



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 28, 2024

Immaculata Nwachukwu
Friman Homes Inc
Suite A-7
42000 Koppernick Road
Canton, MI 48187

RE: License #: AS820069046
Investigation #: 2024A0992021
Park Street Home

Dear Ms. Nwachukwu:

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 feel free to 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 (313) 456-0380.

Sincerely,

A handwritten signature in black ink, appearing to read "Denasha Walker".

Denasha Walker, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 300-9922

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820069046
Investigation #:	2024A0992021
Complaint Receipt Date:	02/12/2024
Investigation Initiation Date:	02/12/2024
Report Due Date:	04/12/2024
Licensee Name:	Friman Homes Inc
Licensee Address:	8281 Barrington Drive Ypsilanti, MI 48198
Licensee Telephone #:	(734) 254-0092
Administrator:	Immaculata Nwachukwu
Licensee Designee:	Immaculata Nwachukwu
Name of Facility:	Park Street Home
Facility Address:	35638 Park Wayne, MI 48184
Facility Telephone #:	(734) 254-0092
Original Issuance Date:	12/28/1995
License Status:	REGULAR
Effective Date:	11/21/2023
Expiration Date:	11/20/2025
Capacity:	6
Program Type:	MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Buchi "Joy" Ezoke, direct care staff member slapped Resident A's hand and told her to shut up. Regina Okoli, direct care staff hit Resident A with a broom.	Yes
Additional Findings	Yes

III. METHODOLOGY

02/12/2024	Special Investigation Intake 2024A0992021
02/12/2024	Special Investigation Initiated - Telephone Kya Lockett, adult protective services (APS)
02/15/2024	Inspection Completed On-site Phillip Ogbuaka, direct care staff
02/22/2024	Inspection Completed On-site Mary Oguguo, direct care staff
02/22/2024	Contact - Telephone call made Immaculata "Obi" Nwachukwu, licensee designee was not available. Message left.
02/22/2024	Contact - Telephone call received Obi
02/28/2024	Contact - Telephone call made Fatima Hammoud, Resident A's supports coordinator with Arabic American Services.
03/07/2024	Inspection Completed On-site Ms. Oguguo, Ms. Hammoud, Residents A-E.
03/08/2024	Referral - Recipient Rights
03/13/2024	Contact - Telephone call made Obi
03/13/2024	Contact - Telephone call made

	Mr. Ogbuaku
03/26/2024	Contact - Telephone call made Regina Okoli, direct care staff
03/26/2024	Contact - Telephone call made Buchi "Joy" Ezoke, direct care staff
03/26/2024	Contact - Telephone call made Obi was not available. Message left.
03/27/2024	Exit conference Obi

ALLEGATION: Buchi "Joy" Ezoke, direct care staff member slapped Resident A's hand and told her to shut up. Regina Okoli, direct care staff hit Resident A with a broom.

INVESTIGATION: On 02/12/2024, I contacted Kya Lockett, adult protective services (APS), and discussed the allegations. Ms. Lockett said Arabic is Resident A's primary language and she has difficulty understanding English. She said due to the language barrier, her coworker accompanied her to interview Resident A and was able to translate. Ms. Lockett said based on Resident A's statements, the investigation was substantiated. Ms. Lockett said Buchi "Joy" Ezoke has a very strong dialect, and it is believed English is not her primary language either. Ms. Lockett said Resident A does not have a guardian. However, Fatima Hammoud, is her supports coordinator with Arabic American Services. She said Ms. Hammoud is fluent in Arabic and willing to assist with the language barrier.

On 02/15/2024, I completed an unannounced onsite inspection to interview Resident A; Resident A was not available. Phillip Ogbuaka, home manager stated Resident A attends program Monday through Thursday from 8:00 a.m. through 4:00 p.m. I provided a card and requested Immaculata "Obi" Nwachukwu, licensee designee contact me.

On 02/22/2024, I completed an unannounced onsite inspection to interview Resident A; Resident A was not available. Mary Oguguo, direct care staff said Resident A had not returned from program. Ms. Oguguo made me aware that Resident A does not understand English which will make it difficult to interview her. I asked where Resident A attended program and Ms. Oguguo was uncertain. She said Resident A attends Monday through Friday from 8:00 a.m. through 4:00 p.m.

On 02/22/2024, I received a return call from Ms. Obi; I interviewed her regarding the allegations. Ms. Obi said she was previously made aware of the allegations. She

said she conducted an internal interview which included interviewing the direct care staff and residents, all of which denied witnessing both staff hit Resident A. I asked Ms. Obi if she could confirm which days Resident A attends program because I have attempted to interview her twice and she was not available. Ms. Obi was uncertain which days Resident A is supposed to attend program. She said she would confirm the days with the staff that transports her. I made her aware that upon completion of the investigation, I will follow-up with her for an exit conference.

On 02/28/2024, I contacted Ms. Hammoud, and interviewed her regarding the allegations. Ms. Hammoud said from what she understands one of the staff hit Resident A. I asked Ms. Hammoud if she could confirm which days Resident A attends program because I have attempted to interview her and was not successful. Ms. Hammoud said to her knowledge Resident A attends program twice a week unless things have changed. Ms. Hammoud said she can contact the staff and arrange an interview. I asked if Resident A speaks and understand English, and she said Resident A's English is very limited. Ms. Hammoud agreed to accompany during the interview to translate due to the language barrier.

On 03/07/2024, I arrived onsite and observed Ms. Oguguo communicating with Resident A. Ms. Oguguo was speaking slowly and had to repeat herself several times. Ms. Oguguo was explaining to Resident A that I was there to interview her and was waiting on Ms. Hammoud. It is unclear if Resident A clearly understood but she did repeat Ms. Oguguo by saying "Ms. Hammoud" a couple times before she sat down. Ms. Oguguo made me aware that Resident A does not understand English, so she speaks slowly, repeats herself several times and sometimes uses her hands to help Resident A understand.

Ms. Hammoud arrived, and I proceeded to interview Resident A with Ms. Hammoud's assistance. Resident A stated that the staff "Virginia" hit her on her hand with a broom. Resident A went and got the broom and demonstrated. She further explained that the staff was telling her to clean-up, but she could not understand her, so she hit her on the hand. I asked if anyone witnessed the staff hit her and she said yes. She said the people that live with her witnessed it; she said Resident C. I asked Resident A if there is a staff named "Joy" and she said yes. Resident A said Joy hit her on her hand because she was trying to go in the basement. Just to be clear, I asked Resident A if she was hit once or twice, and she said twice. She said Virginia hit her with the broom and Joy hit her on her hand. Resident A was not sure when the incidents occurred, but she stated Joy hit her before Virginia. She said it was a couple months ago. I asked Resident A if she told anyone, and she said yes, Mr. Ogbuaka. She said Mr. Ogbuaka did not do anything. She said all the staff yell and talk about her. Resident A stated she goes to program Monday through Friday from 8:30 a.m. – 4:30 p.m. I asked Resident A if she reads and/or write English and she said very little.

I interviewed Resident B regarding the allegations, which she denied. Resident B said she does not know a staff named "Virginia," she stated there is a staff named

“Joy.” Resident B said she has never witnessed any of the staff hit Resident A. She said the staff are nice. Resident B said sometimes she has difficulty understanding the staff, but other than that she does not have any concerns.

I interviewed Resident C regarding the allegations. Resident C denied witnessing any of the staff hit Resident A. Resident C said she is not familiar with all the staff names, but there is a staff named “Joy.” She said she does not recall hearing the name “Virigina.” Resident C said all the staff are nice and she denied having any concerns.

I interviewed Resident D regarding the allegations. Resident D said she was previously interviewed regarding the allegations. She said she did not witness anyone hit Resident A. Resident D said she gets along well with all the staff for the most part. She said sometimes she has a problem with the staff when they tell her to shower, but otherwise they are fine. Resident D said she does not know a staff named “Virgina,” but there is a staff name “Regina and Joy.” Resident D said all the staff are nice and she denied having any concerns.

I attempted to interview Resident E, but she said she was not interested in being interviewed.

Ms. Oguguo denied there is a staff name “Virgina.”

On 03/13/2024, I contacted Obi and asked her if there is a staff name “Virignia”, and she said no. She said there is a staff name Regina Okoli; she provided me with her contact information. I made Ms. Obi aware that based on my onsite inspection and interaction with the residents in the home, Resident A is not compatible with the other residents due to the language barrier. I stated Resident A speaks very limited English and has limited understanding of the English language. Ms. Obi insisted that Resident A understands when you communicate with her. She also mentioned that Josephine Okoye, direct care staff speaks Arabic. I asked about Ms. Okoye’s work schedule, and she stated Ms. Okoye only works Fridays. I made Ms. Obi aware that it is not fair to Resident A to be in a home that she cannot communicate and/or understand her roommates or staff. I further stated Resident A is not compatible with other residents in the home. Ms. Obi stated she was going to contact the placing agency in attempt to find other housing for Resident A

On 03/13/2024, I contacted Mr. Ogbuaku and interviewed him regarding the allegations. Mr. Ogbuaku confirmed he was made aware of the incident by Resident A. Due to the language barrier, I asked Mr. Ogbuaku how Resident A made him aware of the incident. Mr. Ogbuaku stated that Resident A said, “Joy not good to me” and she demonstrated by striking her wrists. Mr. Ogbuaku said he was not pleased and immediately interviewed the residents and staff, all of which denied witnessing the incident. Mr. Ogbuaku said because there was no evidence, neither Joy nor Regina was removed from the schedule. However, he said in-service training was provided to address cultural diversity.

On 03/26/2024, I contacted Regina Okoli, direct care staff and interviewed her regarding the allegations. Ms. Okoli denied the allegations and referred to Resident A as her “beloved girl.” Ms. Okoli said when Resident A was admitted to the home, no one was able to understand her. She said she takes her time with Resident A, so that she can understand her and address her needs. Ms. Okoli said as it pertains to the allegations, she did not hit her with a broom. Ms. Okoli said Resident A approached her and said, “dirty dirty” and pointed at her dress. Ms. Okoli said she agreed to wash Resident A’s clothing but asked her to go get more clothes to make a full load, but Resident A said she did not have more clothes. Ms. Okoli said she asked another resident if she had some dirty clothes, so that she can make a full load and she washed their clothes. Ms. Okoli said the next day Resident A brought down more clothes and said, “dirty dirty.” Ms. Okoli said she tried to explain to her that she had just washed her clothes and agreed to wash her clothes again in a couple days. Ms. Okoli said Resident A told her she knew how to sweep, and she grabbed the broom. She said she was going to sweep her room. Ms. Okoli said she took the broom and told her someone will sweep for you. Ms. Okoli said she never hit Resident A with the broom. Ms. Okoli said she tries very hard to accommodate Resident A and she does not know why she would say she hit her. Ms. Okoli said, “I am a grandmother; I cannot hit anyone with a broom.” It should be noted that Ms. Okoli has a very strong dialect and I had to ask her to repeat herself throughout the interview.

On 03/26/2024, I contacted Buchi "Joy" Ezoke, direct care staff and interviewed her regarding the allegations, which she denied. Joy said, “I did not hit [Resident A].” She said, “I did not, I did not.” She constantly repeated herself. She made some other statements, that I was unable to decipher due to her very strong dialect.

On 03/27/2024, I completed an exit conference with Ms. Obi. I made her aware that based on the investigative findings, there is sufficient evidence to support the allegation. I further stated that Resident A was very adamant that she was mistreated by the staff. In addition, I made Ms. Obi aware that during the investigation I determined Resident A is not compatible with the other residents in the home. Arabic is Resident A’s primary language; her ability to speak and understands English is very limited. Resident A is unable to openly communicate with the other residents and/or staff. Ms. Obi agreed to follow-up with Resident A’s placing agency regarding her being placed in a more compatible setting. Ms. Obi agreed to review the report and submit the corrective action plan as required.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(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.

<p>ANALYSIS:</p>	<p>During this investigation, I interviewed Immaculata “Obi” Nwachukwu, licensee designee; Phillip Ogbuaka, home manager. Mary Oguguo, Regina Okoli, and Buchi "Joy" Ezoke; direct care staff; Fatima Hammoud, Resident A’s Supports Coordinator with Arabic American Services; Kya Lockett, APS; and Residents A-E regarding the allegations. All of which denied the allegations except Resident A. Ms. Lockett stated based on her findings, there is evidence to support the allegations.</p> <p>During my interview with Resident A, she was very adamant and descriptive when discussing the allegations. Although Resident A has limited English skills, Ms. Hammoud translated due to the language barrier. Resident A presented as competent and credible.</p> <p>Based on the investigative findings, there is sufficient evidence to support the allegation that Resident A was not treated with dignity. The allegation is substantiated.</p>
<p>CONCLUSION:</p>	<p>VIOLATION ESTABLISHED</p>

ADDITIONAL FINDINGS:

INVESTIGATION: On 02/12/2024, I contacted Kya Lockett, adult protective services (APS). Ms. Lockett said Arabic is Resident A’s primary language and she has difficulty understanding English. She said due to the language barrier, her coworker accompanied her to interview Resident A and was able to translate. Ms. Lockett said Buchi "Joy" Ezoke has a very strong dialect, and it is believed English is not her primary language either.

On 02/22/2024, I completed an unannounced onsite inspection to interview Resident A; Resident A was not available. Mary Oguguo, direct care staff said Resident A had not returned from program. Ms. Oguguo made me aware that Resident A does not understand English which will make it difficult to interview her.

On 02/28/2024, I contacted Ms. Hammoud, and she said Resident A’s English is very limited. Due to the language barrier, Ms. Hammoud agreed to accompany me to translate during the interview.

On 03/07/2024, I arrived onsite and observed Ms. Oguguo communicating with Resident A. Ms. Oguguo was speaking slowly and had to repeat herself several times. Ms. Oguguo was explaining that I was there to interview her and was waiting on Ms. Hammoud. It is unclear if Resident A clearly understood but she did repeat Ms. Oguguo by saying “Ms. Hammoud” a couple times before she sat down. Ms. Oguguo reiterated Resident A does not understand English, so she speaks slowly,

repeats herself several times and sometimes use her hands to help Resident A understand.

I interviewed Resident A with Ms. Hammoud’s assistance. I asked Resident A if she reads and/or write English and she said very little.

On 03/26/2024, I contacted Regina Okoli, direct care staff and interviewed her regarding the allegations. Ms. Okoli denied the allegations and referred to Resident A as her “beloved girl.” Ms. Okoli said when Resident A was admitted to the home, no one was able to understand her. She said she takes her time with Resident A, so that she can understand her and address her needs. It should be noted that Ms. Okoli has a very strong dialect and I had to ask her to repeat herself throughout the interview.

On 03/26/2024, I contacted Buchi "Joy" Ezoke, direct care staff and interviewed her regarding the allegations. During the interview I was unable to decipher some of her statements due to her very strong dialect.

APPLICABLE RULE	
R 400.14301	Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.
	(2) A licensee shall not accept or retain a resident for care unless and until the licensee has completed a written assessment of the resident and determined that the resident is suitable pursuant to all of the following provisions: (c) The resident appears to be compatible with other residents and members of the household.
ANALYSIS:	Based on the investigative findings Arabic is Resident A’s primary language and she speaks/understand very limited English. There is a language barrier in the home. Resident A is not compatible with other residents and members of the household.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon an acceptable corrective action plan, I recommend that the status of the license remains the same.



03/27/2024

Denasha Walker
Licensing Consultant

Date

Approved By:



03/28/2024

Ardra Hunter
Area Manager

Date