



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 23, 2025

Janeclare Agbor-Baiyee
Integrated Home Care Agency, INC.
11425 St. Aloysius
Romulus, MI 48174

RE: License #: AS820340264
Investigation #: 2025A0992030
Integrated Home Care Agency

Dear Mrs. Agbor-Baiyee:

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) 456-0439.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Denasha Walker', with a stylized, cursive script.

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

License #:	AS820340264
Investigation #:	2025A0992030
Complaint Receipt Date:	06/11/2025
Investigation Initiation Date:	06/11/2025
Report Due Date:	08/10/2025
Licensee Name:	Integrated Home Care Agency, INC.
Licensee Address:	11425 St. Aloysius Romulus, MI 48174
Licensee Telephone #:	(734) 635-5688
Administrator:	Janeclare Agbor-Baiyee
Licensee Designee:	Janeclare Agbor-Baiyee
Name of Facility:	Integrated Home Care Agency
Facility Address:	11425 Saint Aloysius St Romulus, MI 48174
Facility Telephone #:	(734) 635-7044
Original Issuance Date:	02/03/2014
License Status:	REGULAR
Effective Date:	03/25/2025
Expiration Date:	03/24/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

	AGED
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II. ALLEGATION(S)

	Violation Established?
Resident A has a traumatic brain injury and is being financially exploited by the licensee. Resident A has \$870 missing from her account.	No
Additional Findings	Yes

III. METHODOLOGY

06/11/2025	Special Investigation Intake 2025A0992030
06/11/2025	Special Investigation Initiated - On Site Direct care staff Yvonne Ayuk and Resident A.
06/11/2025	Contact - Telephone call made Licensee designee, Janeclare Agbor-Baiyee.
06/11/2025	Contact - Telephone call made Support coordinator, Rakayla Beacham with The Information Center; number incorrect. Email sent.
06/13/2025	Contact - Telephone call received Ms. Beacham
06/13/2025	Contact - Telephone call made Supervisor, Donna Johnson with The Information Center; was not available. Message left.
06/13/2025	Contact - Telephone call made Ms. Agbor-Baiyee
06/16/2025	Contact - Document Received Resident funds
06/24/2025	Contact - Telephone call made Ms. Beacham was not available. Message left.
06/24/2025	Contact - Telephone call received Ms. Johnson and Ms. Beacham.
07/09/2025	Contact - Telephone call made Ms. Johnson, no answer. Message left.

07/18/2025	Contact - Telephone call made Ms. Beacham
07/18/2025	Contact - Telephone call made Ms. Johnson
07/18/2025	Contact - Telephone call made Ms. Agbor-Baiyee
07/18/2025	Contact - Document Received Resident A's assessment.
07/18/2025	Exit Conference Ms. Agbor-Baiyee

ALLEGATION: Resident A has a traumatic brain injury and is being financially exploited by the licensee. Resident A has \$870 missing from her account.

INVESTIGATION: On 06/11/2025, I completed an unannounced onsite inspection and interviewed direct care staff Yvonne Ayuk and Resident A regarding the allegation. Ms. Ayuk denied having any knowledge of charges made towards Resident A's account. She stated she was uncertain if Resident A has a traumatic brain injury. Ms. Ayuk suggested I contact licensee designee, Janeclare Agbor-Baiyee.

I interviewed Resident A, she confirmed the allegation and stated she is missing money out of her account. She stated her funds are loaded onto her card monthly and she controls her funds. Resident A called her debit card customer services and allowed me to listen to the last transactions. Per the automated system, \$845.00 was withdrawn from her account on 5/13/2025 and \$42.00 will be available on 06/13/2025. Resident A stated she initiated an investigation with the bank and the investigation is pending. Resident A stated she does not have a guardian and denied having any knowledge of her diagnosis.

On 06/11/2025, I contacted licensee designee, Janeclare Agbor-Baiyee, and interviewed her regarding the allegation. Ms. Agbor-Baiyee denied the allegation. She stated she does not manage Resident A's funds, and that Resident A is responsible for her own account. She stated Resident A's cost-of-care is in the arrears. Ms. Agbor-Baiyee stated she recently contacted Resident A's Support coordinator, Rakayla Beacham, with The Information Center regarding nonpayment. Ms. Agbor-Baiyee stated at one point Resident A was interested in relocating and she paid deposits to other places, Ms. Agbor-Baiyee stated she is not sure if this is what has occurred again. Ms. Agbor-Baiyee suggested I contact Ms. Beacham for additional information.

On 06/13/2025, I received a call from Ms. Beacham; I interviewed her regarding the allegation. Ms. Beacham confirmed Resident A is in control of her own funds and she is responsible for paying Ms. Agbor-Baiyee for her cost-of-care. Ms. Beacham stated Ms. Agbor-Baiyee does not have access to Resident A's funds. Ms. Beacham stated Resident A has made some poor financial decisions in the past. Ms. Beacham stated in 04/2025, Resident A tried to find housing on her own and she was scammed. Ms. Beacham stated other examples of Resident A's poor choices include purchasing four life insurance policies and a life alert device from an informercial. Ms. Beacham stated Resident A has not paid Ms. Agbor-Baiyee for her cost-of-care. Ms. Beacham stated she received a call from Resident A stating a substantial amount of money was withdrawn from her account. She stated Resident A has limited information and does not know what happened or why her account is in a deficit. Ms. Beacham explained that her agency does not offer money management and Resident A does not have a guardian, although she needs one. She stated she has been in contact with a relative that is considering becoming her guardian, but she has not done so at this time. I asked Ms. Beacham if Resident A has a traumatic brain injury (TBI), which she confirmed. Ms. Beacham stated according to Resident A's assessment report she is actively receiving medical services for TBI. I explained that the home is not licensed for traumatic brain injury, which poses a concern. She stated Resident A makes her own medical appointments and arranges transportation. Ms. Beacham explained that her agency does not assist with housing, and she is uncertain who placed Resident A in the home. I requested a copy of Resident A's assessment plan. Ms. Beacham stated she would have to speak with her supervisor, Donna Johnson before releasing a copy of the assessment.

On 06/13/2025, I contacted Ms. Agbor-Baiyee and requested a copy of Resident A's resident funds part I and II, and healthcare appraisal, which Ms. Agbor-Baiyee agreed to provide.

On 06/16/2025, I received and reviewed Resident A's resident funds part I, Resident A is responsible for her funds. The resident funds part II includes cost-of-care payments from 11/1/2024 through 3/01/2025. A payment was not received for 4/2025 through 6/2025. As it pertains to Resident A's healthcare appraisal and diagnosis, CVA no description was provided other than the acronym, asthma and anxiety. The healthcare appraisal does not include TBI.

On 06/24/2025, I received a call from supervisor, Donna Johnson with The Information Center and Ms. Beacham regarding the allegation and obtaining a copy of Resident A's assessment plan. I explained that according to Ms. Beacham Resident A has a TBI and is actively receiving medical treatment. However, the home is not licensed for traumatic brain injury, which poses a concern. I explained that I need a copy of the assessment to confirm the diagnosis. Ms. Johnson stated she is not sure about releasing a copy of the assessment plan. She stated she would have to consult with her supervisor to find out the proper channels. She stated

Resident A sees her own physician and neurologist. She stated maybe the documentation can be obtained from her physician, Vijaykuma Patel. Ms. Jonhson agreed to consult with her supervisor and follow-up with me.

On 07/18/2025, I contacted with Ms. Beacham to follow up regarding the assessment plan. She stated Resident A has since been discharged from the home. As it pertains to the assessment plan, she stated she had not received any additional direction from Ms. Johnson regarding providing a copy, but she agreed to follow up with her.

On 07/18/2025, I received a call from Ms. Johnson. Ms. Johnson stated after speaking with her supervisor it was suggested I obtain a copy of the “vendors assessment plan,” from the home; she stated the home is responsible for completing the assessment plan. For clarity I explained that I am trying to obtain a copy of the assessment that is completed by The Information Center that includes Resident A’s history, not the adult foster care assessment plan as it does not include her diagnosis. Ms. Johnson stated Ms. Agbor-Baiyee would have immediate access and able to provide a copy, which would be the easiest way to obtain a copy opposed to going through the proper channels from her agency to obtain a copy.

On 07/18/2025, I contacted Ms. Agbor-Baiyee, to obtain a copy of Resident A’s “vendors assessment plan.” Ms. Agbor-Baiyee denied having any knowledge of Resident A having TBI. She stated she would obtain a copy of the assessment plan and provide me with a copy.

On 07/18/2025, I received a copy of Resident A's “vendors assessment plan,” which states Resident A has been diagnosed with a TBI and is actively receiving treatment.

On 07/18/2025, I completed an exit conference with Ms. Agbor-Baiyee. I explained that there is insufficient evidence to support the allegation of financial exploitation. Ms. Agbor-Baiyee denied having any questions.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(10) A licensee, administrator, direct care staff, other employee, volunteers under the direction of the licensee, and members of their families shall not accept, take, or borrow money or valuables from a resident, even with the consent of the resident.

ANALYSIS:	<p>During my investigation, which consisted of interviews with licensee designee, Janeclare Agbor-Baiyee; Resident A's supports coordinator, Rakayla Beacham with The Information Center; supervisor, Donna Johnson with The Information Center; and Residents A; all of which denied the allegation.</p> <p>Resident A stated a large amount of money was withdrawn from her account without her approval. Resident A confirmed she is responsible for her funds.</p> <p>Ms. Agbor-Baiyee does not have access to Resident A's account.</p> <p>I reviewed Resident A resident funds part I and II, which supported the statements provided by Ms. Agbor-Baiyee, Ms. Beacham and Resident A.</p> <p>Based on the investigative findings, there is insufficient evidence that the licensee accepts, takes, or borrows money or valuables from Resident A. The allegation is unsubstantiated</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 06/13/2025, I asked Ms. Beacham if Resident A has a traumatic brain injury (TBI), which she confirmed. Ms. Beacham stated according to Resident A's assessment report she is actively receiving medical services for TBI. I explained that the home is not licensed for traumatic brain injury, which poses a concern. She stated Resident A makes her own medical appointments and arranges transportation. Ms. Beacham explained that her agency does not assist with housing, and she is uncertain who placed Resident A in the home. I requested a copy of Resident A's assessment plan. Ms. Beacham stated she would have to speak with her supervisor, Donna Johnson before releasing a copy of the assessment.

On 07/18/2025, I received a copy of Resident A's "vendors assessment plan," which states Resident A has been diagnosed with a TBI and is actively receiving treatment.

APPLICABLE RULE	
R 400.14301	Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.
	(2) A licensee shall not accept or retain a resident for care unless and until the licensee has completed a written assessment of the resident and determined that the resident is suitable pursuant to all of the following provisions: (b) The kinds of services, skills, and physical accommodations that are required of the home to meet the resident's needs are available in the home.
ANALYSIS:	Resident A is diagnosed with TBI. The kinds of services, skills, and physical accommodations that are required of the home to meet Resident A's needs were not available as the home is not licensed for TBI.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon an acceptable corrective action plan, I recommend that the status of the license remains the same.



7/21/2025

Denasha Walker
Licensing Consultant

Date

Approved By:



7/23/2025

Ardra Hunter

Date

Area Manager