



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

October 23, 2020

Appolonia Okonkwo  
Tender Hearts, Inc.  
2708 Oakman Court  
Detroit, MI 48238

RE: Application #: AS820400485  
**Phipps Manor**  
**27229 Phipps Street**  
**Inkster, MI 48141**

Dear Mrs. Okonkwo:

Attached is the Original Licensing Study Report for the above referenced facility. The study has determined substantial compliance with applicable licensing statutes and administrative rules. Therefore, a temporary license with a maximum capacity of 6 is issued.

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 cursive script, 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  
LICENSING STUDY REPORT**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820400485
<b>Licensee Name:</b>	Tender Hearts, Inc.
<b>Licensee Address:</b>	2708 Oakman Court Detroit, MI 48238
<b>Licensee Telephone #:</b>	(248) 240-4413
<b>Administrator/Licensee Designee:</b>	Appolonia Okonkwo
<b>Name of Facility:</b>	Phipps Manor
<b>Facility Address:</b>	27229 Phipps Street Inkster, MI 48141
<b>Facility Telephone #:</b>	(313) 296-6468 07/08/2019
<b>Application Date:</b>	
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

## II. METHODOLOGY

07/08/2019	On-Line Enrollment
07/12/2019	Contact - Document Sent Forms sent
08/16/2019	Contact - Document Received AFC 100 & 1326
08/27/2019	Application Incomplete Letter Sent
11/04/2019	Contact - Document Received
01/30/2020	Inspection Completed On-site
01/30/2020	Inspection Completed-BCAL Sub. Compliance
07/21/2020	Inspection Completed On-site At this time the home is not ready, there are several repairs that need to be completed.
08/24/2020	Inspection Completed On-site Currently the home is not ready, applicant working on repairs.
09/02/2020	Inspection Completed On-site
09/02/2020	Inspection Completed-BCAL Full Compliance
10/20/2020	Contact - Document Received
10/21/2020	Application Complete/On-site Needed

## III. DESCRIPTION OF FINDINGS & CONCLUSIONS

### A. Physical Description of Facility

Phipps Manor is in a residential area of Metro Detroit; the home address is 27229 Phipps St. Inkster, MI 48141; Wayne County. The ranch style home has four bedrooms, kitchen, dining area, living room and two bathrooms. The home has two means of egress, the main entrance and back door. The home is located on a dead-end street, which allows street parking in addition to the driveway on the westside of the home with adequate parking for staff and visitors. The home utilizes public water and sewage disposal.

The home is wheelchair accessible and can accommodate wheelchairs.

The furnace and hot water heater are located on the same floor as resident bedrooms in a room that is constructed of material that has a 1-hour-fire-resistance rating with a 1-3/4-inch solid core door equipped with an automatic self-closing device and positive latching hardware. The facility is equipped with interconnected, hardwire smoke detection system, with battery backup, which was installed by a licensed electrician and is fully operational.

Resident bedrooms were measured during the on-site inspection and have the following dimensions:

Bedroom #	Room Dimensions	Total Square Footage	Total Resident Beds
East	11.17 x 9.83	110	1
East	11.17 x 17.58	196	2
Northwest	10.25 x 8.33	85	1
Northwest	13 x 11.5	150	2

The living and dining areas measure a total of 281 square feet of living space. This exceeds the minimum of 35 square feet per resident requirement.

Based on the above information, it is concluded that this facility can accommodate **six (6)** residents. It is the licensee's responsibility not to exceed the facility's licensed capacity.

## **B. Program Description**

Admission and discharge policies, program statement, refund policy, personnel policies, and standard procedures for the facility were reviewed and accepted as written. The applicant, intends to provide 24-hour supervision, protection and personal care to **six (6)** male or female ambulatory adults whose diagnosis is mentally ill, developmentally disabled, physically handicapped or aged, in the least restrictive environment possible. The program will include social interaction skills, personal hygiene, personal adjustment skills, and public safety skills. A personal behavior support plan will be designed and implemented for each resident's social and behavioral developmental needs. Residents will be referred from: (Detroit Wayne Integrated Health Network).

If required, behavioral intervention and crisis intervention programs will be developed as identified in the assessment plan. These programs shall be implemented only by trained staff, and only with the prior approval of the resident, guardian, and the responsible agency.

The licensee will provide all transportation for program and medical needs. The facility will make provision for a variety of leisure and recreational equipment. It is the intent of this facility to utilize local community resources including public schools and libraries,

local museums, shopping centers, and local parks. These resources provide an environment to enhance the quality of life and/or increase the independence of residents.

**C. Applicant and Administrator Qualifications**

The applicant is TENDER HEARTS, INC., which is a “Non Profit Corporation” was established in Michigan, on 7/31/2012. The applicant submitted a financial statement and established an annual budget projecting expenses and income to demonstrate the financial capability to operate this adult foster care facility.

The Board of Directors of TENDER HEARTS, INC., has submitted documentation appointing Appolonia Okonkwo as Licensee Designee and Administrator for this facility.

A licensing record clearance request was completed with no lein convictions recorded for the licensee designee and administrator. The licensee designee and administrator submitted a medical clearance request with statements from a physician documenting their good health and current TB-tine negative results.

The licensee designee and administrator have provided documentation to satisfy the qualifications and training requirements identified in the administrative group home rules.

The licensee designee is the current licensee designee and/or administrator for the following facilities:

Facility Name	License Number	Population	Original License Date/ Facility Status
Schoolcraft Home (licensee designee/ administrator)	AS820389008	Developmentally Disabled, Mentally Ill, Physically Handicapped, Aged, Traumatic Brain Injury	2018 - Active
Lonia Home (administrator)	AS820288921	Developmentally Disabled, Mentally Ill, Physically Handicapped, Aged	2007 - Active
Bedford Home (administrator)	AS820312395	Developmentally Disabled, Mentally Ill, Physically Handicapped, Aged, Traumatic Brain Injury	2012 - Active

The staffing pattern for the original license of this 6-bed facility is adequate and includes a minimum of 1 staff –to- 6 residents per shift. All staff shall be awake during sleeping hours.

The licensee designee acknowledges an understanding of the training and qualification requirements for direct care staff prior to each person working in the facility in that capacity or being considered as part of the staff –to- resident ratio.

The licensee designee acknowledged an understanding of the responsibility to assess the good moral character of employees and contractors who have regular, ongoing, “direct access” to residents or the resident information or both. The licensing consultant provided technical assistance on the process for obtaining criminal record checks utilizing the Michigan Long Term Care Partnership website ([www.miltcpartnership.org](http://www.miltcpartnership.org)), L-1 Identity Solutions™ (formerly Identix ®), and the related documents required to be maintained in each employees record to demonstrate compliance.

The licensee designee acknowledges an understanding of the administrative rules regarding medication procedures and that only those direct care staff that have received medication training and have been determined competent by the licensee, can administer medication to residents. In addition, the applicant has indicated that resident medication will be stored in a locked cabinet and that daily medication logs will be maintained on each resident receiving medication.

The licensee designee acknowledges their responsibility to obtain all required documentation and signatures that are to be completed prior to each direct care staff or volunteer working with residents. In addition, the applicant acknowledges their responsibility to maintain a current employee record on file in the home for the licensee, administrator, and direct care staff or volunteer and the retention schedule for all of the documents contained within each employee’s file.

The licensee designee acknowledges an understanding of the administrative rules regarding informing each resident of their resident rights and providing them with a copy of those rights. The applicant indicated that it is their intent to achieve and maintain compliance with these requirements.

The licensee designee acknowledges an understanding of the administrative rules regarding the written and verbal reporting of incidents and accidents and the responsibility to conduct an immediate investigation of the cause. The applicant has indicated their intention to achieve and maintain compliance with the reporting and investigation of each incident and accident involving a resident, employee, and/or visitor.

The licensee designee acknowledges an understanding of the administrative rules regarding the handling of resident funds and valuables and intends to comply.

The licensee designee acknowledges their responsibility to obtain all of the required forms and signatures that are to be completed prior to, or at the time of each resident's admission to the home as well as the required forms and signatures to be completed for each resident on an annual basis. In addition, the applicant acknowledges their responsibility to maintain a current resident record on file in the home for each resident and the retention schedule for all of the documents contained within each resident's file.

The licensee designee acknowledges their responsibility to provide a written discharge notice to the appropriate parties when a 30-day or less than 30-day discharge is requested.

**D. Rule/Statutory Violations**

The applicant was in compliance with the licensing act and applicable administrative rules at the time of licensure.

**IV. RECOMMENDATION**

I recommend issuance of a temporary license to this AFC adult small group home (capacity 1-6).



10/22/2020

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Denasha Walker  
Licensing Consultant

Date

Approved By:



10/23/2020

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Ardra Hunter  
Area Manager

Date