



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

September 15, 2021

Stella Agonor  
Gracious Adult Foster Care Inc.  
2120 Cawdor Ct.  
Lansing, MI 48917

RE: License #: AS330272443  
Investigation #: 2021A1029018  
Gracious AFC I Inc.

Dear Ms. Agonor:

Attached is the Special Investigation Report for the above referenced facility. Though there is a violation identified in the report, a written corrective action plan is not required as you have already taken appropriate 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 (231) 922-5309.

Sincerely,

*Jennifer Browning*

Jennifer Browning, Licensing Consultant  
Bureau of Community and Health Systems  
[Browningj1@michigan.gov](mailto:Browningj1@michigan.gov)  
(989) 444-9614

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS330272443
<b>Investigation #:</b>	2021A1029018
<b>Complaint Receipt Date:</b>	07/19/2021
<b>Investigation Initiation Date:</b>	07/21/2021
<b>Report Due Date:</b>	09/17/2021
<b>Licensee Name:</b>	Gracious Adult Foster Care Inc.
<b>Licensee Address:</b>	2120 Cawdor Ct. Lansing, MI 48917
<b>Licensee Telephone #:</b>	(517) 410-4331
<b>Administrator:</b>	Stella Agonor
<b>Licensee Designee:</b>	Stella Agonor
<b>Name of Facility:</b>	Gracious AFC I Inc.
<b>Facility Address:</b>	733 Wisconsin Avenue Lansing, MI 48915
<b>Facility Telephone #:</b>	(517) 485-0989
<b>Original Issuance Date:</b>	01/26/2005
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	12/13/2019
<b>Expiration Date:</b>	12/12/2021
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Direct care staff member Ms. Irving-Jackson instructs Resident A to walk to the store for her to purchase alcohol and cigarettes which leads to Ms. Irving-Jackson being under the influence of alcohol and marijuana while working.	Yes
Resident A was evicted from the facility for discrimination.	No

**III. METHODOLOGY**

07/19/2021	Special Investigation Intake 2021A1029018
07/21/2021	Special Investigation Initiated – Letter - Emails with complainant
07/27/2021	Contact - Face to Face with Residents A, B C D, Eileen Jackson, and direct care staff member, Stella. Also spoke with licensee designee, Stella Agonor on the phone while I was there.
07/27/2021	Contact - Document Received Document received from Stella Agonor. Eileen Jackson -reprimand letter
07/29/2021	Contact - Document Received- Email from Stella Agonor
08/13/2021	Exit Conference with licensee designee, Stella Agonor

**ALLEGATION:**

**Direct care staff member Ms. Irving-Jackson instructs Resident A to walk to the store for her to purchase alcohol and cigarettes which leads to Ms. Irving-Jackson being under the influence of alcohol and marijuana while working.**

**INVESTIGATION:**

A complaint was received on July 19, 2021 from the BCAL online complaint system alleging that direct care staff member, Ms. Irving-Jackson sent Resident A to the store to buy alcohol and cigarettes for her while she was working. There were also concerns that Ms. Irving-Jackson used the alcohol while she was working causing her to be under the influence and not suitable to perform the job duties.

On July 27, 2021, I interviewed Resident A at Gracious AFC. He stated that he is wondering why he is “always picked to buy alcohol for someone that works at the facility.” Resident A stated that he has gone to the store to buy Absolute Vodka many times for direct care staff member Ilene Irving-Jackson. He stated that when he walks to the store, she will ask him to buy alcohol for her when he is going. She gives him money to purchase the items and he has never had to purchase these items with his own money. Resident A stated that he does this about once per week.

Resident A stated that he has never observed any residents to not receive care due direct care staff member Ilene Irving-Jackson using alcohol at the facility. He stated that he has cooked for the residents and cleaned occasionally when she is under the influence of alcohol. He was not aware how many times this has occurred. To his knowledge, none of the other residents have cooked or cleaned when she was under the influence of alcohol. He has observed her to be “passed out and drunk” but could not remember when the last time was. He also stated that it does not happen often.

I interviewed Resident B at Gracious AFC. He denied that he has ever went to the store for any of the direct care staff members. He stated that he is gone from the AFC facility often out riding his bike or walking but no direct care staff member has ever asked him to purchase items such as alcohol at the store. Resident B stated that he did not have any concerns of any direct care staff member being under the influence of any drugs or alcohol while working at the AFC home. He was familiar with direct care staff member Ilene Irving-Jackson and mentioned that she also resides at the home as a live in staff. He stated he has never observed her to be sleeping while she was supposed to be working. He stated he believes that she is good at her job.

I also interviewed direct care staff member, Stella Ehiohioghae who has worked at Gracious AFC for almost two years. She stated that Ms. Irving-Jackson resides at the home and lives upstairs. Ms. Ehiohioghae stated she has observed that Ms. Irving-Jackson usually drinks pop and she smokes cigarettes outside. Ms. Ehiohioghae has never observed her to pour anything else into her pop or noticed that she was under the influence of alcohol while on duty or working in the home. Ms. Ehiohioghae did confirm that Ms. Irving-Jackson sends Resident A to the store but she did not know what he purchases when he is there. Ms. Ehiohioghae stated that she typically does not work with Ms. Irving-Jackson because they alternate seven days off and seven days on for their schedules.

I was able to review the resident record for Resident A. The *Resident Health Care Appraisal (BCAL-3497)* was dated 6/15/2020 and included documentation that he was diagnosed with bipolar I, fully ambulatory, and bilateral hearing loss. Resident A’s *Assessment Plan for AFC Residents (BCAL-3265)* dated 1/20/2021 and the *Resident Care Agreement (BCAL-3266)* indicated that Resident A was able to move independently in the community and can utilize public transportation when leaving the adult foster care facility.

I interviewed direct care staff member, Ilene Irving-Jackson. She stated she resides in Gracious AFC due to her position as a live in direct care staff member and works alternating seven days on and then seven days off. Ms. Irving-Jackson stated that she will have the residents bring her snacks or pop when they come back from the store. She stated she has had them bring cigarettes in the past but no drugs or alcohol. Ms. Irving-Jackson denied that she has fallen asleep when she was supposed to be working and has never drank alcohol while working or passed out from being under the influence of alcohol or marijuana. She has also never witnessed another staff do this. She stated that she has allowed the residents to help with chores around the house such as taking the trash out and doing the dishes because they like to help out. They have never had to do the tasks due to her being unable to do so.

I interviewed Resident C. He stated that he has no concerns in the home other than some of the other residents stealing at times. He stated that he has never observed any of the direct care staff members to be drinking alcohol or smoking while they are supposed to be working. He then stated, "if they did, then I wouldn't see it." He had no concerns of residents buying alcohol for direct care staff members. Resident C stated that direct care staff member, Stella Ehiohioghae or Ilene Irving-Jackson complete all the cooking and cleaning in the home.

While at Gracious AFC, I interviewed licensee designee, Ms. Agonor by telephone after she called the house phone number and asked to speak to me. Ms. Agonor stated that she was informed that Resident A had concerns of being sent to the store to buy cigarettes and alcohol for direct care staff member Ilene Irving-Jackson. She was told in the past that Ilene Irving-Jackson was sending the residents to the store and she asked her about it. Initially Ms. Irving-Jackson denied this was true but Ms. Agonor interviewed the residents and realized she was doing this. She stated that Resident A informed her that he would go to the store and buy "booze and cranberry juice" for Ms. Irving-Jackson. She stated that Ms. Irving-Jackson was currently on a one week suspension for doing this. Ms. Agonor stated she knew Ms. Irving-Jackson was sending residents to the store to buy pop and snacks for her which is against their company policy and Ms. Agonor talked to her about this within the last few months informing Ms. Irving-Jackson not to do this. Ms. Agonor stated she is in the home almost every day and she has never observed anyone to be under the influence. Ms. Agonor also searched Ms. Irving-Jackson's room and did not find any alcohol, marijuana, or other drugs in her room. She stated that Resident A always used Ms. Irving-Jackson's money to purchase the items.

I also interviewed Resident D at Gracious AFC. He stated that he does not have any concerns with any of the direct care staff members. He was familiar with Ms. Irving-Jackson and stated that he goes to the store for her to help her out. He said when he is going to the store, he will also bring her back items to help her out. He will bring her back coffee and tobacco from the store but stated the tobacco is mostly for other residents. Typically, he will bring back snacks, pop, and coffee for Ms. Irving-Jackson stating the last time was a couple weeks ago. He has not purchased alcohol for her in the past. He has never observed any of the direct care staff member to be under the

influence while working. All cooking and cleaning is done by the staff in the home. There has never been a time where he was forced to cook or clean because it was not getting done. Overall, he stated he enjoys living at Gracious AFC.

On July 29, 2021, Licensee designee, Stella Agonor emailed documents showing that she has been addressing the situation with Ms. Irving-Jackson. Ms. Irving-Jackson's contract included her schedule showing she works in the role as a home manager on alternating seven day shifts. Ms. Agonor included the written reprimand dated July 22, 2021 regarding her sending the residents to the store. The written reprimand also stated that they were being sent to buy soda and snacks since she denied they were buying alcohol for her. There is documentation that she was warned previously to not do this citing she has adequate personal time with seven days off after her work schedule. She was given a one week suspension without pay starting on July 23, 2021. In addition, she had to agree to and maintain the following recommendations:

1. Submit a written letter stating Ms. Irving-Jackson would no longer send any resident to the store and that breaking that rule will result in your immediate termination at which time she would have to vacate the home.
2. Submit to random breathalyzer by the administrator or her designee.
3. Allow random search of your living quarters by the administrator or her designee.
4. Sign a new contract that will reflect the above recommendations.

This document was signed by both Licensee designee, Stella Agonor, and Ileene Irving-Jackson on July 22, 2021.

During the exit conference on August 13, 2021, Ms. Agonor stated that she was able to confirm that Ms. Irving-Jackson did not send any residents to the store since she was issued the written reprimand.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(2) All work that is performed by a resident shall be in accordance with the written assessment plan.</b>

<b>ANALYSIS:</b>	<p>Resident A's and Resident D's record did not include any documentation in the assessment plan that they were required to shop for Ms. Irving-Jackson while residing in the Gracious AFC. It appeared that Ms. Irving-Jackson was requiring Resident A and Resident D to perform work that was not in accordance with their assessment plans.</p> <p>Licensee designee, Stella Agonor issued Ms. Irving-Jackson a written reprimand on July 22, 2021 which Ms. Irving-Jackson signed agreeing to not send residents to the store for her in the future. Ms. Agonor has also followed up with Ms. Irving-Jackson and Resident A since that time to ensure this has not occurred since the last incident.</p> <p>Due to the written reprimand being issued and received and Ms. Agonor addressing these concerns, no corrective action plan is required.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<p><b>(2) Direct care staff shall possess all of the following qualifications:</b></p> <p><b>(a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.</b></p>
<b>ANALYSIS:</b>	<p>The evidence from the resident interviews, direct care staff member, Stella Ehiohioghae, and Ileene Irving-Jackson, along with licensee designee Stella Agonor does not show that Ms. Irving-Jackson was under the influence while she was on shift at Gracious AFC I. There does not appear to be a time that she was unable to meet the physical, emotional, intellectual, and social needs of the residents.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Resident A was evicted from the facility for discrimination.**

**INVESTIGATION:**

A complaint was received on July 19, 2021 from the BCAL online complaint system that Resident A was given a discharge notice from Gracious AFC.

On July 21, 2021, an email was sent to Complainant who confirmed that Resident A wants to move out of Gracious AFC but that he was not given a discharge notice at this time by licensee designee Stella Agonor.

On July 27, 2021, I was able to interview Resident A at Gracious AFC. He informed me he was excited because he will be moving out soon to his own apartment. He stated he did not receive a discharge notice from Stella Agonor and denied that she ever told him he would have to move out.

On July 27, 2021, I interviewed licensee designee, Stella Agonor who stated there was a misunderstanding with Resident A. She interviewed a prospective resident and she thought that it would be a good arrangement because he would have made a good roommate for Resident A. Initially Resident A stated that he did not know the potential resident. Later that day she saw him walking down the road with him. Resident A told her that she did not see them walking and denied it was him. Ms. Agonor was upset with Resident A for lying to her but she did not give a discharge notice to him. After the incident, Resident A apologized to her for lying and stated that he wanted to be roommates with a different resident. He confirmed that he did know the other resident and they were friends from a previous placement.

<b>APPLICABLE RULE</b>	
<b>R 400.14302</b>	<b>Resident admission and discharge policy; house rules; emergency discharge; change of residency; restricting resident's ability to make living arrangements prohibited; provision of resident records at time of discharge.</b>
	<b>(3) A licensee shall provide a resident and his or her designated representative with a 30-day written notice before discharge from the home. The written notice shall state the reasons for discharge. A copy of the written notice shall be sent to the resident's designated representative and responsible agency. The provisions of this subrule do not preclude a licensee from providing other legal notice as required by law.</b>



<b>ANALYSIS:</b>	Licensee designee, Stella Agonor, did not give Resident A a discharge notice or inform Resident A that he would be discharged from Gracious AFC. Resident A stated that he was planning on moving out of Gracious AFC to reside in his own apartment but stated that he has not received a discharge notice and Ms. Agonor did not advise him he needed to move from the facility. There is no indication that he was discharged as a result of discrimination since there was no discharge notice given.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend no change in the license status.

*Jennifer Browning*

Jennifer Browning  
Licensing Consultant

9/1/2021

Date

Approved By:

*Dawn Timm*

09/15/2021

Dawn N. Timm  
Area Manager

Date