



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

August 13, 2024

Laura Hatfield-Smith  
ResCare Premier, Inc.  
Suite 1A  
6185 Tittabawassee  
Saginaw, MI 48603

RE: License #: AS250413361  
Investigation #: 2024A0576040  
ResCare Premier Neff Rd

Dear Laura Hatfield-Smith:

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.
- 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. 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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "C. Garza".

Christina Garza, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(810) 240-2478

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250413361
<b>Investigation #:</b>	2024A0576040
<b>Complaint Receipt Date:</b>	06/20/2024
<b>Investigation Initiation Date:</b>	06/21/2024
<b>Report Due Date:</b>	08/19/2024
<b>Licensee Name:</b>	ResCare Premier, Inc.
<b>Licensee Address:</b>	9901 Linn Station Road, Louisville, KY 40223
<b>Licensee Telephone #:</b>	(989) 791-7174
<b>Administrator:</b>	Laura Hatfield-Smith
<b>Licensee Designee:</b>	Laura Hatfield-Smith
<b>Name of Facility:</b>	ResCare Premier Neff Rd
<b>Facility Address:</b>	8358 Neff Rd., Mt. Morris, MI 48458
<b>Facility Telephone #:</b>	(810) 687-6820
<b>Original Issuance Date:</b>	01/31/2023
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/31/2023
<b>Expiration Date:</b>	07/30/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
On 6/15/2024, Tyrianna Spicer was overheard yelling at and arguing with Resident A. Resident A also reports that Staff Spicer said, "You don't want to get on my bad side!" (threat) before the resident left the facility for a walk to calm down.	Yes

**III. METHODOLOGY**

06/20/2024	Special Investigation Intake 2024A0576040
06/21/2024	Special Investigation Initiated - Letter Sent email to Kim Nguyen-Forbes, Genesee County Office of Recipient Rights (ORR)
07/01/2024	Contact - Telephone call made Interviewed Kim Nguyen-Forbes, ORR
07/19/2024	Inspection Completed On-site Interviewed Resident A, Resident B, and Staff, Makiah Moore
08/06/2024	Contact - Telephone call made Interviewed Relative B
08/06/2024	Contact - Telephone call made Interviewed Cheryl Broach, Program Manager
08/06/2024	Contact - Telephone call made Interviewed Staff, Tyrianna Spicer
08/06/2024	Contact - Document Received Email from Kim Nguyen-Forbes
08/12/2024	APS Referral
08/12/2024	Exit Conference

## **ALLEGATION:**

On 6/15/2024, Tyrianna Spicer was overheard yelling at and arguing with Resident A. Resident A also reports that Staff Spicer said, "You don't want to get on my bad side!" (threat) before the resident left the facility for a walk to calm down.

## **INVESTIGATION:**

On June 21, 2024, I sent an email to Kim Nguyen-Forbes, Genesee County Office of Recipient Rights (ORR) Officer regarding any updates she can provide. On August 6, 2024, I sent an email to Officer to Nguyen-Forbes inquiring as to the status of her investigation. Officer Forbes indicated she had not yet completed her investigation.

On July 1, 2024, I interviewed Officer Nguyen-Forbes regarding the allegations, and she reported Resident A got upset and cursed at staff. There was an argument between Resident A and Staff, Tyrianna Spicer. Resident A was mad and left for a walk. Resident B was interviewed by the home manager and Resident B reported he heard Staff Spicer and Resident A yelling. Resident A was mad because he wanted Staff Spicer to watch a television show together however Staff Spicer was talking on the telephone. Resident A yelled at Staff Spicer and in response, Staff Spicer said, "you don't want to get on my bad side." Resident B heard the yelling and called a relative to report what was occurring. Resident B reported to Relative B that he could not hear his television due to the yelling. Resident B put his phone on speaker and Relative B may have heard what was occurring. Officer Nguyen-Forbes will likely substantiate Staff Spicer for yelling/arguing with the resident.

On July 19, 2024, I conducted an unannounced on-site inspection and interviewed Resident A who reported he has lived at his home for almost 2 years. Regarding the allegations, Resident A reported he signed out and was going for a walk. Staff, Tyrianna Spicer was yelling at him and said, "you don't want to get on my bad side." Resident A thought the staff person was serious because the tone of her voice. Staff Spicer was upset at Resident A, and she was not laughing. Resident A denied any other concerns regarding his home.

On July 19, 2024, Resident B was interviewed, and he reported he overheard Staff Tyrianna Spicer yelling at Resident A. Resident B could not recall what was being said however he heard Staff Spicer swearing at Resident A. Resident B was in his bedroom and Staff Spicer and Resident A were in the dining room. Resident B became worried because he did not like what being said, the swearing and yelling so he called a relative.

On July 19, 2024, I interviewed Staff, Makiah Moore who denied any knowledge of the allegations. Resident A never reported to Staff Moore any issues with Staff Spicer.

On July 19, 2024, I reviewed Resident A's Individual Plan of Service (IPOS) which revealed Resident A is 67-years old. Resident A can display agitated behavior including

screaming, threatening self-harm, and throwing objects. Staff will demonstrate positive regard toward Resident A in efforts to build positive relationships.

On August 6, 2024, I interviewed Relative B regarding the allegations. Relative B reported Resident B called her and he was very upset. Resident B reported that there was a staff person yelling at Resident A. Relative B was on speaker and could not hear what was being said however she could tell it was a female voice yelling. Relative B immediately contacted the program manager to report what was occurring at the home. According to Relative B, Resident B does not make up stories and would not call for no reason.

On August 6, 2024, I interviewed Program Manager, Cheryl Broach regarding the allegations. Manager Broach reported she received a call from Relative B stating she heard a staff person yelling at Resident A. Relative B could not discern what was being said only that the staff person was yelling at the resident.

On August 6, 2024, I interviewed Staff, Tyrianna Spicer regarding the allegations. Staff Spicer reported she was the only staff person working at the time of the allegations. Staff Spicer was trying to help Resident A with something, and Resident A became angry. Resident A said something about not needing a woman's help and Staff Spicer told him what he said was not nice. Resident A began calling Staff Spicer names and Staff Spicer was trying to redirect Resident A. Staff Spicer denied threatening Resident A or saying, "you don't want to get on my bad side." Staff Spicer denied yelling at Resident A and stated she was trying to speak to him however he was overtalking her.

On August 12, 2024, I conducted an exit conference with Licensee Designee, Laura Hatfield-Smith. I advised Licensee Designee Smith I would be requesting a corrective action plan for the cited rule violation. Licensee Designee advised that there will be a staff training scheduled immediately that will address dignity and respect for clients.

<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>	It was alleged that Staff, Tyrianna Spicer yelled at, argued with, and threatened Resident A. Upon conclusion of investigative interviews, there is a preponderance of evidence to conclude a rule violation.

	<p>Resident A reported Staff Spicer was yelling at him and said, "you don't want to get on my bad side". According to Resident A, Staff Spicer was serious and not joking around. Resident B was interviewed and stated he could hear Staff Spicer yelling and cursing at Resident A. Resident B became worried and called a relative, Relative B. Resident A put Relative B on speaker phone so they could hear what was happening. Relative B reported Resident B called and was very upset. Resident B told Relative B that a staff person was yelling at Resident A. Relative B was on speaker and heard a female yelling. Staff, Tyrianna Spicer was interviewed and denied yelling at or threatening Resident A. Staff Spicer reported Resident A began calling her names and she was attempting to redirect him.</p> <p>Upon conclusion of investigative interviews, there is a preponderance of evidence to conclude Resident A was not treated with dignity at all times.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, no change to the license status is recommended.



8/13/2024

Christina Garza  
Licensing Consultant

Date

Approved By:



8/13/2024

Mary E. Holton  
Area Manager

Date