



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

December 12, 2025

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

RE: License #: AS250418771  
Investigation #: 2026A0580004  
ResCare Premier Joal

Dear Laura Hatfield-Smith:

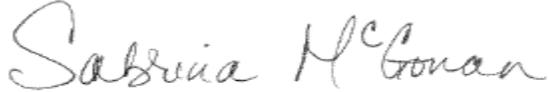
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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.
- 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. 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".

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  
 THIS REPORT CONTAINS QUOTED PROFANITY**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250418771
<b>Investigation #:</b>	2026A0580004
<b>Complaint Receipt Date:</b>	10/31/2025
<b>Investigation Initiation Date:</b>	11/05/2025
<b>Report Due Date:</b>	12/30/2025
<b>LicenseeName:</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 Joal
<b>Facility Address:</b>	1217 Joal DR. Flint, MI 48532
<b>Facility Telephone #:</b>	(989) 791-7174
<b>Original Issuance Date:</b>	12/20/2024
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/20/2025
<b>Expiration Date:</b>	06/19/2027
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Staff, Renea Boyd called Resident A fat, a racial slur, and made threats to have people come beat Resident A up.	Yes

**III. METHODOLOGY**

10/31/2025	Special Investigation Intake 2026A0580004
11/05/2025	Special Investigation Initiated - On Site Unannounced onsite inspection.
11/05/2025	APS Referral Referred to APS for investigation.
11/05/2025	Contact - Face to Face Interview with staff, Akeela Henderson.
11/05/2025	Contact - Face to Face Interview with staff, Torrie Short.
11/05/2025	Contact - Face to Face Interview with Resident's B and C.
11/05/2025	Contact - Face to Face Interview with Resident D.
11/06/2025	Contact - Document Received Documents received.
11/10/2025	Contact - Telephone call made call to Direst staff, Renea Boyd.
11/17/2025	Contact - Telephone call made Call to staff, Renea Boyd.
11/17/2025	Contact - Telephone call made Call to Pat Shephard, Recipient Rights.
11/26/2025	Contact - Document Received Incident Report received.

12/02/2025	Contact - Telephone call made Call to Crystal Redmond, GHS Case Mgr for Resident A.
12/03/2025	Contact - Telephone call made Call to Relative Guardian A.
12/03/2025	Contact - Telephone call made Interview with Resident A.
12/04/2025	Contact - Document Received Police Report received.
12/08/2025	Contact - Telephone call made Call to staff, Faleashia Williams.
12/12/2025	Exit Conference Exit with LD, Laura Hatfield-Smith.

**ALLEGATION:**

**Staff, Renea Boyd called Resident A fat, a racial slur, and made threats to have people come beat Resident A up.**

**INVESTIGATION:**

On 11/05/2025, I conducted an unannounced onsite. Contact was made with both the Home Manager, Tamika Howell and the Program Coordinator (PC), Cheryl Broach.

On 11/05/2025, while onsite, I interviewed Direct Staff on duty Akeela Henderson. Staff Henderson stated that she has been employed by the corporation for 6 months. Staff Henderson stated that while she was not working on 10/28/2025, the day Resident A was discharged, she recalled a prior incident in which Staff Cheryl Boyd would not speak to Resident A while working. Resident A did get mad at Staff Boyd and began calling her "bitches" and expressing that he hopes she dies in a car crash. In turn Staff Boyd began calling Resident A fat and threatened to call her sons to come and beat Resident A up.

On 11/05/2025, while onsite, I interviewed Direct Staff Torrie Short. Staff Short stated that he began working in the home in February of 2025. Staff Short stated that at times, he has worked with Staff Boyd. Staff Short denied ever hearing Staff Boyd call the residents derogatory names, be mean to, or threaten any of the residents.

On 11/05/2025, while onsite, I interviewed Resident B. Resident B denied hearing Staff Boyd threaten or call Resident A derogatory names. Resident B stated that he has not had any problems with Staff Boyd.

On 11/05/2025, while onsite, I interviewed Resident C. Resident C denied hearing Staff Boyd threaten or call Resident A derogatory names. Resident C stated that Staff Boyd in the nicest staff in the home. Resident C has no problems with staff and likes living in the home.

On 11/05/2025, while onsite I interviewed Resident D. Resident D recalled that Staff Boyd would not talk to Resident A and told him to “get out of her face”. Resident D did not hear Staff Boyd threaten to get Resident A beat up. Resident D did not hear Staff Boyd call Resident A a derogatory name.

11/06/2025, I received a copy of the documents requested. A 30-day discharge notice was provided to Resident A’s Guardian and assigned Genesee Health Systems (GHS) Case Manager, Crystal Redmond, on 07/30/2025, due to the home no longer being able to meet his needs. A 24-hour emergency discharge was issued effective 10/28/2025, due to Resident A’s continued display of behaviors, i.e. threats of property destruction, and physical harm to the employees and their vehicles, putting his peers and employees at risk.

On 11/10/2025, I placed a call to Direct Staff, Renea Boyd. There was no answer. A voice mail message was left requesting a return call.

11/17/2025, I interviewed Direct Staff, Renea Boyd. Staff Boyd has been employed at the home for 3 months; however, she indicated that she has worked in the health care field for several years. Staff Boyd denied the allegations that she called Resident A a derogatory name or threatened to have someone come to the home to beat him up as alleged.

On 11/17/2025, I reached out to Pat Shephard, Recipient Rights (RR) Investigator in Genesee County. Investigator Shephard stated that her open investigation does not involve the allegations received by licensing.

On 11/26/2025, I received a copy of the Incident Report (IR) dated 10/28/2025. The IR states that on 10/28/2025, staff Faleshia Williams heard the door slam and asked, “Who went out”, while walking towards the window in the game room. Staff Williams then saw Resident A walking around the back of her vehicle and hit it with his left hand. Resident A then walked over to the passenger side of staff Boyd’s vehicle and hit her door with his fists. Staff called 911. Corrective measures include staff continuing to follow the treatment plan for the resident. Program Manager was notified. Staff will promptly guide, monitor, redirect, and assist as needed. Notice was given.

On 12/02/2025, I spoke with Crystal Redmond, Resident A’s assigned case manager at Genesee Health Systems (GHS). Case Manager (CM) Redmond stated that when

Resident A moved into the home he was doing well. When staff Renea Boyd began working at the home it was determined that Staff Boyd knew Resident A and his family, due to previously having lived on the same street. Initially they were getting along well and Resident A was attached to her. 1-2 months ago, Case Manager (CM) Redmond received a call from Relative Guardian A, expressing concern that per Resident A, Staff Boyd had told him to “shut up”. CM Redmond stated that she never heard any more about the complaint.

On the day in question, it is CM Redmond’s understanding that Resident A did hit staff members Felicia Williams and Renea Boyd’s cars. The police were called and Relative Guardian A retrieved Resident A from the home. CM Redmond stated that Relative Guardian A was present and heard Staff Boyd threaten to call her family to beat up Resident A. CM Redmond also stated that she was told that Staff Boyd took the remaining residents out for snacks and cigarettes, encouraging them to lie about what occurred. CM Redmond stated that Resident A has expressed to her that staff Felicia Williams and staff Renea Boyd have called Resident A trifling and “fat nigger”, which is why he hit their cars. Resident A received a 30-day discharge notice prior to receiving a 24-hour emergency discharge. Resident A is currently residing at home with Relative Guardian A until a suitable placement is found.

On 12/02/2025, I conducted a follow-up interview PC Broach. PC Broach stated that she was not at the home when Resident A damaged the staff’s vehicles. Staff Felicia Williams was present, along with staff Boyd. Resident A had previously expressed to her that he did not like Staff Boyd. Resident A has never expressed any problems with Staff Williams.

On 12/03/2025, I interviewed Relative Guardian A. Relative Guardian stated that on the day in question she’d missed phone calls from both PC Broach and Resident A. Upon returning their calls, Relative Guardian A spoke with PC Broach first regarding comments Resident A had made, indicating that Staff Boyd doesn’t like him, and that he threatened to tear her car up if she continues to work in the home. Relative Guardian A then spoke with Resident A to inquire about his comments. Resident A informed her that he is sick of the way Staff Boyd treats and talks to him. Resident A also informed Relative Guardian A that Staff Boyd threatened to have family members come to the AFC facility to beat Resident A up. Resident A then informed Relative Guardian A that he was sitting in the back of the police car and requested that she come and pick him up. Upon arriving at the AFC home, Relative Guardian A stated that a verbal altercation between her and Staff Boyd took place. Staff Boyd again reiterated that she would have family members come to the AFC facility to beat Resident A up. The police, who were also present when she arrived, stated that due to staff’s fear for their safety and Resident A’s prior 30-day notice he cannot return inside the home. Resident A returned home with Relative Guardian A on that same evening.

Relative Guardian A stated that Resident A and Staff Boyd did not have a prior relationship before she began working at the AFC. Relative Guardian A stated that initially Staff Boyd and Resident A had a good relationship, however, that changed one

day when she told him to “shut up”. This incident was witnessed by the other residents in the home. Resident A made a recipient rights complaint; however, it is her understanding that Staff Boyd took the residents for cigarettes and snacks in exchange for their denial that they witnessed anything. Since Resident A has been home, he has shared other disturbing things that he was experiencing at the hands of Staff Boyd. Resident A has expressed that Staff Boyd was serving Resident A smaller portions than the other residents, in addition to calling him names, such as, “fat” and “stinky”.

On 12/03/2025, I interviewed Resident A. Resident A stated that on the day in question, he was upset that Staff Boyd had showed up to work at the home. Resident A stated that he spoke with PC Broach, informing her that Staff Boyd does not like him and that if she came to work, he would be punching her car window. Resident A admitted to going outside and hitting Staff Boyd’s car. Resident A denied hitting staff William’s car. Resident A stated that Staff Boyd then called the police, called him a “fat nigger” and threatened to have her family come to the AFC home to beat him up. Resident A stated that he then left the home walking, having called both Relative Guardian A and his uncle, informing them both what was transpiring. Resident A added that he never had any issues with Staff Williams, only with Staff Boyd.

Resident A stated that he made his initial rights complaint on 09/20/2025 because Staff Boyd stated to him, “You better shut up, you getting ahead of yourself, fat nigga.” Resident A stated that Staff Boyd paid the other residents off and when they were interviewed, everyone denied hearing Staff Boyd say anything. Resident A stated that Staff Boyd also had him on Facetime Videos with her family members and was purposely serving him smaller portions of food.

On 12/04/2025, I received a copy of the police report completed by Flint Township Police. The report, dated 10/28/2025, indicates that the File Class/Offense is Damages to Property-Private Property. The venue is identified as 1217 Joal Dr., Flint, MI 48532. The victim is identified as staff, Faleashia Williams. The suspect is identified as Resident A. The report states that on 10/28/2025, Officer Lindgren was dispatched to 1217 Joal Drive for disorderly conduct. The caller, identified as Faleashia Williams, advised that she and Resident A had gotten into a verbal altercation and Resident A damaged her vehicle as a result. Officer Lindgren made contact with Resident A while driving down Post Dr. and they both returned to the AFC home. Staff Williams reports that she and Resident A got into a verbal altercation and he left the residence. While leaving, Resident A struck staff Williams’ car with an unknown implement, as it was parked in the driveway, causing a dent to the trunk. A photo was taken. Staff Williams wishes to press charges against Resident A for Malicious Destruction of Property (MDOP).

On 12/08/2025, I interviewed staff, Faleshia Williams, who has been employed at the home for 7 months. Staff Williams stated that while working on 10/28/2025, Resident A began getting worked up and making threats to damage Staff Boyd’s car if she came to work that day. Staff Boyd arrived for work and Resident A began getting worked up more. Resident A went outside to the patio. Staff Williams stated that she then went

outside to the patio as well, in attempts to calm Resident A down. Staff Williams returned inside, sitting at the desk when she heard the door slam. Staff Williams ran to the window and observed Resident A hit both her car and Staff Boyd's car. Staff Williams called PC Broach to inform her of what was occurring while Staff Boyd called the police. Staff Williams denied that she and Resident A got into a verbal altercation that day per the police report. Staff Williams stated that the police report did not involve Staff Boyd due to no evidence of damage to her car.

Staff Williams stated that she did not directly hear Staff Boyd call Resident A a racial slur or threaten to get family members to beat Resident A up. Staff Williams stated that she has observed Staff Boyd being rude, mean, abrasive, and cursing at all the residents. Staff Williams added that initially Staff Boyd and Resident A had a good relationship as he reminded Staff Boyd of her grandson. Over time Staff Boyd did not like Resident A's hygiene and began to treat him poorly.

On 12/12/2025, I spoke with LD Hatfield-Smith. LD Hatfield-Smith stated that she will review the prior discipline in staff Boy's file and will make a determination if she will be disciplined or terminated.

<b>APPLICABLE RULE</b>	
<b>R 400.641</b>	<b>Resident behavior interventions.</b>
	<p><b>(6) A licensee, staff, volunteers, or any person who lives in the facility shall not do any of the following:</b></p> <ul style="list-style-type: none"> <li><b>(a) Use any form of punishment.</b></li> <li><b>(b) Use any form of restraint without an order from an appropriately licensed health care professional or physical force, other than physical restraint for crisis intervention.</b></li> <li><b>(c) Restrain a resident's movement for the purpose of immobilizing the resident.</b></li> <li><b>(d) Confine a resident in an area where egress is prevented.</b></li> <li><b>(e) Withhold food, water, clothing, rest, or toilet use.</b></li> <li><b>(f) Subject a resident to any of the following:</b> <ul style="list-style-type: none"> <li><b>(i) Mental or emotional cruelty.</b></li> <li><b>(ii) Verbal abuse.</b></li> <li><b>(iii) Derogatory remarks.</b></li> <li><b>(iv) Threats.</b></li> </ul> </li> <li><b>(g) Refuse entrance to the facility.</b></li> <li><b>(h) Isolation.</b></li> </ul>

<b>ANALYSIS:</b>	<p>It was alleged that staff, Renea Boyd called Resident A fat, a racial slur, and made threats to have people come beat him up.</p> <p>PC Broach stated that Resident A had previously expressed to her that he did not like Staff Boyd. Resident A has never expressed any problems with Staff Williams.</p> <p>Direct Staff, Akeela Henderson, stated that while she was not working on 10/28/2025, she has previously heard Staff Boyd calling Resident A fat and threatened to call her sons to come and beat Resident A up.</p> <p>Direct Staff, Torrie Short, denies ever hearing Staff Boyd call the residents derogatory names, be mean to, or threaten any of the residents.</p> <p>Resident B denied hearing Staff Boyd threaten or call Resident A derogatory names. Resident B stated that he has not had any problems with Staff Boyd.</p> <p>Resident C denied hearing Staff Boyd threaten or call Resident A derogatory names. Resident C stated that Staff Boyd in the nicest staff in the home.</p> <p>Resident D recalled that Staff Boyd would not talk to Resident A and told him to “get out of her face”. Resident D did not hear Staff Boyd threaten to get Resident A beat up or call Resident A a derogatory name.</p> <p>I reviewed a copy of the 30-day notice for Resident A dated 07/30/2025, due to the home no longer being able to meet his needs and the 24-hour emergency discharge, issued effective 10/28/2025, due to Resident A’s continued display of behaviors, i.e. threats of property destruction, and physical harm to the employees and their vehicles, putting his peers and employees at risk.</p> <p>Direct Staff, Renea Boyd, denied the allegations that she called Resident A a derogatory name or threatened to have someone come to the home to beat him up as alleged.</p> <p>The Incident Report 10/28/2025 was reviewed.</p> <p>Crystal Redmond, Resident A’s assigned case manager at GHS, stated that it is her understanding that Resident A did hit staff members Felicia Williams and Renea Boyd’s cars. CM</p>
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	<p>Redmond stated that Relative Guardian A was present and heard Staff Boyd threatened to call her family to beat up Resident A. CM Redmond stated that Resident A has expressed to her that staff Felicia Williams and staff Renea Boyd have called Resident A trifling and “fat nigger”, which is why he hit their cars.</p> <p>Relative Guardian A stated that Resident A informed her that Staff Boyd threatened to have family members come to the AFC facility to beat Resident A up. Relative Guardian stated that upon arriving at the AFC home, Staff Boyd again reiterated that she would have family members come to the AFC facility to beat Resident A up.</p> <p>Resident A stated that Staff Boyd called him a “fat nigger” and threatened to have her family come to the AFC home to beat him up.</p> <p>The Flint Township Police Report, dated 10/28/2025, was reviewed.</p> <p>Staff, Faleshia Williams, denied that she and Resident A got into a verbal altercation that day per the police report. Staff Williams stated that she did not directly hear Staff Boyd call Resident A a racial slur or threaten to get family members to beat Resident A up. Staff Williams stated that she has observed staff Boyd being rude, mean, abrasive, and cursing at all the residents.</p> <p>Based upon my investigation, which consisted of interviews with multiple facility staff members and residents, Relative Guardian A, and Crystal Redmond, Resident Case Manager at Genesee Health Systems, as well as a review of relevant facility documents pertinent to the allegation, there is enough evidence to substantiate the allegation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 12/12/2025, 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*

December 12, 2025

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Sabrina McGowan  
Licensing Consultant

Date

Approved By:

*Mary Holton*

December 12, 2025

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Mary E. Holton  
Area Manager

Date