



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

Karen Luna
16080 17 1/2 Mile Rd
Marshall, MI 49068

July 17, 2024

RE: License #: AF130287534
Investigation #: 2024A1034027
Best Care Plus Living Center

Dear Ms. Luna:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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.

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,

Kevin L. Sellers

Kevin Sellers, Licensing Consultant
Department of Licensing and Regulatory Affairs
350 Ottawa, N.W. Unit 13, 7th Floor
Grand Rapids, MI 49503
(517) 230-3704
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enclosure

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

I. IDENTIFYING INFORMATION

License #:	AF130287534
Investigation #:	2024A1034027
Complaint Receipt Date:	06/20/2024
Investigation Initiation Date:	06/20/2024
Report Due Date:	08/19/2024
Licensee Name:	Karen Luna
Licensee Address:	16080 17 1/2 Mile Rd Marshall, MI 49068
Licensee Telephone #:	(269) 789-0300
Name of Facility:	Best Care Plus Living Center
Facility Address:	16080 17 1/2 Mile Road Marshall, MI 49068
Facility Telephone #:	(269) 789-0300
Original Issuance Date:	03/01/2007
License Status:	REGULAR
Effective Date:	07/14/2023
Expiration Date:	07/13/2025
Capacity:	6
Program Type:	AGED

II. ALLEGATION(S)

	Violation Established?
The home is not habitable due to fire damage.	Yes

III. METHODOLOGY

06/20/2024	Special Investigation Intake 2024A1034027
06/20/2024	Inspection Completed On-site
06/20/2024	Special Investigation Initiated – Telephone Contact
06/21/2024	APS Referral not made due to no residents living at the AFC family home.
07/08/2024	Contact - Telephone call made
07/12/2024	Inspection Completed On-site
07/12/2024	Exit Conference

ALLEGATION:

The family home is not habitable due to fire damage.

INVESTIGATION:

On 6/20/24, a complaint through the Bureau of Community Health Systems (BCHS) online complaint system alleged an electrical fire occurred at the AFC family home during the evening of 6/17/24. The complaint alleged the electrical fire initiated from the exterior air conditioning unit electrical box located at the rear of the home. The complaint alleged the fire burned a large section of the rear wall of the home, more than half of the roof along with interior fire and smoke damage to four bedrooms, kitchen, dining room, front entrance and the basement area. Complaint alleged all five residents along with household members were safe and relocated due to the home being uninhabitable.

On 6/20/24, I interviewed licensee Karen Luna via telephone. Mrs. Luna reported during the evening of 6/17/24 at 10:15 pm she was in her living quarters in the basement when she heard the fire alarms in the home going off. Mrs. Luna reported immediately going upstairs finding a small amount of smoke hugging the ceiling of

the main level of the home. Mrs. Luna reported herself, direct care worker (DCW) Lisa Solis along with Residents A, B, C, D and E were all in the home at the time. Mrs. Luna reported calling 911 for fire and emergency assistance and remained on the telephone until each of them exited the home. Mrs. Luna reported with residents and household members exiting the home to a safe area outside only taking proximally one minute. Mrs. Luna reported after exiting the home she observed black smoke and flames covering the rear and west end of the home where the bedroom, bathroom and living room was located. Mrs. Luna reported with her response of the 911 call this prompted emergency medical services (EMS), Marshall Fire Department to come to the home to assist. Mrs. Luna denied any residents or household members needing any type of medical intervention. Mrs. Luna reported due to the fire and the home being uninhabitable she began contacting resident relatives along with reach out to local AFC homes for temporary housing. Mrs. Luna reported Residents A, B, C, D and E were able to be relocated to two other local AFC homes in the Battle Creek area for temporary housing. Mrs. Luna reported all five residents are currently permanently living at other AFC homes. Mrs. Luna shared how Marshall Fire Department Chief informed her how the fire started. Mrs. Luna reported from what she was told the fire initiated from the electrical box to the air conditioning unit located in the backyard. Mrs. Luna stated an electrical spark inside the electrical box caused an arch traveling through the electrical wiring inside the exterior wall of the home in-turn causing the wall and the rest of the home to catch on fire. Mrs. Luna reported the fire department immediately contacted the utilities company having the electricity and natural gas disconnected to the home for safety reasons. Mrs. Luna reported following up with her insurance company on 6/18/24 to have repairing the home assessed as quickly as possible. Mrs. Luna reported that at this time the home is not safe for any resident or household members to reside in due to the extensive repairs that must be completed. Mrs. Luna reported based on the fire damage to the roof, exterior and interior walls and damage to the interior rooms of the home were no longer in sound condition. Mrs. Luna then shared how the rear part of the roof was tarped off to lesson outside elements entering into the home. Mrs. Luna reported her intentions were to rebuild the home.

On 7/12/24, I conducted a scheduled onsite investigation meeting with licensee Karen Luna at the home. Photographs were taken inside and out of the home that included exposed insulation in ceilings, smoke and burnt covered walls, floors and ceilings. The photographs also showed fire damage to the roof, exterior roof overhangs, kitchen, dining and living rooms, each of the bedrooms along with the front and rear entrance/exits of the home. Mrs. Luna provided documentation relating to the fire.

On 7/15/24, I reviewed the family home Incident/Accident Report (IR), which was identified as "Best Care Plus Living East Incident Report", dated 7/18/24. What was written in the IR was consistent with what was reported by licensee Karen Luna. In the "Explain What Happened" section of the report it stated, "In the evening of 7/17/24 an electrical spark arched inside the electrical box of the air conditioning unit

located outside the home causing a fire inside the exterior wall and throughout the rest of the home.” In the “Action taken by Staff” section of the report it stated, “Myself and direct care worker (DCW) Lisa Solis evacuated [Residents A, B, C, D and E] from the home, contacted 911 for emergency assistance, contacted resident family members along with contacting local AFC homes for temporary housing.” In the “Corrective Measures Taken to Remedy and/or Prevent Recurrence” section of the report it stated, “No injuries identified, fire personal arrived assessing the fire, utilities to the home disconnected, secured safety for residents and household members and residents taken to another AFC home.”

On 7/15/24, I reviewed City of Marshall Fire Department Report #2024000216 dated on 6/17/24 indicating that on 6/17/24 Marshall Fire Department was dispatched to a structure fire at the AFC home. Chief Jay Riggs reported arriving to the home finding heavy smoke and flames from the rear and roof of the structure. Chief Riggs reported they pulled two hundred fifty feet preconnected hoses and started fire attach. Chief Riggs reported following up with 911 dispatch to contact Consumer Energy Company in order to disconnect utilities at the home. Chief Riggs reported after utilities were disconnected they began extinguishing the fire and started ventilation along with salvage and overhauled until all hot spots were out. Chief Riggs reported after completing these tasks we then picked up tools, hoses and cleared the scene. Chief Riggs reported smoke detectors alerted occupant and occupants responded immediately.

APPLICABLE RULE	
R 400.1426	Maintenance of premises.
	(1) The premises shall be maintained in a clean and safe condition.
ANALYSIS:	Interviews with the licensee Karen Luna revealed a fire damaged the roof, exterior and interior walls, and caused significant smoke damage throughout the home. While all residents and staff evacuated safely, the home was deemed uninhabitable by the local fire department. Ms. Luna coordinated the relocation of all residents. The home requires considerable repair and renovation and currently not compliant as a family adult foster care home.
CONCLUSION:	VIOLATION ESTABLISHED

On 7/12/24, I conducted an exit conference with licensee Karen Luna who reported that she understood the findings of the investigation and she would not be contesting the issuance of the provisional license due to the physical plant violations.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend modification of the license to provisional status due to the physical plant violations cited in the report.

Kevin L. Sellers

7/17/24

Kevin Sellers
Licensing Consultant

Date

Approved By:

Russell Misiak

7/17/24

Russell B. Misiak
Area Manager

Date