



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 21, 2021

Stella Agonor
Bettercare AFC Inc.
2120 Cawdor Ct
Lansing, MI 48917

RE: License #: AS330390693
Investigation #: 2022A0582007
Bettercare AFC Inc.

Dear Ms. Agonor:

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. If I am not available and you need to speak to someone immediately, please contact the local office at (517) 284-9727.

Sincerely,

A handwritten signature in cursive script that reads "Derrick L. Britton".

Derrick Britton, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 284-9721

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

License #:	AS330390693
Investigation #:	2022A0582007
Complaint Receipt Date:	10/25/2021
Investigation Initiation Date:	10/27/2021
Report Due Date:	12/24/2021
Licensee Name:	Bettercare AFC Inc.
Licensee Address:	2120 Cawdor Ct Lansing, MI 48917
Licensee Telephone #:	(517) 803-4363
Administrator:	Stella Agonor
Licensee Designee:	Stella Agonor
Name of Facility:	Bettercare AFC Inc.
Facility Address:	444 West Street Lansing, MI 48915
Facility Telephone #:	(517) 410-4331
Original Issuance Date:	05/01/2018
License Status:	REGULAR
Effective Date:	11/01/2020
Expiration Date:	10/31/2022
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On 10/21/2021 at around 9 PM, Direct Care Worker (DCW) Duane Farris was inebriated while having residents in his care.	Yes

III. METHODOLOGY

10/25/2021	Special Investigation Intake 2022A0582007
10/27/2021	Special Investigation Initiated - Telephone With Complainant
10/27/2021	Contact - Telephone call made With Resident A
10/27/2021	Inspection Completed On-site
10/27/2021	Contact - Face to Face- With Resident C
10/27/2021	Contact - Face to Face- With Resident D
11/04/2021	Inspection Completed On-site
11/04/2021	Contact - Face to Face- With Resident B
11/19/2021	Contact - Telephone call made- With Jimmie Harris, Adult Protective Services
11/30/2021	Exit Conference- With Stella Agonor, Licensee Designee
12/09/2021	Contact - Telephone call made- With Jimmie Harris, Adult Protective Services
12/13/2021	Inspection Completed-BCAL Sub. Compliance
12/13/2021	Corrective Action Plan Requested and Due on 12/31/2021

ALLEGATION:

On 10/21/2021 at around 9 PM, Direct Care Worker (DCW) Duane Farris was inebriated while having residents in his care.

INVESTIGATION:

I received this complaint on 10/25/2021. It is noted that on 11/02/2020, a violation was established under Special Investigation #2020A0783048 for a similar allegation involving DCW Duane Farris. I contacted Complainant on 10/27/2021. Complainant stated she spoke with Resident A on 10/21/2021 at around 9 PM, and Resident A informed her something was wrong with Direct Care Worker (DCW) Duane Farris. Complainant stated she tried speaking with Mr. Farris over the phone but could not understand him. Complainant stated she contacted Licensee Designee Stella Agonor, who stated that she would go to the home right away to check on things. Complainant stated Ms. Agonor never called her back to assure Complainant everything was okay. Complainant stated that Mr. Farris called her back the next day to apologize, stated that he had a rough day, drank a fifth of liquor, and was “fucked up.” Complainant stated she later spoke with Ms. Agonor and felt that she was trying to cover for Mr. Farris, saying that he was just tired. Complainant stated Ms. Agonor did not realize that Mr. Farris called her admitting to being intoxicated. Complainant stated she informed Resident A’s CMH Case Manager as well as Greg Fox from the Office of Recipient Rights. Complainant stated something bad could happen to the residents with Mr. Farris in charge, drunk and passed out. Complainant stated Mr. Farris had also been inappropriate with her by flirting with her and asking her out and mentioned this to Resident A. Complainant stated she learned that Mr. Farris was fired.

I interviewed Resident A who stated that Mr. Farris was not “acting right a few days ago.” Resident A stated he spoke with Resident B, who stated that Mr. Farris was “drunk again.” Resident A stated Mr. Farris acts strange when he is drunk but could still do his job. Resident A stated Mr. Farris no longer works at the home.

On 10/27/2021, I conducted an unannounced, onsite investigation at the facility and confirmed Mr. Farris was no longer working at the home. I interviewed Resident C, who stated that he has observed Mr. Farris being drunk. Resident C stated that the last time he observed was about a week ago. Mr. Farris would wait until no one was around and start drinking. Resident C stated that Mr. Farris would get “out of control” when he was drinking. Resident C stated that Mr. Farris has gotten in his face, told him to “quit being a wussy” and acted as if he wanted to fight him. Resident C stated that he once observed Mr. Farris grab Resident B by his shirt and pull him down the stairs. Resident C stated that Mr. Farris no longer works at the home, and he is happy that Mr. Farris is gone.

On 10/27/2021, I interviewed Resident D, who stated that he never observed Mr. Farris drinking on the job or appearing to be under the influence of alcohol. Resident

D stated that as far as he knew, Mr. Farris was a good worker and he never had problems with him.

On 11/04/2021, I conducted an unannounced, onsite investigation at the facility. I interviewed Resident B. Resident B stated that Mr. Farris was most recently drunk at the home before he was let go. Resident B stated Mr. Farris would be nice during the day, but then pick on him and other residents at night after he had been drinking. Resident B stated that Mr. Farris has sent him to the store "to get his booze." Resident B stated that Mr. Farris would become aggressive and try to agitate him after drinking, telling him that he's "not a man." Resident B stated Mr. Farris had once grabbed him by his shirt in an aggressive manner, and only acts in this manner when he is drinking.

On 11/19/2021, I contacted Jimmie Harris, Adult Protective Services worker, who stated that he investigated the complaint and would substantiate neglect on the part of Mr. Farris.

On 11/30/2021, I interviewed and conducted an Exit Conference with Stella Agonor, Licensee Designee. Ms. Agonor stated that as soon as she was notified about the allegation, she went to the home to check things out. Ms. Agonor stated she did not see the picture that was painted in the allegation, although she had prior issues with Mr. Farris in the past. Ms. Agonor stated Mr. Farris did not appear to be compromised, and she did not smell alcohol. Ms. Agonor stated that she did not find any liquor in the home. Ms. Agonor stated she spoke with Relative A1, who voiced her concerns about not feeling comfortable with Mr. Farris watching Resident A, and Ms. Agonor ensured her that she would be finding another worker. Ms. Agonor stated that since the previous incident of Mr. Farris drinking on the job, she had been stricter with him. Ms. Agonor stated Mr. Farris was previously relieved of his duties and had to abide by certain terms to come back to work to include Alcohol Anonymous (AA) meetings, taking random breathalyzer tests, and having random searches of his living quarters. Ms. Agonor stated Mr. Farris was regularly attending AA meetings until they were discontinued due to COVID-19. Ms. Agonor stated she would randomly inspect Mr. Farris' area and did not find anything of suspicion. Ms. Agonor stated that she dismissed Mr. Farris shortly after the allegation.

On 12/09/2021, I spoke with Jimmie Harris, Adult Protective Services Worker. Mr. Harris stated that he interviewed Mr. Farris during his investigation, and Mr. Farris admitted to him that he was drinking on the evening of 10/21/2021, but he was not drunk.

The previous investigation into an allegation of DCW Duane Farris drinking while caring for residents documented the following from AFC Licensing Consultant Leslie Herrguth:

Special Investigation #2020A0783048

“On October 9, 2020, I received a copy of *Written Reprimand* in Mr. Farris’ employee record that was dated September 7, 2020 and was signed by Ms. Agonor and Mr. Farris. The document in part stated, “This letter is in regard to your being found intoxicated on the evening of September 6, 2020. Despite an extensive verbal reprimand earlier today and lack of any prior misconduct, I find it necessary to give you this written warning because of the seriousness of the infraction. It is important to note that being under the influence of alcohol or any illicit substances while on the premises of Bettercare AFC is strongly prohibited. The following recommendations must be maintained for you to continue your contract with Bettercare AFC Inc. (1) submit to random breathalyzer, (2) join alcoholics anonymous immediately and attend meetings at least twice every week, (3) secure the support of a sponsor and introduce sponsor to administrator, (4) allow random searches of living quarters as needed. I am reminding you of the critical importance of exercising dependable, good judgement as the primary house manager of Bettercare Adult Foster Care home. Bettercare AFC is committed to providing you with any assistance you may need in meeting objective #2. Any future occurrence of inappropriate behavior or failure to meet expected performance will result in suspension of your contract with Bettercare AFC Inc.”

APPLICABLE RULE	
R 400.14204	Direct care staff; qualifications and training.
	(2) Direct care staff shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident. (b) Be capable of appropriately handling emergency situations.

ANALYSIS:	Based on interviews with Complainant, Resident A, Resident B, Resident C, and Mr. Harris, it can be concluded that Mr. Farris consumed alcohol while on the job on 10/21/2021. Resident A, Resident B, and Resident C all described "strange" and "out of control" behavior by Mr. Farris to include picking on residents and calling them names, which does not meet their emotional, intellectual, and social needs. Based a previous report, this is the second time that a complaint for Mr. Farris drinking on the job has been filed, investigated, and established. Ms. Agonor stated that she followed through her previous corrective action plan and fired Mr. Farris.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED. SIR #2020A0783048, Complaint Receipt Date-09/09/2020, LSR Date: 11/02/2020, CAP Date: 10/09/2020

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend no change in the license status.



12/13/2021

Derrick Britton
Licensing Consultant

Date

Approved By:



12/21/2021

Dawn Timm
Area Manager

Date