



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

August 31, 2023

Angela Agodu  
Triple C's Care Inc.  
11353 Grandville  
Detroit, MI 48228

RE: License #: AS820292079  
Investigation #: 2023A0121036  
Triple C's Care Inc., #2

Dear Ms. Agodu:

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 that reads "K. Robinson". The signature is written in a cursive, flowing style.

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**

<b>License #:</b>	AS820292079
<b>Investigation #:</b>	2023A0121036
<b>Complaint Receipt Date:</b>	07/18/2023
<b>Investigation Initiation Date:</b>	07/18/2023
<b>Report Due Date:</b>	09/16/2023
<b>Licensee Name:</b>	Triple C's Care Inc.
<b>Licensee Address:</b>	6897 Greenview Detroit, MI 48228
<b>Licensee Telephone #:</b>	(313) 948-0512
<b>Administrator:</b>	Angela Agodu, Designee
<b>Name of Facility:</b>	Triple C's Care Inc., #2
<b>Facility Address:</b>	11353 Grandville Detroit, MI 48228
<b>Facility Telephone #:</b>	(313) 272-2606
<b>Original Issuance Date:</b>	12/26/2007
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/28/2021
<b>Expiration Date:</b>	10/27/2023
<b>Capacity:</b>	5
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Licensee is not providing transportation to medical or dental appointments, as needed.	No
Home is infested with bed bugs. Resident being bitten.	Yes

**III. METHODOLOGY**

07/18/2023	Special Investigation Intake 2023A0121036
07/18/2023	Special Investigation Initiated - Telephone Call to Angela Agodu, licensee
07/18/2023	Contact - Document Received Ms. Agodu emailed pest control report.
07/25/2023	Referral - Recipient Rights Online referral
07/26/2023	Contact - Telephone call made Phone interview with Resident A
07/28/2023	Contact - Document Received Received a copy of Resident A's Resident Care Agreement
08/07/2023	Contact - Document Sent Email to licensee; requested updated pest control report
08/07/2023	Contact - Telephone call made Proof Pest Control
08/21/2023	Contact - Telephone call made Left message for Ms. Agodu
08/21/2023	Contact - Document Received Pest control report
08/23/2023	Inspection Completed On-site Interviewed Resident A and B.

08/23/2023	Contact - Document Sent Email to Ms. Agodu requesting medical records.
08/23/2023	Contact - Telephone call made Proof Pest Control
08/24/2023	Contact - Telephone call made Proof Pest Control
08/28/2023	Exit Conference Ms. Agodu

**ALLEGATION: Licensee is not providing transportation to medical or dental appointments, as needed.**

**INVESTIGATION:** On 7/26/23, I interviewed Resident A by phone due to the home being infested with bed bugs. Resident A reported the Manager is “dragging her feet” about making him an appointment to see the dentist. However, Resident A acknowledged he had a doctor’s appointment, but he opted not to go, so the appointment was cancelled. Once I received notice the home was cleared of bed bugs, I conducted an onsite inspection at the facility. On 8/23/23, Resident A stated, “They wouldn’t take me to the doctor.” Resident A indicated he’d been complaining to Ms. Agodu and direct care workers, Daniel and Rosemary that his gall bladder hurt, but no action was taken. In fact, Resident A stated, Ms. Agodu “blew me off because she was going on vacation.” According to Resident A, he was transported to the doctor on 7/21/23 for an ultrasound of his gall bladder. The results are pending. In addition, Resident A reported he went to the dentist on 7/22/23. Each appointment was made pursuant to this complaint investigation. Resident B reported he has regular visits with the psychiatrist, but he prefers not to go to the dentist or regular physician unless required.

On 8/23/23, I received confirmation from Program Manager, Frances Felix that Resident A received an ultrasound image on 8/17/23 to evaluate his abdomen. Ms. Felix also reported Resident A was taken to Destiny Dental on 8/21/23; however, no further work can be completed until his impressions become available.

On 8/28/23, I completed an exit conference with Ms. Agodu. Ms. Agodu is out of the country, but stated Ms. Felix is overseeing the home in her absence. Ms. Agodu said she had no knowledge Resident A had been experiencing abdominal pain. Ms. Agodu stated Staff are required to call 911 for medical emergencies, so she is not sure what happened in this situation. Ms. Agodu indicated Resident A is known to cancel medical appointments on a whim. According to Ms. Agodu, Resident A was scheduled to see his primary care doctor, but the appointment had to be rescheduled after he was placed in the psychiatric ward for a few weeks. The

medical appointment fell on a day he was in inpatient care. Per Ms. Agodu, Resident A “plays games” even when Staff call 911 on his behalf. Ms. Agodu explained Resident A will send Emergency Medical Services away upon arrival.

<b>APPLICABLE RULE</b>	
<b>R 400.14303</b>	<b>Resident care; licensee responsibilities.</b>
	<b>(3) A licensee shall assure the availability of transportation services as provided for in the resident care agreement.</b>
<b>ANALYSIS:</b>	<ul style="list-style-type: none"> <li>• Resident A had an appointment to see the medical doctor, but the appointment was canceled when he wasn’t available to go due to being hospitalized.</li> <li>• Resident A is known to cancel medical appointments and refuse treatment once Emergency Medical Services arrives.</li> <li>• There is insufficient evidence to support the allegation.</li> </ul>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: Home is infested with bed bugs. Resident being bitten.**

**INVESTIGATION:** On 7/18/23, I initiated the complaint with a phone call to licensee designee, Angela Agodu. Ms. Agodu seemed hesitant in her reply that the home had a problem with bed bugs. Per Ms. Agodu, she hired an exterminator to come to the home 2 weeks ago. Ms. Agodu reported Resident A complained to her about having an “allergic reaction” to the bed bugs. According to Ms. Agodu, she’s had a pest control program in place since 2022 to address the home’s bed bug issue.

On 7/18/23, Ms. Agodu sent me a copy of the pest control report from Proof Pest Control. The report is dated 7/1/23. It is documented the home does have live bed bug activity. On 8/7/23, I received a follow-up report upon request from Ms. Agodu. This Proof report is dated 7/24/23; the exterminator wrote he was unable to treat certain areas of the home due to finding evidence of Diatomaceous Earth (a.k.a. “DE”). On 8/7/23, I contacted Proof to understand DE; Kelsey stated it is basically store-bought products the licensee used to self-treat the bed bugs, but it inhibits remedial action taken to have the home professionally treated. On 8/21/23, I received an email forward from Ms. Agodu to document the home’s “full clearance” from Proof.

On 8/23/23, I completed an onsite inspection at the facility. Resident A and B reported all residents received new mattresses and foundations to remedy the bed bug problem. Resident A stated he hasn’t seen any bed bugs in the last 3.5 weeks. Resident B stated he was bitten by bed bugs before they received new beds.

Resident B reported the bed bug problem seems to worsen when the home is at full capacity.

On 8/23/23 and 8/24/23, I contacted Mitch Blair, Branch Manager at Proof. Mitch indicated the company was hired to treat 2 of Ms. Agodu's licensed homes. Mitch explained there has been no solid treatment plan because the residents are taken to the other home while one home is being exterminated. The home must be vacant for up to 4 hours after treatment. However, the bed bugs are transferred from one home to the other as the residents unknowingly carry them on their clothing or other personal items. Mitch said he offered Ms. Agodu a follow-up inspection to swab different areas of the home to fully determine if the home has bed bugs that may have gone dormant, but Ms. Agodu declined citing another inspection would make others "feel uneasy". According to Mitch, "bed bugs are very resistant to treatment", however, the problem can be resolved within 4-6 weeks when the customer is compliant with the prep list. Mitch is adamant that Ms. Agodu or her Staff are not doing something correctly if the problem of bed bugs has persisted since 2022.

On 8/28/23, I completed an exit conference with Ms. Agodu. Ms. Agodu denied residents are taken from one home to the other. In fact, Ms. Agodu stated the residents hate going to the other home, so she doesn't force it on them. Instead, she said the Staff took the residents of Triple Cs #2 to the park while the home was being exterminated. However, Ms. Agodu acknowledged the Proof technician had to reschedule the appointment at least once because her Staff did not prep the home as instructed. Ms. Agodu insisted the bed bug problem has persisted because residents bring trash and other unwanted items into the home despite Staff encouraging them not to.

<b>APPLICABLE RULE</b>	
<b>R 400.14401</b>	<b>Environmental health.</b>
	<b>(5) An insect, rodent, or pest control program shall be maintained as necessary and shall be carried out in a manner that continually protects the health of residents.</b>

<b>ANALYSIS:</b>	<ul style="list-style-type: none"> <li>• Both Resident A and B reported being bitten by bed bugs at the home.</li> <li>• Ms. Agodu stated she's had a pest control program in place since 2022 to rid the home of bed bugs and other unwanted pests.</li> <li>• Mitch Blair with Proof Pest Control reported bed bugs should be easily resolved within 1.5 month for customers that follow a solid treatment plan as instructed by the technician.</li> <li>• Ms. Agodu acknowledged the Staff did not prep the home as instructed, so the technician left.</li> <li>• It was counterproductive for Ms. Agodu to apply store bought products to treat the home for bed bugs because they can go dormant if they sense treatment.</li> <li>• Therefore, the department determined Ms. Agodu did not implement a pest control program that continually protected the health of residents.</li> </ul>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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



8/29/23

Kara Robinson  
Licensing Consultant

Date

Approved By:



8/31/23

Ardra Hunter  
Area Manager

Date