee. I informed Ms. Bunce that I was citing a violation of this rule, and she stated that she terminated Ms. Duong and made a police report on her as well.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>

	<b>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</b>
<b>ANALYSIS:</b>	<p>Resident C stated that Ms. Duong gave her vodka about a month ago in his home. Resident C reportedly heard Ms. Duong “persuading” Resident A to drink alcohol, even though Resident A had recently “relapsed” from using “drugs.” Resident C reportedly heard Ms. Duong offer alcohol to Resident D and Resident E as well. Resident C stated Ms. Duong offered her cocaine before, and that Ms. Duong has been “drunk” on the job before. Resident C also reportedly saw Ms. Duong use cocaine at this home and that a few days ago Resident A “did coke” that she got from Ms. Duong.</p> <p>Resident A stated that Ms. Duong gave her “Hennessy” (cognac) “a couple of times.” Resident A stated that Ms. Duong was “forcing it on me.” Resident A also wrote a note stating that Hing Duong supplied her with cocaine three different times. She also wrote, that “there were also multiple times that she (Hing Duong) insisted on me drinking alcohol with. I also was a witness to her drinking a lot of the time she was working.” Resident A tested positive for cocaine on 01/07/2022.</p> <p>There are recordings of Ms. Duong offering to take the residents to the bar, including Resident C who is not of legal drinking age. Ms. Duong also offered to get the residents “fucked up” in reference to helping the resident get and use drugs.</p> <p>Ms. Duong denied these allegations.</p> <p>The comments made by Resident C and Resident A, Resident A testing positive for cocaine, and recorded comments made by Hing Duong support that this rule had been violated.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:** On 01/10/2022, I listened to the recordings made by Resident B that were sent to me by Ms. Stawiszynski. There were 4 voice recordings and 2 videos; however, the videos were only made to record voices, not what people were doing, so the footage is just of the ceiling with people talking nearby. The total time of all the recordings was approximately 43 minutes, however, most of the recording time was of the sound of a TV program running in the background. Within these recordings, I was able to hear Ms. Duong make several highly inappropriate comments, including many cuss words and describing graphic sex acts, in the presence of at least Resident B and Resident C. I was able to determine which comments were made by Ms. Duong because Resident C, whose voice I knew from interviewing her as well her stating that she was the one who made these



recordings, asked Ms. Duong a question, using her first name, and Ms. Duong answered. In one of the recordings, Resident C said to Ms. Duong, "I'm not doing anything for New Years; you should get us fucked up, dude." Ms. Duong replied, "If I'm getting you guys fucked up, you guys have to go with me out there." Ms. Duong said to at least Resident B and Resident C on a recording, "First of all, I didn't fuck anybody." Another time, Ms. Duong referred to a man sending Resident B a text message in which she quoted from the text message, Ms. Duong "sucked his dick" and that he "fucked both of them (Resident B and Ms. Duong)." Ms. Duong told Resident B and Resident C during this conversation, "Even if I wanted to do something with (this man) I couldn't "cause my daughter was there." Ms. Duong said, "I wasn't trying to pop no booty for no nigga." In addition to these comments, Ms. Duong could be heard saying "fuck (multiple times)," "fucking", "shit", "bullshit", and "ass" when speaking with the residents.

On 01/10/2022, I called and spoke with Hing Duong. Ms. Duong denied that she cursed on the job and said that she always spoke with the residents "professionally." Ms. Duong informed me that she never discussed sex or her personal life with any of these residents and added that she cannot be friends with AFC residents. Hearing Ms. Duong's voice on the phone confirmed that it was her voice I heard on the recordings.

On 01/11/2022, I called and held an exit conference with Amber Bunce, Licensee Designee. I informed Ms. Bunce that I was citing a violation of this rule, and she stated that she terminated Ms. Duong and made a police report on her as well.

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<b>(2) Direct care staff shall possess all of the following qualifications:</b> <b>(a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.</b>
<b>ANALYSIS:</b>	Hing Duong, DCW, used a variety of curse words multiple times while speaking with the residents. Ms. Duong also spoke about graphic sex acts and using illicit drugs while speaking with the residents.  The language Ms. Duong used in the presence of the residents on multiple occasions supports that she is not suitable to "meet the physical, emotional, intellectual, and social needs of each resident."  My findings support that this rule had been violated.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### 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.



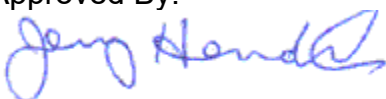
January 11, 2022

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Ian Tschirhart  
Licensing Consultant

Date

Approved By:



January 11, 2022

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Jerry Hendrick  
Area Manager

Date