



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 9, 2026

Benneth Okonkwo  
Tender Heart Quality Care Services LLC  
5083 Bedford Street  
Detroit, MI 48224

RE: License #: AS820288921  
Investigation #: 2026A0101013  
Lonia Home Care

Dear Mr. Okonkwo:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 blue ink, appearing to read "Edith Richardson".

Edith Richardson, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 919-1934

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820288921
<b>Investigation #:</b>	2026A0101013
<b>Complaint Receipt Date:</b>	11/24/2025
<b>Investigation Initiation Date:</b>	12/03/2025
<b>Report Due Date:</b>	01/23/2026
<b>Licensee Name:</b>	Tender Heart Quality Care Services LLC
<b>Licensee Address:</b>	5083 Bedford Street Detroit, MI 48224
<b>Licensee Telephone #:</b>	(248) 240-4413
<b>Administrator:</b>	Benneth Okonkwo
<b>Licensee Designee:</b>	Kenneth Okonkwo
<b>Name of Facility:</b>	Lonia Home Care
<b>Facility Address:</b>	2246 W. Philadelphia Detroit, MI 48206
<b>Facility Telephone #:</b>	(313) 221-1939
<b>Original Issuance Date:</b>	03/29/2007
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/29/2024
<b>Expiration Date:</b>	08/28/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	Violation Established?
On 11/04/2025, direct care staff, Miracle John- Mark and Resident A got into a physical fight. Resident A had a bruise on her foot.	No
Additional Findings	Yes

## III. METHODOLOGY

11/24/2025	Special Investigation Intake 2026A0101013
12/03/2025	Special Investigation Initiated - Telephone Guardianship caseworker Tyree Harper, Michigan Guardianship
12/03/2025	Inspection Completed On-site Interviewed home manager, Tiffany Stoutermore Received copy of incident report, Resident A's treatment plan
02/17/2026	Inspection Completed On-site Interviewed Resident A
02/18/2026	Contact - Telephone call made DCS, Miracle John- Mark, left message
02/18/2026	Contact - Telephone call made Licensee designee, Benneth Okonkwo, left message
02/25/2026	Contact – Document sent E-mail to Mr. Okonkwo
02/25/2026	Contact- Telephone call made Adult Protective Services, Shantel Johnson, left message
02/25/2026	Contact - Telephone call made Ms. Stoutermore Resident A
02/25/2026	Contact - Telephone call made Ms. John-Mark
02/26/2026	Contact - Telephone call received Mr. Okonkwo

02/26/2026	Contact - Telephone call received DCS Adaramodu Kofoworola
02/26/2026	Contact - Telephone call made Former DCS Kosie Ezeji-Carr
02/27/2026	Contact- Telephone call received Shantel Johnson, APS worker
02/27/2026	Exit conference with Mr. Okonkwo

**ALLEGATION: On 11/04/2025, direct care staff (DCS), Miracle John- Mark and Resident A got into a physical fight. Resident A had a bruise on her foot.**

**INVESTIGATION:** On 12/03/2025, I spoke with Resident A's guardianship caseworker, Tyree Harper. Mr. Harper stated that he was not aware that Resident A had a physical altercation with a staff. Mr. Harper stated he did not believe the allegation because the licensee who runs this home has an excellent program. Mr. Harper stated Resident A has several challenging behaviors. Mr. Harper stated Resident A is non-compliant, angry and displays verbal and physical aggression.

On 12/03/2025, I interviewed the home manager, Tiffany Stoutermore. Ms. Stoutermore stated the confrontation Ms. John-Mark had with Resident A was not physical. Ms. Stoutermore stated the confrontation was verbal. Ms. Stoutermore further stated Resident A flooded the bathroom and Ms. John-Mark wanted her to get the water up.

On 12/03/2025, I interviewed Resident A. Resident A stated the confrontation she had with Ms. John-Mark was not physical, it was verbal. Resident A stated she was getting out of the tub and Ms. John-Mark wanted her to clean up the water. Resident A stated, "I wasn't going to clean it up naked."

On 02/25/2026, I spoke with Resident A. Resident A stated she is prone to bruises. Resident A did not know if she had a bruise on her foot when she had the confrontation with Ms. John-Mark.

On 02/25/2026, I spoke with Ms. Stoutermore. Ms. Stoutermore stated Resident A did not have a bruise on her foot when the incident occurred.

On 02/25/2026, I interviewed Ms. John-Mark. Ms. John-Mark stated she wasn't Resident A's one on one staff, it was "Kosie". Ms. John-Mark stated that she was mopping in the hallway and Resident A was in her bedroom. Ms. John-Mark stated Resident A bolted out of her bedroom and charged at her. Ms. John-Mark stated she was screaming and hollering. Ms. John-Mark stated she did not argue with Resident A. Ms. John-Mark stated she was only trying to calm her down.

On 02/25/2026, I reviewed the incident report written by DCS Kosie Ezeji-Carr, who according to Ms. John Mark was Resident A's one on one staff, which is likely because Ms. Ezeji-Carr wrote the incident report. The incident report only named Ms. Ezeji-Carr as a witness but was not mentioned in what happened. According to the incident report Resident A was taking a bath, and she ran so much water it flooded the bathroom. The incident report stated that the one-on-one staff was standing outside of the bathroom door. The incident report also stated Resident A started screaming and the one-on-one staff entered the bathroom. The incident report stated the one-on-one staff asked Resident A to help her get the water up and Resident A began cursing and calling her racial slurs.

On 02/26/2026, I interviewed former DCS Kosie Ezeji-Carr. Ms. Ezeji-Carr stated she could not remember the incident. Ms.-Ezeji-Carr stated the only thing she remembers is the altercation was not physical.

On 02/26/2026, I interviewed DCS Adaramodu Kofoworola. Mr. Kofoworola stated when this incident occurred, he was upstairs with the men. He stated that the altercation was not physical. Mr. Kofoworola stated he could hear the conversation between Ms. John-Mark and Resident A. Mr. Kofoworola stated that Ms. John-Mark was not arguing she was trying to get Resident A to calm down.

On 02/26/2026, I spoke with the licensee designee Mr. Okonkwo. Mr. Okonkwo stated he knows that Ms. John- Mark was arguing with Resident A because Ms. John-Mark, Mr. Kofoworola and Ms. Ezeji-Carr all told him that "Ms. John-Mark was arguing with Resident A." Furthermore Mr. Okonkwo did not identify who the one-on-one staff was. He stated if a resident has one-on-one staffing all the staff on shift are responsible for that resident.

On 02/27/2026, I spoke with the APS worker, Shantel Johnson. Ms. Johnson stated she did not substantiate the allegation.

On 02/27/2026, I conducted an exit conference with the licensee designee Benneth Okonkwo. Mr. Okonkwo agreed with my findings.

<b>APPLICABLE RULE</b>	
<b>R 400.681</b>	<b>Resident rights; licensee responsibilities.</b>
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.

<b>ANALYSIS:</b>	Based upon the preponderance of evidence, Resident A was protected and safe.  According to Resident A, the licensee designee, the home manager, and Ms. Johnson, Resident A and Ms. John-Mark did not have a physical fight.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:** On 12/03/2025, I interviewed the home manager, Tiffany Stoutermore. Ms. Stoutermore stated Ms. John-Mark did not have a physical confrontation with Resident A. Ms. Stoutermore stated that the confrontation Ms. John-Mark had with Resident A was verbal.

On 12/03/2025, I interviewed Resident A. Resident A stated the confrontation she had with Ms. John-Mark was not physical, it was verbal.

On 02/25/2026, I interviewed Ms. John-Mark. Ms. John-Mark stated Kosie was Resident A's one-on-one staff. Ms. John-Mark stated she did not argue with Resident A. Ms. John-Mark stated she was only trying to calm her down.

On 02/25/2026, I reviewed the incident report written by DCS Kosie Ezeji-Carr, who according to Ms. John Mark was Resident A's one on one staff, which is likely because Ms. Ezeji-Carr wrote the incident report. The incident report only named Ms. Ezeji-Carr as a witness but was not mentioned in what happened. According to the incident report Resident A was taking a bath, and she ran so much water it flooded the bathroom. The incident report stated that the one-on-one staff was standing outside of the bathroom door. The incident report also stated Resident A started screaming and the one-on-one staff entered the bathroom. The incident report stated the one-on-one staff asked Resident A to help her get the water up and Resident A began cursing and calling her racial slurs.

On 02/26/2026, I interviewed Mr. Kofoworola. Mr. Kofoworola stated he heard the verbal altercation between Ms. John-Mark and Resident A. Mr. Kofoworola stated Ms. John-Mark was trying to get Resident A to calm down.

On 02/26/2026, I interviewed former DCS Kosie Ezeji-Carr. Ms.-Ezeji-Carr stated the only thing she remembers is the altercation was not physical.

On 02/26/2026, I spoke with the licensee designee, Mr. Okonkwo. Mr. Okonkwo stated he knows that Ms. John- Mark was arguing with Resident A because Ms. John-Mark, Mr. Kofoworola and Ms. Ezeji-Carr all told him that "Ms. John- Mark was arguing with Resident A." Furthermore Mr. Okonkwo did not identify who the one-on-

one staff was. He stated if a resident is one-on-one all the staff on shift are responsible for that resident.

On 02/27/2026, I conducted an exit conference with the licensee designee, Benneth Okonkwo. Mr. Okonkwo agreed with my findings.

<b>APPLICABLE RULE</b>	
<b>R400.641</b>	<b>Resident behavior interventions.</b>
	(6) A licensee, staff, volunteers, or any person who lives in the facility shall not do any of the following: Subject a resident to any of the following: (ii) Verbal abuse.

<p><b>ANALYSIS:</b></p>	<p>Based upon the preponderance of evidence, Ms. John-Mark subjected Resident A to verbal abuse.</p> <p>According to Resident A, the licensee designee, and the home manager, Ms. John-Mark, had a verbal altercation with Resident A when she flooded the bathroom.</p> <p>Even though Ms. John-Mark and Mr. Kofoworola contend that Ms. Johnn-Mark was not arguing with Resident A. I did not find them to be credible because of the inconsistencies with the incident report, and my interviews with Ms. John-Mark, Mr. Kofoworola, and Ms. Ezeji-Carr.</p> <p>The incident report stated the altercation happened in the bathroom. However, Ms. John-Mark stated that she was mopping in the hallway, and Resident A came out of her bedroom. Ms. John-Mark stated Resident A's one-on-one staff was Ms. Ezeji-Carr and the incident report stated that the one-on-one staff was standing outside the bathroom door. If the flooding of the bathroom is what triggered this incident it is unclear why the confrontation was with Ms. John-Mark and not with her one-on-one staff who intervened. Furthermore, if the one-on-one staff was standing outside the bathroom door why would she allow the bathroom to flood. If she had been standing outside the bathroom door, she would have heard the water running.</p> <p>Mr. Kofoworola stated he heard the verbal altercation between Ms. John-Mark and Resident A.</p> <p>Ms. Ezeji-Carr also stated there was an altercation and it was not physical.</p>
<p><b>CONCLUSION:</b></p>	<p><b>VIOLATION ESTABLISHED</b></p>

#### IV. RECOMMENDATION

Contingent upon an acceptable corrective action plan I recommend the status of the license remains unchanged.



Edith Richardson  
Licensing Consultant

03/05/2026

Date

Approved By:



03/09/2026

Ardra Hunter  
Area Manager

Date