



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 9, 2023

Mercy Igiogbe
Triple J's Bettercare Inc.
P.O. Box 13710
Detroit, MI 48213

RE: License #: AS820292158
Investigation #: 2023A0121023
Triple J's Bettercare Inc 3

Dear Mrs. Igiogbe:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On April 20, 2023, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 that reads "K. Robinson".

K. Robinson, LMSW, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 919-0574

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820292158
Investigation #:	2023A0121023
Complaint Receipt Date:	03/22/2023
Investigation Initiation Date:	03/22/2023
Report Due Date:	05/21/2023
Licensee Name:	Triple J's Bettercare Inc.
Licensee Address:	P.O. Box 13710 Detroit, MI 48213
Licensee Telephone #:	(313) 522-1421
Administrator:	Mercy Igiogbe, Designee
Name of Facility:	Triple J's Bettercare Inc 3
Facility Address:	20427 Lennon Street Harper Woods, MI 48225
Facility Telephone #:	(313) 522-1421
Original Issuance Date:	09/25/2007
License Status:	REGULAR
Effective Date:	03/11/2022
Expiration Date:	03/10/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A is being overcharged in rent.	No
Additional Findings	Yes

III. METHODOLOGY

03/22/2023	Special Investigation Intake 2023A0121023
03/22/2023	Special Investigation Initiated - Telephone Call to Resident A
03/22/2023	Contact - Telephone call made Scheduled onsite with Licensee
03/23/2023	Inspection Completed On-site Interviewed Resident A; reviewed resident records
03/27/2023	Referral - Recipient Rights
04/10/2023	Contact - Telephone call received Matthew Schneider with Recipient Rights
04/13/2023	Contact - Telephone call made Left message for Guardian, Myla Williams
04/13/2023	Contact - Telephone call made Tameshia Jones with Adult Well Being
04/17/2023	Contact - Telephone call received Return call from Myla Williams
04/17/2023	Exit Conference Mrs. Igiogbe
04/20/2023	Corrective Action Plan Received/Approved

ALLEGATION: Resident A is being overcharged in rent.

INVESTIGATION: On 3/22/23, initiated the complaint with a phone call to Resident A. Resident A expressed concern that he was being overcharged for living expenses based on a recent letter he received in the mail. On 3/22/23, I contacted Mrs. Igiogbe to schedule an onsite inspection. Mrs. Igiogbe reported she is the Rep Payee for 2 of 5 residents in care, not including Resident A. According to Mrs. Igiogbe, Resident A's guardian sends his allowance payments and cost of care. On 3/23/23, I conducted an onsite inspection at the facility. I reviewed Resident A's funds records. Initially, Resident A received \$44 allowance one time monthly, but the guardian increased his spending to \$200 monthly at the beginning of 2022. Mrs. Igiogbe stated Resident A has a substance abuse problem, so Myla Williams with Guardian & Associates directed the licensee to spend any surplus money on clothes for Resident A or groceries for the home. Per Mrs. Igiogbe, Ms. Williams opted to provide Resident A with additional spending monies due to the rising cost of inflation.

After I interviewed Review A, I was able to determine the cause for concern was sparked over a document he received in the mail from Detroit Wayne Integrated Health Network (DWIHN). The letter is addressed to Resident A at the facility address. The document is an explanation of benefits to discuss charges paid on Resident A's behalf for mental health services. It is a detailed Claims Summary for the 7/1/22-9/30/22 benefit period. Once I provided Resident A with an explanation of the summary letter, he appeared less concerned. Resident A indicated he thought the explanation of benefits was an actual bill. Resident A acknowledged he receives his monthly allowance payments from Mrs. Igiogbe. Resident A also confirmed Staff take him shopping regularly to buy clothes and other necessities, like footwear and cigarettes.

On 4/13/23, I called Resident A's Supports Coordinator, Tameshia Jones. Ms. Jones indicated she does not believe Resident A is being overcharged especially since he's never mentioned concerns over money. In addition, Ms. Jones reported Resident A's complaints usually have no merit. Ms. Jones explained Resident A's current complaint about the home is over the Staff "not giving him enough juice." On 4/17/23, I interviewed Resident A's guardian, Myla Williams. Ms. Williams reported Resident A's income is a little higher than most residents because he receives Social Security Disability (SSD) payments rather than Social Security Income (SSI). Ms. Williams reported she sends excess money to Mrs. Igiogbe on Resident A's behalf for him to purchase items, as desired. According to Ms. Williams, Resident A is not good at managing money, so she recommends his allowance payments be staggered. Otherwise, Ms. Williams expressed no concern about Resident A's funds.

On 4/17/23, I completed an exit conference with Mrs. Igiogbe. Mrs. Igiogbe is adamant Resident A is not being overbilled. Mrs. Igiogbe was not happy that

DWIHN sent such confusing information directly to the resident. Mrs. Igiogbe reported Resident A is known to make repeated complaints to the various reporting authorities, like Recipient Rights and Licensing. Mrs. Igiogbe does not dispute the department's findings or recommendation.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(12) Charges against the resident's account shall not exceed the agreed price for the services rendered and goods furnished or made available by the home to the resident.
ANALYSIS:	Resident A confused an explanation of benefits page with a billing invoice. The complaint appears to be the result of a basic misunderstanding.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: Upon review of Resident A's Funds Part II, I determined Mrs. Igiogbe has maintained more than \$200 cash on hand for the resident. As of 3/23/23, Resident A's cash on hand balance totaled \$711.00. Mrs. Igiogbe reported the money was being held in safekeeping at her office. Per Mrs. Igiogbe, no one has access to the money except her. Mrs. Igiogbe indicated she was not familiar with the licensing requirement concerning available cash balances. On 4/20/23, Mrs. Igiogbe submitted a plan of correction to address the Rule violation.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(6) Except for bank accounts, a licensee shall not accept resident funds of more than \$200.00 for any resident of the home after receiving payment of charges owed.
ANALYSIS:	Mrs. Igiogbe has maintained more than \$200 cash on hand for residents.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

An acceptable corrective action plan has been received; therefore, I recommend the status of this license remain unchanged.



5/9/23

Kara Robinson
Licensing Consultant

Date

Approved By:



5/9/23

Ardra Hunter
Area Manager

Date