



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

April 6, 2023

Lena Bhim  
LJ&D Enterprises dba JC Home Care  
50800 Bog Rd  
Bellville, MI 48111

RE: License #: AS820385285  
Investigation #: 2023A0101018  
J.C. Home Care

Dear Ms. Bhim:

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 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>	AS820385285
<b>Investigation #:</b>	2023A0101018
<b>Complaint Receipt Date:</b>	03/03/2023
<b>Investigation Initiation Date:</b>	03/07/2023
<b>Report Due Date:</b>	05/02/2023
<b>Licensee Name:</b>	LJ&D Enterprises dba JC Home Care
<b>Licensee Address:</b>	50800 Bog Rd Bellville, MI 48111
<b>Licensee Telephone</b>	(734) 709-8523
<b>Administrator:</b>	Lena Bhim
<b>Licensee Designee:</b>	Lena Bhim
<b>Name of Facility:</b>	J.C. Home Care
<b>Facility Address:</b>	29659 Birchwood Inkster, MI 48141
<b>Facility Telephone #:</b>	(734) 686-7432
<b>Original Issuance Date:</b>	09/21/2017
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/21/2023
<b>Expiration Date:</b>	03/20/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
The licensee designee/administrator Lena Bhim allows staff to smoke marijuana inside and outside the home.	No
The licensee designee/administrator Lena Bhim is leaving Resident A alone at home.	No
The licensee designee/administrator Lena Bhim is verbally abusive to Resident A.	No
Additional Findings	Yes

**III. METHODOLOGY**

03/03/2023	Special Investigation Intake 2023A0101018
03/03/2023	Referral received from APS
03/03/2023	ORR referral made
03/07/2023	Special Investigation Initiated - On Site
03/22/2023	Contact - Telephone call made. Guardian, Monica Williams, Guardian & Associate
04/05/2023	Contact - Telephone call made. Workforce Background Unit
04/06/2023	Contact - Telephone call received. Workforce Background Unit

**ALLEGATION:** The licensee designee/administrator Lena Bhim allows staff to smoke marijuana inside and outside the home.

**INVESTIGATION:** On 03/07/2023, I interviewed the licensee designee/administrator Lena Bhim. Ms. Bhim denied the allegation. Ms. Bhim stated she would never allow staff to smoke “weed” inside or outside of the home. Ms. Bhim stated she became aware that direct care staff (DCS) Myla Williams might be using “weed” at the group home when Resident A brought it to her attention. Ms. Bhim could not recall the date Resident A informed her that Ms. Williams was smoking marijuana on the

premises. Ms. Bhim stated she received a phone call from Resident A. Resident A told Ms. Bhim that Ms. Williams was outside smoking “weed.” Ms. Bhim stated when she arrived at the home Ms. Williams was in the backyard smoking, but she was unable to tell what Ms. Williams was smoking. However, Ms. Williams was terminated shortly thereafter because Ms. Bhim determined Ms. Williams was not suitable. Ms. Bhim stated she did not know the date of Ms. Williams termination because Ms. Williams stole her employee file. Ms. Williams was Ms. Bhim’s only employee.

I interviewed Resident A on 03/07/2023. Resident A stated Ms. Williams was smoking “weed” inside and outside of the home. Resident A showed me a picture of what appeared to be a bag of marijuana in a red bowl on a kitchen table. The picture was taken on 01/09/2023. Also, in the picture you could see the kitchen chair. On 03/07/2023, I observed the same red bowl in the picture on the group home’s kitchen table and the chair in the picture was the same chair in the group home’s kitchen. Resident A also recorded a video she took when she and Ms. Williams was taking a walk. Resident A stated Ms. Williams was smoking “weed.” However, I could not tell if Ms. Williams was smoking a cigarette or marijuana. Resident A stated Ms. Bhim did not know Ms. Williams was smoking “weed” at the group home until she told her.

<b>APPLICABLE RULE</b>	
<b>R 400.14201</b>	<b>Qualifications of administrator, direct care staff, licensee, and members of the household; provision of names of employee, volunteer, or member of the household on parole or probation or convicted of felony; food service staff.</b>
	(2) A licensee shall have the financial and administrative capability to operate a home to provide the level of care and program stipulated in the application.
<b>ANALYSIS:</b>	There is no evident to determine Ms. Bhim allows staff to smoke marijuana inside and outside of the group home.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:** The licensee designee/administrator Lena Bhim is leaving Resident A alone at home.

**INVESTIGATION:** On 03/07/2023, I interviewed the licensee designee/administrator Lena Bhim. Ms. Bhim denied the allegation. Ms. Bhim stated the only time Resident A was left alone at the group home is when DCS Myla Williams walked off the job. Resident A called Ms. Bhim and she immediately went to the group home. Ms. Bhim

stated since then she has moved into the group home and whenever she needs something from her home, she will take the residents with her.

On 03/07/2023, I interviewed Resident A. Resident A stated the only time she had been left alone at the group home was when Ms. Williams walked off the job.

On 03/07/2023, I interviewed Resident B. Resident B stated she has never been left alone at the group home. Resident B. stated Ms. Bhim is always at the group home.

I spoke with Resident A's guardian Monica Williams on 03/22/2023. Resident A's guardian stated Resident A had not mentioned any of the allegations to her. But she was concern that "Ms. Williams was too invested in Resident A's personal information." Resident A's guardian stated Ms. Williams called her to inquire about how much money Resident A is receiving. Resident A's guardian stated she informed Ms. Williams that is something that she does not discuss with staff. Resident A's guardian stated she contacted Ms. Bhim regarding Ms. Williams calling and inquiring about Resident A's finances.

<b>APPLICABLE RULE</b>	
<b>R 400.14206</b>	<b>Staffing requirements.</b>
	(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.
<b>ANALYSIS:</b>	According to Ms. Bhim and Resident A the only time Resident A had been left alone is when Ms. Williams walked off the job. Resident A called Ms. Bhim and informed her Ms. Williams left the group home. Ms. Bhim immediately came to the home.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: The licensee designee/administrator Lena Bhim is verbally abusive to Resident A.**

**INVESTIGATION:** On 03/07/2023, I interviewed the licensee designee/administrator Lena Bhim. Ms. Bhim denied the allegation. Ms. Bhim stated she heard Ms. Williams arguing with Resident A and therefore she terminated her.

I interviewed Resident A on 03/07/2023. Resident A stated, "Ms. Lena is nice." Resident A stated Ms. Williams was verbally abusive. Resident A stated "Ms. Williams told me to shut the F\_\_\_ up. She was constantly talking about my weight, and she would tell me I stink. She also told my doctor I have cottage cheese coming

out of my vagina.”

On 03/07/2023, I interviewed Resident B. Resident A stated Ms. Lena is not verbally aggressive. Resident B did not reside in the home when Ms. Williams was employed.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.
<b>ANALYSIS:</b>	<p>I interviewed Resident A on 03/07/2023. Resident A stated, “Ms. Lena is nice.” Resident A stated Ms. Williams was verbally abusive.</p> <p>On 03/07/2023, I interviewed Resident B. Resident B stated Ms. Lena is not verbally aggressive.</p> <p>Therefore, it is concluded Ms. Bhim did not expose Resident A to emotional harm.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDING(S)**

**INVESTIGATION:** On 03/07/2023, I conducted an onsite investigation. I requested DCS Myla Williams' employee record. Ms. Bhim stated she did not have an employee record for Ms. Williams because Ms. William stole it. Ms. Bhim further stated, Ms. Williams did not complete any of the required hiring practices. Ms. Bhim stated she asked Ms. Williams to complete, a criminal history check, reference checks, a TB test, and a medical but Ms. Williams did not comply. I explained to Ms. Bhim that Ms. Williams should not have been working without obtaining this information.

Ms. Bhim further stated she did not have a phone number, an address, start and end date of employment and training for Ms. Williams. During my interviews with Ms. Bhim and Resident A on 03/07/2023, they both stated Ms. Williams worked independently in the home for "four to five weeks."

<b>APPLICABLE RULE</b>	
<b>R 400.14208</b>	<b>Direct care staff and employee records.</b>
	<p>(1) A licensee shall maintain a record for each employee. The record shall contain all of the following employee information:</p> <ul style="list-style-type: none"> <li>(a) Name, address, telephone number, and social security number.</li> <li>(b) The professional or vocational license, certification, or registration number, if applicable.</li> <li>(c) A copy of the employee's driver license if a direct care staff member or employee provides transportation to residents.</li> <li>(d) Verification of the age requirement.</li> <li>(e) Verification of experience, education, and training.</li> <li>(f) Verification of reference checks.</li> <li>(g) Beginning and ending dates of employment.</li> <li>(h) Medical information, as required.</li> <li>(i) Required verification of the receipt of personnel policies and job descriptions.</li> </ul> <p>(2) The records identified in subrule (1) of this rule shall be maintained for not less than 3 years after the direct care staff members or employee's ending date of employment.</p>



<b>ANALYSIS:</b>	The licensee failed to maintain an employee record for each employee. On 03/07/2023, I conducted an onsite investigation. I requested DCS Myla Williams' employee record. Ms. Bhim stated she did not have an employee record for Ms. Williams because Ms. William stole it. Ms. Bhim further stated Ms. Williams did not complete any of the required hiring practices. According to Ms. Bhim she asked Ms. Williams to complete, a criminal history check, reference checks, TB test, and a medical and Ms. Williams did not comply. Ms. Bhim stated she did not have a phone number, an address, start and end date of employment and training for Ms. Williams. According to Ms. Bhim and Resident A Ms. Williams was employed for "four to five weeks."
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**INVESTIGATION:** Ms. Williams failed to assess her employee "good moral character." On 03/07/2023, I interviewed Ms. Bhim and Resident A. According to Ms. Bhim and Resident A, Ms. Williams was employed at the group home as a DCW for four to five weeks. According to Ms. Bhim Ms. Williams did not comply with the required hiring practices. I explained to Ms. Bhim executing and obtaining a criminal history check, reference checks, a TB test, and a medical are used to determine one's fitness for employment and it is the responsibility of the licensee. Ms. Williams should not have been working because the licensee failed to assess her "good moral character". Furthermore Ms. Bhim stated she paid Ms. Bhim with cash. Also noteworthy, Ms. Bhim stated she had no other employee file.

<b>APPLICABLE RULE</b>	
<b>MCL 400. 713</b>	<b>License required; application; forms; investigation; on-site evaluation; issuance or renewal of license; disclosures; maximum number of persons; stating type of specialized program; issuance of license to specific person at specific location; transferability of license; sale of facility; notice; items of noncompliance; refusal by department to issue or renew license; conditions; unlicensed facility; violation as misdemeanor; penalty; receipt of completed application; issuance of license within certain time period; inspections; report; criminal history and records check; storage of fingerprints in automated fingerprint identification system database; convictions; "completed application" defined.</b>
	(3) (e) The good moral character of the licensee or licensee designee, owner, partner, director, and person responsible for the daily operation of the facility. The applicant is responsible for

	assessing the good moral character of the employees of the facility. The person responsible for the daily operation of the facility shall be not less than 18 years of age.
<b>ANALYSIS:</b>	Ms. Bhim failed to assess her employee “good moral character”. On 03/07/2023, I interviewed Ms. Bhim and Resident A. According to Ms. Bhim and Resident A, Ms. Williams was employed at the group home as a DCW for four to five weeks. According to Ms. Bhim Ms. Williams did not comply with the required hiring practices. I explained to Ms. Bhim executing and obtaining a criminal history check, reference checks, a TB test, and a medical are used to determine one’s fitness for employment and it is the responsibility of the licensee. Ms. Williams should not have been working because the licensee failed to assess her “good moral character”. Furthermore Ms. Bhim stated she paid Ms. Bhim with cash.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**INVESTIGATION:** Ms. Bhim failed to conduct a criminal history check on DCS Myla Williams. On 03/07/2023, I asked Ms. Bhim for Ms. Williams’ criminal history check. Ms. Bhim responded Ms. Williams stole her employee file. On 04/05/2023, I contacted the Workforce Background Unit to determine if Ms. Bhim had requested a criminal history check for Ms. Williams. On 04/06/2023, I spoke with a Workforce Background Unit employee, regarding a criminal history check for Ms. Williams. She stated no information has been submitted on this individual.

<b>APPLICABLE RULE</b>	
<b>MCL 400. 734b</b>	<b>Employing or contracting with certain individuals providing direct services to residents; prohibitions; criminal history check; exemptions; written consent and identification; conditional employment; use of criminal history record information; disclosure; determination of existence of national criminal history; failure to conduct criminal history check; automated fingerprint identification system database; electronic web-based system; costs; definitions.</b>
	(4) Upon receipt of the written consent and identification required under subsection(3), the adult foster care facility that has made a good faith offer of employment or independent contract shall make a request to the department of state police to conduct a criminal history check on the individual and input the individual’s fingerprints into the automated fingerprint identification system database, and shall make a request to the relevant licensing or regulatory department to perform a check

	<p>of all relevant registries established according to federal and state law and regulations for any substantiated findings of abuse, neglect, or misappropriation of property. The request shall be made in a manner prescribed by the department of state police and the relevant licensing or regulatory department or agency. The adult foster care facility shall make the written consent and identification available to the department of state police and the relevant licensing or regulatory department or agency. If the department of state police or the federal bureau of investigation charges a fee for conducting the initial criminal history check, the charge shall be paid by or reimbursed by the department. The adult foster care facility shall not seek reimbursement for a charge imposed by the department of state police or the federal bureau of investigation from the individual who is the subject of the initial criminal history check. The department of state police shall conduct an initial criminal history check on the individual named in the request. The department of state police shall provide the department with a written report of the criminal history check conducted under this subsection that contains a criminal record. The report shall contain any criminal history record information on the individual maintained by the department of state police.</p>
<b>ANALYSIS:</b>	<p>Ms. Bhim failed to conduct a criminal history check on DCS Myla Williams. On 03/07/2023, I asked Ms. Bhim for Ms. Williams' criminal history check. Ms. Bhim responded Ms. Williams stole her employee file. On 04/05/2023, I contacted the Workforce Background Unit to determine if Ms. Bhim had requested a criminal history check for Ms. Williams. On 04/06/2023, I spoke with a Workforce Background Unit employee, regarding a criminal history check for Ms. Williams. She stated no information has been submitted on this individual.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**RECOMMENDATION**

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



Edith Richardson  
Licensing Consultant

04/06/2023

Date

Approved By:



04/06/2023

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Ardra Hunter  
Area Manager

Date