



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 20, 2025

Josephine Uwazurike  
Kevdaco Human Services LLC  
PO Box 4199  
Southfield, MI 48037

RE: License #: AS820293701  
Investigation #: 2025A0992016  
Florence Manor

Dear Ms. Uwazurike:

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 03/18/2025, 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 cursive script, appearing to read "Denasha Walker".

Denasha Walker, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 300-9922

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820293701
<b>Investigation #:</b>	2025A0992016
<b>Complaint Receipt Date:</b>	02/27/2025
<b>Investigation Initiation Date:</b>	02/28/2025
<b>Report Due Date:</b>	04/28/2025
<b>Licensee Name:</b>	Kevdaco Human Services LLC
<b>Licensee Address:</b>	Suite 200 23999 Northwestern Hwy Southfield, MI 48075
<b>Licensee Telephone #:</b>	(248) 722-5004
<b>Administrator:</b>	Josephine Uwazurike
<b>Licensee Designee:</b>	Josephine Uwazurike
<b>Name of Facility:</b>	Florence Manor
<b>Facility Address:</b>	30834 Florence St. Garden City, MI 48135
<b>Facility Telephone #:</b>	(734) 422-2233
<b>Original Issuance Date:</b>	01/29/2008
<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>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	Violation Established?
Resident A stated she is being threatened and harassed by staff Josephine Okoye. She stated Josephine Okoye is temperamental.	Yes

## III. METHODOLOGY

02/27/2025	Special Investigation Intake 2025A0992016
02/28/2025	Special Investigation Initiated - On Site Direct care staff, Mary Agnes and Resident A
02/28/2025	Referral - Recipient Rights
03/03/2025	Contact - Telephone call made Home manager, Maude Dean
03/03/2025	APS Referral
03/11/2025	Contact - Face to Face Direct care staff, Josephine Okoye; Ms. Dean, Residents A-F
03/14/2025	Contact - Telephone call made Adult Protective Services (APS), Annette Bearden
03/14/2025	Contact - Telephone call made Licensee designee, Josephine Uwazurike
03/18/2025	Contact - Face to Face Area managers, Lanetria Gibson and Stella Ojo
03/19/2025	Contact - Telephone call made Resident C's guardian, Shavonne Rippy with Guardian Care Services.
03/19/2025	Contact - Telephone call made Resident D's guardian, Relative D was not available. Message left.
03/19/2025	Contact - Telephone call made Resident F's guardian, Yolanda Williams with Kemp Klein was not available. Message left.

**ALLEGATION: Resident A stated she is being threatened and harassed by staff Josephine Okoye. She stated Josephine Okoye is temperamental.**

**INVESTIGATION:** On 02/28/2025, I completed an unannounced onsite inspection and interviewed direct care staff, Mary Agnes and Resident A regarding the allegation. Ms. Agnes denied having any knowledge of the allegation. She stated all the residents were at program except Resident A.

Resident A confirmed the allegation. She stated something is going on with direct care staff, Josephine Okoye and she is very temperamental. Resident A further stated on 02/26/2025, she came out of her bedroom 15 minutes early because the van picks her up for program. She stated Ms. Okoye immediately started yelling, "Do not come out of your bedroom." She stated Ms. Okoye got in her face and was pointing her finger at her while yelling. She stated Ms. Okoye kept yelling, "Go back in your bedroom." Resident A stated she was frightened because Ms. Okoye's behavior was threatening, and she kept putting her finger in her face. Resident A demonstrated how close Ms. Okoye's finger was to her nose. Resident A stated she told Ms. Okoye that she was going to call the Office of Recipient Rights (ORR) and report her. Resident A stated Ms. Okoye has yelled at her in the past but this the first time she has ever made her feel nervous and uncomfortable. I asked if there were any witnesses, and she said no. I asked about the whereabouts of the other residents. Resident A stated Resident F was in the bathroom and the other residents were in their bedroom. She stated the other residents did not witness Ms. Okoye's behavior, but they probably heard her. Resident A stated outside of Ms. Okoye's uncanny behavior, everything else is fine. Resident A was descriptive and articulated herself well.

On 03/03/2025, I contacted home manager, Maude Dean regarding the allegation. Ms. Dean agreed to investigate the allegation. She stated Residents B-F attend program and provided me with the name and location of the program.

On 03/11/2025, I completed an unannounced onsite inspection and interviewed Residents A-F, direct care staff, Josephine Okoye and Ms. Dean. Resident A stated she has not had any further issues with Ms. Okoye since I last interviewed her. She stated things are going well and she feels safe.

Resident B stated she has not had any bad encounters with Ms. Okoye. However, she stated she has witnessed Ms. Okoye yell at Resident A. She stated she would not describe the yelling as an argument because Resident A did not yell back, but Ms. Okoye was yelling. She stated she has not witnessed Ms. Okoye put her finger in Resident A's face.

I attempted to interview Resident C. Resident C shook her head gesturing "no" when I tried to interview her. Resident C did not verbally respond, and I was unable to interview her.

Resident D denied she has ever heard Ms. Okoye yell at the residents. She stated Ms. Okoye is very helpful. Resident D went on to say that she is the president of Nigeria, and she is referred to as "Queen of Sheeba." She stated she had to relocate many years ago. She stated prior to her mother passing, she was the "Queen of Germany." Based on Resident D's statements, I am unable to deem Resident D credible as it pertains to the allegation.

Resident E stated Ms. Okoye has never yelled at her or put her finger in her face. I asked if she ever witnessed Ms. Okoye yell at any of the other residents and said no. Resident E stated Ms. Okoye is playing when she put her finger in their face. I asked again if Ms. Okoye has ever put her finger in her face or any of the other residents, and she said yes. She stated Ms. Okoye is joking and does not mean any harm.

Resident F denied Ms. Okoye has ever yelled at her or put her finger in her face. Resident F stated she gets along well with the staff and the residents. She stated she has never witnessed Ms. Okoye yell at the residents or put her finger in their face. Resident F stated she feels safe and denied having any concerns.

When I completed the interviews with the residents, I overheard Resident E tell Ms. Okoye, "I told her you be playing when you put your finger in our face."

I interviewed Ms. Okoye regarding the allegation, which she denied. Ms. Okoye stated she never did such things. I asked Ms. Okoye why someone would report allegations against her, she stated she did not know. Ms. Okoye stated she has provided direct care for many years, and she would never treat a resident with disrespect.

Resident C is Arabic, I asked Ms. Dean if Resident C speaks English, and she said Resident C speaks Arabic and very little English. However, she stated Resident C does understand English. Ms. Dean also stated Ms. Okoye speaks Arabic fluently and communicates with Resident C. Ms. Dean stated Resident C's guardian is Guardian Care Services. Ms. Dean stated she spoke with Adult Protective Services (APS) and understands Ms. Okoye was using threatening behavior towards Resident A. She stated action will be taken with Ms. Okoye.

On 03/14/2022, I contacted Adult Protective Services (APS), Annette Bearden regarding her investigation. Ms. Bearden confirmed she investigated the allegation and substantiated. She stated Resident A was very adamant that Ms. Okoye was yelling at her and was up in her face. She stated Resident A disclosed that Ms. Okoye has yelled at her before, but this time was different because she was up in her face. Ms. Bearden stated Resident A stated she was nervous and afraid.

On 03/14/2025, I contacted licensee designee, Josephine Uwazurike regarding the allegation. Ms. Uwazurike confirmed she was previously made aware of the allegation by Ms. Dean. Ms. Uwazurike stated she did not conduct an internal

investigation. She stated once the Office of Recipient Rights (ORR), APS or Adult Foster Care Licensing is involved, she does not interview the residents, so that she does not interfere with the investigation. She stated if this incident was brought to her attention prior to the outside involvement, she would have conducted an internal investigation. Ms. Uwazurike stated after conferencing with Ms. Dean, she is aware that Ms. Okoye was suspended for a day due to her behavior. Ms. Uwazurike stated such behavior is not tolerated.

On 03/18/2025, I made face-to-face contact with Area managers, Lanetria Gibson and Stella Ojo both of confirmed they were aware of the allegation but denied having any additional information. Ms. Gibson stated Resident C understands English and that she has observed her interacting and communicating with other residents.

On 03/19/2025, I contacted Resident C's guardian, Shavonne Rippy with Guardian Care Services. Ms. Rippy denied having any knowledge of the allegation. She stated she has never spoken with Resident C and is not certain if she speaks/understands English or not. Ms. Rippy explained that representative, Richard Grimm from her office visits with the clients quarterly. She stated based on his notes from his last visit, Resident C stated she is fine, the people are nice, the food is good, and she needs money. Ms. Rippy stated notes from Mr. Grimm's previous visits also include statements made by the resident. She stated it is safe to say that she can understand English because she was able to communicate her needs to Mr. Grimm.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</b>

<b>ANALYSIS:</b>	<p>During my investigation, I interviewed licensee designee, Josephine Uwazurike; home manager, Maude Dean; direct care staff, Mary Agnes and Josephine Okoye; area managers, Lanetria Gibson and Stella Ojo; Resident C's guardian Shavonne Rippy with Guardian Care Services; APS, Annette Bearden and Residents A-F regarding the allegation. All of which denied the allegation except for Residents A, B and Ms. Bearden. Ms. Bearden stated based on her findings, there is evidence to support the allegations.</p> <p>Resident A was very adamant and descriptive when discussing the allegations. Resident A articulated herself well. She presented competent and credible.</p> <p>I also overheard Resident E tell Ms. Okoye, "I told her you be playing when you put your finger in our face."</p> <p>Based on the investigative findings, there is sufficient evidence to support the allegation that Resident A was not treated with dignity. The allegation is substantiated.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

An acceptable corrective action was received, I recommend that the status of the license remains the same.



3/19/2025

Denasha Walker  
Licensing Consultant

Date

Approved By:



3/20/2025

Ardra Hunter  
Area Manager

Date