



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

August 7, 2023

Afzal Troast  
3538 144th Ave.  
Holland, MI 49424

RE: License #: AF700408004  
Investigation #: 2023A0350030  
Faith Care

Dear Mr. Troast:

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 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 (616) 356-0100.

Sincerely,

A handwritten signature in black ink, appearing to read "Ian Tschirhart", with a stylized flourish at the end.

Ian Tschirhart, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 644-9526

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AF700408004
<b>Investigation #:</b>	2023A0350030
<b>Complaint Receipt Date:</b>	08/03/2023
<b>Investigation Initiation Date:</b>	08/03/2023
<b>Report Due Date:</b>	09/02/2023
<b>Licensee Name:</b>	Afzal Troast
<b>Licensee Address:</b>	3538 144th Ave. Holland, MI 49424
<b>Licensee Telephone #:</b>	(616) 994-2260
<b>Administrator:</b>	N/A
<b>Licensee Designee:</b>	N/A
<b>Name of Facility:</b>	Faith Care
<b>Facility Address:</b>	3538 144th Ave. Holland, MI 49424
<b>Facility Telephone #:</b>	(616) 994-2260
<b>Original Issuance Date:</b>	07/23/2021
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	01/23/2022
<b>Expiration Date:</b>	01/22/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED, MENTALLY ILL, AGED, TRAUMATICALLY BRAIN INJURED ALZHEIMERS

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
The Adult Foster Care home was unable to provide the Care Contract and supporting documentation to verify monthly payments that Resident A paid while living there.	Yes

**III. METHODOLOGY**

08/03/2023	Special Investigation Intake 2023A0350030
08/03/2023	Special Investigation Initiated - Telephone I spoke with Afzal Troast, Licensee
08/03/2023	Contact - Telephone call made I spoke with Madison Buresh, Resident A's legal guardian and relative
08/03/2023	Contact – Telephone call received Mr. Troast informed me that he does not have any of Resident A's documents
08/03/2023	Contact – Document received I received an email with attachments from Mr. Troast
08/07/2023	Exit conference – Held with Afzal Troast, Licensee

**ALLEGATION:** This Adult Foster Care home was unable to provide the Care Contract and supporting documentation to verify monthly payments that Resident A paid while living there.

**INVESTIGATION:** On 08/03/2023, I called and spoke with Afzal Troast, Licensee of this home. I asked Mr. Troast if he had any of the documents regarding (former resident) Resident A, and he said he did not. I asked how long-ago Resident A moved out and he said, “about eight months ago.” I inquired as to whether someone had recently asked him for documentation that Resident A had lived there and that he paid to do so. Mr. Troast informed me that he received a call from someone asking him these things, but he did not know who it was and that he told that person he did not have these documents. Mr. Troast stated that when Resident A moved out, the family members who came and got him said that they did not need any of Resident A's documents, so Mr. Troast destroyed them. I asked Mr. Troast to double-check his files to see if he could find anything and he said he would, and that he would also try to get a printout from his bank showing that he received payments

from Resident A. Mr. Troast stated that Resident A did not have a legal guardian when he lived at Faith Care, and that Resident A paid him with checks that he signed himself. I asked Mr. Troast to keep me posted on his progress with this and he said he would.

On 08/03/2023, I called and spoke with Madison Buresh, Resident A's niece and legal guardian. Ms. Buresh informed me that she spoke with Mr. Troast and asked him for a copy of the Resident Care Agreement and proof of payment for the period Resident A lived there, but Mr. Troast told her that he destroyed all of Resident A's records. Ms. Buresh said that Resident A moved out of Faith Care in January 2022. Ms. Buresh told me that she was trying to get Resident A signed up for Medicaid and that these documents were required for her to do so.

On 08/03/2023, I received a telephone call from Mr. Troast, who reported that he did not have any of Resident A's records but said he would look into getting a statement from his bank showing Resident A's cost-of-care payments and would email it to me once he obtains it.

On 08/03/2023, I received an email from Mr. Troast containing copies of canceled checks that Resident A wrote him for his cost-of-care while he lived there.

On 08/07/2023 I conducted an exit conference with Afzal Troast, Licensee. I informed Mr. Troast that I was citing a violation of this rule. He accepted this finding, thanked me, and had no further comment.

<b>APPLICABLE RULE</b>	
<b>R 400.1422</b>	<b>Resident records.</b>
	<b>(2) Resident records shall be kept on file in the home for 2 years after the date of a resident's discharge from a home.</b>
<b>ANALYSIS:</b>	<p>Afzal Troast, Licensee, stated that he destroyed all of Resident A's records shortly after he moved out because the family members who came to pick him up upon discharge stated they did not want any of his records.</p> <p>Mr. Troast did not maintain Resident A's records for the required 2-year period after this resident was discharged, which was a violation of this rule.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend that the status of this home's license remain unchanged, and that this special investigation be closed.



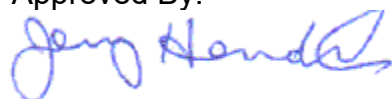
August 7, 2023

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Ian Tschirhart  
Licensing Consultant

Date

Approved By:



August 7, 2023

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Jerry Hendrick  
Area Manager

Date