



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 23, 2025

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

RE: License #: AS440418129
Investigation #: 2025A0580029
ResCare Premier Pine

Dear Laura Hatfield-Smith:

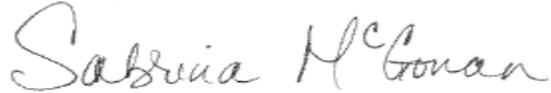
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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.
- 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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Sabrina McGowan". The signature is written in black ink and is positioned above the typed name and address.

Sabrina McGowan, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 835-1019

enclosure

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

I. IDENTIFYING INFORMATION

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|---------------------------------------|--|
| License #: | AS440418129 |
| Investigation #: | 2025A0580029 |
| Complaint Receipt Date: | 04/04/2025 |
| Investigation Initiation Date: | 04/07/2025 |
| Report Due Date: | 06/03/2025 |
| Licensee Name: | ResCare Premier, Inc. |
| Licensee Address: | 9901 Linn Station Road Louisville, KY 40223 |
| Licensee Telephone #: | (989) 791-7174 |
| Administrator: | Laura Hatfield-Smith |
| Licensee Designee: | Laura Hatfield-Smith |
| Name of Facility: | ResCare Premier Pine |
| Facility Address: | 632 Pine St. Lapeer, MI 48446 |
| Facility Telephone #: | (989) 791-7174 |
| Original Issuance Date: | 03/04/2024 |
| License Status: | REGULAR |
| Effective Date: | 09/04/2024 |
| Expiration Date: | 09/03/2026 |
| Capacity: | 6 |
| Program Type: | DEVELOPMENTALLY DISABLED MENTALLY ILL |

II. ALLEGATION(S)

| | Violation Established? |
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| Resident A was allowed to leave the home unsupervised. | No |
| Additional Findings | Yes |

III. METHODOLOGY

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| 04/04/2025 | Special Investigation Intake 2025A0580029 |
| 04/07/2025 | Special Investigation Initiated - Telephone Call to Rose Koss, APS, Lapeer Co. |
| 04/09/2025 | APS Referral Spoke with Rose Koss regarding the allegations. |
| 04/10/2025 | Inspection Completed On-site Unannounced onsite inspection. |
| 04/10/2025 | Contact - Face to Face Interview with Resident A. |
| 04/10/2025 | Contact - Document Received Documents received while onsite. |
| 05/02/2025 | Contact - Document Received Email from RR Investigator, Lisa Jolly. |
| 05/02/2025 | Contact - Telephone call received Call from LD Laura Hatfield-Smith. |
| 05/19/2025 | Contact - Telephone call made Call to Diana Moore, Lapeer Co CMH Case Manager for Resident A |
| 05/19/2025 | Contact - Document Sent Email to Lisa Jolly, RR. |
| 05/19/2025 | Contact - Document Sent Email to Rose Koss, APS. |

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| 05/20/2025 | Contact - Document Received Email from Rose Koss, APS. |
| 05/20/2025 | Contact – Telephone call received Call from Diana Moore, Lapeer Co CMH Case Manager for Resident A |
| 05/21/2025 | Contact - Face to Face Interview with LD Hatfield-Smith |
| 05/21/2025 | Contact - Document Received Email from Lisa Jolly, RR. |
| 05/23/2025 | Contact - Telephone call made Call to Public Guardian A. |
| 05/23/2025 | Exit Conference Exit with LD Laura Hatfield-Smith. |

ALLEGATION:

Resident A was allowed to leave the home unsupervised.

INVESTIGATION:

On 04/04/2025, I received a complaint via LARA-BCHS-Complaints. This complaint was opened by Adult Protective Services (APS), for investigation.

On 04/07/2025, I placed a call to Rose Koss, assigned APS Investigator in Lapeer County. A message was left requesting a return call.

On 04/09/2025, I spoke with Rose Koss, APS Investigator in Lapeer County. Investigator Koss stated that it is her understanding that Resident A was allowed to sign herself out of the AFC home to provide childcare services for a friend, for 8 days, beginning on 3/30/2025. Resident A has a full guardian who was only notified of Resident A's Leave of Absence (LOA) when Resident A contacted their office on 04/03/2025, stating that she was overwhelmed with childcare duties.

On 04/10/2025, I conducted an unannounced onsite inspection. Contact was made with Carrie Wilcox, who was identified as the home manager. Staff Wilcox denied the allegations. Staff Wilcox stated that Resident A signed herself out of the group home, which Resident A is allowed to do. Resident A was gone effective 03/30/2025 and returned on 04/03/2025. A limited guardianship, for financial and medical oversight had been in place, but, apparently, at a court hearing held on 01/21/2025, Resident A was

assigned a full guardian. Staff Wilcox stated that the home was never notified that Resident A now has a full guardian until 04/03/2025. Staff Wilcox stated that no updates to the AFC Assessment Plan or IPOS regarding supervision were made as a result of the full guardianship.

On 04/10/2025, while onsite, I reviewed the AFC Assessment Plan for Resident A. The plan, signed and dated 02/11/2025, indicates that Resident A requires 24-hour supervision while in the home. Resident A does not require supervision while in the community. The plan also indicates that Resident A is looking for a job in the community. This plan was completed by and signed by the home manager and Public Guardian A.

The Lapeer County Community Mental Health (CMH) Individual Plan of Service (IPOS) for Resident A, dated 01/22/2025-01/20/2026, was reviewed. The plan indicates that the AFC home will provide supervision and support, both inside of the home and in the community, ensuring safety standards are prioritized. The plan also states that there are no restrictions on personal rights, which includes movement.

I also observed State of Michigan Lapeer County Probate Court Letters of Guardianship of Individual with Developmental Disability, dated 05/02/2024. The order indicates that Thumb Guardianship Services has been appointed as plenary guardian of Resident A. The guardianship is limited to medical and financial decision making. The State of Michigan Lapeer County Probate Court Letters of Guardianship of Individual with Developmental Disability, dated 01/21/2025 indicate that the Thumb Guardianship Services has been appointed as plenary guardian of Resident A, to include estate and person.

On 04/10/2025, I conducted an interview with Resident A. Resident A stated that while she is aware that her guardianship was changed from partial to full, she did not know she needed permission from her guardian to sign herself out of the home.

On 05/02/2025, I received an email from Recipient Rights Director, Lisa Jolly. Director Jolly inquiring regarding the status of the licensing investigation. Director Jolly shared that the allegations were substantiated by both RR and APS.

On 05/02/2025, I received a phone call from Licensee Designee (LD), Laura-Hatfield Smith. LD Hatfield-Smith denied the allegations, stating that there were no changes made to the AFC assessment nor the IPOS plan regarding supervision when the guardian was put in place. Resident A has not had any restrictions put in place and has full access to the community. Resident A has been signing herself in and out of the home for a while. LD Hatfield-Smith stated that she only received an email on 04/03/2025, informing her that Resident A now has a full guardian. LD Hatfield-Smith adds that she is not happy with the RR substantiation and does plan on appealing the decision.

On 05/19/2025, I placed a call to Diana Moore, Case Manager (CM) at Lapeer County CMH, assigned to Resident A. A voice message was left requesting a return call.

On 05/19/2025, I sent an email to APS Investigator Koss, inquiring about what specific violation was cited in the APS investigation. On 05/20/2025, Investigator Koss responded via email. There were no substantiations regarding this allegation.

On 05/19/2025, I sent an email to RR Lisa Jolly, inquiring about what specific violation was cited in the RR Investigation.

On 05/20/2025, CM Moore responded via telephone. CM Moore stated that this incident was brought to her attention on 04/03/2025, when she received a call from one of Resident A's guardians, indicating that they had not been notified of Resident A's LOA (Leave of Absence). CM Moore stated that it is her understanding that Resident A intended to provide childcare beginning Sunday 03/30/2025 until Monday 04/07/2025, for a total of 8 days.

CM Moore further stated that Resident A has had numerous issues with poor decisions she has been making while in the community. Resident A was placed under full guardianship effective 01/21/2025, having previously been under partial guardianship (financial and medical only). An IPOS meeting for Resident A was conducted on 01/17/2025. Although prior to the court hearing, the home was well aware that there was a court hearing scheduled petitioning for full guardianship. CM Moore stated that she received a copy of the court order establishing full guardianship on 01/23/2025, sent to her by Public Guardian A. The court order was then uploaded to Resident A's CMH Oasis file, to which the home has access. CM Moore stated that all of this could have been avoided if the home had contacted Resident A's guardian.

On 05/21/2025, RR Lisa Jolly responded with a copy of the Recipient Rights Investigation. This investigation was substantiated as a Neglect Class III.

On 05/23/2025, I spoke with Public Guardian A, of Thumb Guardianship Services, located in Lapeer, MI. Public Guardian A stated that on 04/03/2025, their office received a frantic text message from Resident A, stating that she was babysitting, the child had gotten out of control, and Resident A did not know what to do. Public Guardian A stated that their office was not made aware of the babysitting arrangement and would not have given Resident A permission to do so.

Public Guardian A further stated Resident A was returned to full guardian status at the hearing held on 01/21/2025, due to poor decisions she was making while in the community. Public Guardian A stated that she's pretty sure she handed the staff in the home a copy of the guardianship order after the hearing. Resident A can go out in the community for walks around the corner or downtown Lapeer which is near and does not require supervision. Resident A is not allowed to do overnights away from the AFC home. Updates to the IPOS and AFC Assessment Plan will be made.

| APPLICABLE RULE | |
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| R 400.14303 | Resident care; licensee responsibilities. |
| | (2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan. |
| ANALYSIS: | <p>It was alleged that Resident A was allowed to leave the home unsupervised.</p> <p>Home Manager, Carrie Wilcox, denied the allegations, stating that Resident A signed herself out of the group home, which she is allowed to do.</p> <p>The AFC Assessment Plan for Resident A, signed and completed by the home manager and Public Guardian A, 02/11/2025, indicates that Resident A requires 24-hour supervision while in the home. Resident A does not require supervision while in the community. The plan also indicates that Resident A is looking for a job in the community.</p> <p>The Lapeer County Community Mental Health (CMH) Individual Plan of Service (IPOS) for Resident A, dated 01/22/2025-01/20/2026, was reviewed. The plan indicates that the AFC home will provide supervision and support, both inside of the home and in the community, ensuring safety standards are prioritized. The plan also states that there are no restrictions on personal rights, which includes movement.</p> <p>State of Michigan Lapeer County Probate Court Letters of Guardianship of Individual with Developmental Disability, dated 05/02/2024, indicates that Thumb Guardianship Services has been appointed as plenary guardian of Resident A. The guardianship is limited to medical and financial decision making. The State of Michigan Lapeer County Probate Court Letters of Guardianship of Individual with Developmental Disability, dated 01/21/2025 indicate that the Thumb Guardianship Services has been appointed as plenary guardian of Resident A, to include estate and person.</p> <p>Resident A. Resident A stated that while she is aware that her guardianship was changed from partial to full, she did not know she needed permission from her guardian to sign herself out of the home.</p> |

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| | <p>Licensee Designee (LD), Laura-Hatfield Smith. LD Hatfield-Smith denied the allegations, stating that there were no changes made to the AFC assessment nor the IPOS plan regarding supervision when the guardian was put in place. Resident A has not had any restrictions put in place and has full access to the community.</p> <p>APS Investigator Koss stated that there were no substantiations regarding this allegation.</p> <p>Case Manager Diana Moore stated that she received a copy of the court order establishing full guardianship on 01/23/2025, sent to her by Public Guardian A. The court order was then uploaded to Resident A's CMH Oasis file, to which the home has access. CM Moore stated that all of this could have been avoided if the home had contacted Resident A's guardian.</p> <p>On 05/21/2025, Recipient Rights Director Lisa Jolly stated that investigation was substantiated as Neglect Class III.</p> <p>Public Guardian A, of Thumb Guardianship Services, stated that Resident A was returned to full guardian status at the hearing held on 01/21/2025, due to poor decisions she was making while in the community. Resident A can go out in the community for walks around the corner or downtown Lapeer which is near and does not require supervision.</p> <p>Based upon my investigation, which consisted of interviews with facility staff member, Carri Wilcox, Resident A, Recipient Rights Director, Lisa Jolly, Adult Protective Services Investigator Rose Koss, Public Guardian A, and Licensee Designee, Laura Hatfield-Smith, as well as a review of relevant facility documents pertinent to the allegation, there is enough evidence to substantiate the allegation.</p> |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ADDITIONAL FINDINGS:

INVESTIGATION:

On 04/09/2025, APS Investigator Koss stated that staff in the home sent Resident A with her medication to self-administer during her LOA.

On 04/10/2025, Staff Wilcox stated that while out of the home, Resident A was provided with her medication that she would need while away. Staff Wilcox also took additional medication needed to Resident A, once Resident A's refill prescriptions were filled.

On 04/10/2025, Resident A was interviewed. Resident A stated that she self-administered her medication while out of the home.

On 04/10/2025, I reviewed the AFC Assessment Plan for Resident A, which states that Resident A requires medication, which staff will administer and monitor for side effects. I also reviewed the Lapeer County CMH (IPOS) for Resident A, which states that AFC staff will remind, observe, train, assist, and/or support Resident A with her daily medication management, personal care and community living supports (i.e. meal prep, laundry, chores, daily living activities).

On 05/20/2025, Investigator Koss responded via email. Investigator Koss indicated that she substantiated the home manager, Carri Wilcox, for neglect. Staff Wilcox was supposed to be administering Resident A's medications; however, she gave them to Resident A to self-administer. When Resident ran out of medication, staff Wilcox took more medication to her where Resident A was babysitting.

On 05/20/2025, CM Moore stated that there is no problem with Resident A managing her medications while on LOA.

On 05/21/2025, LD Hatfield-Smith stated that Resident A self-administers her medication all the time when she is on LOA.

On 05/23/2025, Public Guardian A stated that while Resident A does have the right to refuse her medication, prior to the full guardianship, there have been occasions where Resident A would come home with medication she had not taken after a LOA. Resident A should be supervised when taking her medication.

| APPLICABLE RULE | |
|------------------------|--|
| R 400.14303 | Resident care; licensee responsibilities. |
| | (2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan. |
| ANALYSIS: | Staff Wilcox stated that while out of the home, Resident A was provided with her medication that she would need while away. Resident A stated that she self-administered her medication while out of the home. The AFC Assessment Plan for Resident A states that Resident A requires medication, which staff will administer and monitor for side effects. |

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| | <p>APS Investigator Koss substantiated against Home Manager, Carri Wilcox, for neglect. Staff Wilcox was supposed to be administering Resident A's medications; however, she gave them to Resident A to self-administer.</p> <p>LD Hatfield-Smith stated that Resident a self-administers her medication all the time when she is on LOA.</p> <p>Public Guardian A stated that Resident A should be supervised when taking her medication.</p> <p>Based upon my investigation, which consisted of interviews with facility staff member, Carri Wilcox, Resident A, Recipient Rights Director, Lisa Jolly, Adult Protective Services Investigator Rose Koss, Public Guardian A, and Licensee Designee, Laura Hatfield-Smith, as well as a review of relevant facility documents pertinent to the allegation, there is enough evidence to substantiate the allegation.</p> |
| CONCLUSION: | VIOLATION ESTABLISHED |

On 05/23/2025, I conducted an exit conference with Licensee Designee, Laura Hatfield-Smith. LD Smith was informed of the findings of this investigation.

IV. RECOMMENDATION

Upon the receipt of an approved corrective action plan, no change to the status of the license is recommended.

Sabrina McGowan

May 23, 2025

Sabrina McGowan
Licensing Consultant

Date

Approved By:

Mary Holton

May 23, 2025

Mary E. Holton
Area Manager

Date