



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

May 13, 2026

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

RE: License #: AS250284763  
Investigation #: 2026A0572026  
ResCare Premier Riverview

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 black ink that reads "Anthony Humphrey". The signature is written in a cursive style with a large, looping flourish at the end.

Anthony Humphrey, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48605  
(810) 280-7718

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250284763
<b>Investigation #:</b>	2026A0572026
<b>Complaint Receipt Date:</b>	03/19/2026
<b>Investigation Initiation Date:</b>	03/24/2026
<b>Report Due Date:</b>	05/18/2026
<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 Riverview
<b>Facility Address:</b>	1467 Flushing Rd. Flushing, MI 48433
<b>Facility Telephone #:</b>	(810) 659-6444
<b>Original Issuance Date:</b>	11/13/2006
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/17/2025
<b>Expiration Date:</b>	04/16/2027
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED TRAUMATICALLY BRAIN INJURED

## II. ALLEGATION(S)

	Violation Established?
Resident A is being denied adequate briefs, limiting Resident A to only 4 briefs per day.	Yes
Staff were refusing ambulance requests despite being lightheaded and turning blue.	No

## III. METHODOLOGY

03/19/2026	Special Investigation Intake 2026A0572026
03/24/2026	Special Investigation Initiated – document sent
04/09/2026	Contact - Face to Face Resident A, Staff Betty Johnson; and Staff, Saneiya Glenn.
05/07/2026	Contact - Face to Face Home Manager, Dionna Gilmore
05/07/2026	Contact - Telephone call made Case Manager, Alicia Wood.
05/08/2026	Contact - Telephone call made Recipient Rights, Freddy Lockhart III.
05/11/2026	Inspection Completed-BCAL Sub. Compliance
05/12/2026	Contact - Telephone call made Case Manager, Alicia Wood.
05/12/2026	Contact - Telephone call made Harmony Cares Medical Group.
05/12/2026	Exit Conference Licensee Designee, Laura Hatfield-Smith.
05/12/2026	APS Referral An APS referral was made.

**ALLEGATION:**

**Resident A is being denied adequate briefs, limiting Resident A to only 4 briefs per day.**

**INVESTIGATION:**

On 03/19/2026, the local licensing office received a complaint for investigation. Adult Protective Services will be referred to for further investigation.

On 04/09/2026, I made an unannounced onsite at ResCare Premier Riverview, located in Genesee County Michigan. Interviewed were Resident A, Staff Betty Johnson; and Staff, Saneiya Glenn.

On 04/09/2026, I interviewed Resident A regarding the allegation. Resident A informed that she was restricted to 5 briefs per day but now can use as many as she needs. She initially was told not to pack them because she would use 3 at a time. Resident A stated that she believes that she was restricted because she does things and doesn't realize or remember what she is doing. Resident A now has access to her briefs, and the restriction is no longer an issue.

On 04/09/2026, I interviewed Staff, Betty Johnson regarding the allegation. Betty Johnson informed that Resident A was restricted by the Guardian to only 5 briefs. This was not in writing or in the service plan. She informed the Guardian that 5 briefs are not enough and it stresses Resident A out because she was worried about going over the limit, instead of just using the restroom. She also informed the Home Manager that they cannot restrict Resident A's briefs or wipes as this is against her rights.

On 04/09/2026, I interviewed Staff, Saneiya Glenn regarding the allegation. Saneiya Glenn informed that the Home Manager and Guardian came up with a plan to restrict Resident A to only 5 briefs a day. This is due to the Guardian having to purchase more briefs when Resident A runs out. When Resident A goes to the bathroom, she has soiled briefs every time, so she needed access to more briefs. The Home Manager was very stern about the amount of briefs that Resident A can use in a given day.

On 04/09/2026, while in Resident A's bedroom, I observed several briefs on her bed and some in the closet. Resident A now has access to all her briefs.

On 05/07/2026, I interviewed Case Manager, Alicia Wood regarding the allegation. Alicia Wood informed that Resident A was restricted to only 4 briefs per day and if she asks for more, she will get yelled at and told that she would run out. The Home manager told her that it was part of her behavior, however; Resident A has some stomach issue, so she does not it's a behavior. Currently, the briefs are now placed where Resident A can have full access to them. Previously they had them stored in a higher location so she couldn't reach them because she's in a wheelchair.

On 05/07/2026, I made another onsite to the home to speak with Home Manager, Dionna Gilmore. She informed me that the restrictions placed on Resident A's briefs were put in place by the Guardian and she was unaware that it had to be in her plan of service and some other things had to happen as well. Recipients Rights spoke with her and told her that the home can get in trouble for this because it's against Resident A's rights, so she let the Guardian know and they lifted the restriction.

On 05/08/2026, I spoke with Recipient Rights, Freddy Lockhart III regarding the allegation. Freddy Lockhart III did not open up an investigation, but made contact with the case manager, Resident A, Resident A's Guardian and the home manager. Freddy Lockhart III informed the Guardian that she cannot restrict Resident A's briefs because it could cause potential harm and also the staff and the home will get written up for it.

On 05/12/2026, I spoke with Licensee Designee, Laura Hatfield-Smith regarding the allegation. She was not aware that this was going on and agreed that there should not be any restrictions placed on briefs.

<b>APPLICABLE RULE</b>	
<b>R 400.677</b>	<b>Resident hygiene, clothing.</b>
	<b>(2) A licensee shall ensure the resident receives or has access to all of the following: (d) Availability of all the following resident hygiene supplies: (ii) Feminine hygiene products.</b>
<b>ANALYSIS:</b>	Based on my interviews with Staff, Case Manager, Resident A, Recipient Rights, and Licensee Designee, there's enough evidence to establish a licensing rules violation. Everyone that I initially interviewed informed that there were restrictions put in place regarding the briefs. These restrictions were lifted once Recipient Rights were involved. The Licensee Designee was not aware that this was occurring.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:**

**Staff were refusing ambulance requests despite being lightheaded and turning blue.**

**INVESTIGATION:**

On 04/09/2026, I interviewed Resident A regarding the allegation. Resident A informed that she has poor circulation. She denies ever asking for an ambulance for

anything. Resident A puts on gloves when she is cold and informed that she is always cold. Resident A is currently cold, although the temperature in the home is 73 degrees. Resident A says that she likes the home a lot and the staff take very good care of her.

On 04/09/2026, I interviewed Staff, Betty Johnson regarding the allegation. Betty Johnson informed that Resident A has low blood or poor blood circulation. The Guardian says this has been going on since she was a child. She told the Guardian that it needs to be looked into because this is not normal. The Home Manager will deny Resident A from going to the hospital because the Guardian believes that it's a behavior.

On 04/09/2026, I interviewed Staff, Saneiya Glenn regarding the allegation. Saneiya Glenn informed me that Resident A's lips and fingertips will turn blue, and she has been told no with regards to calling EMS to come transport Resident A to the ER.

On 05/07/2026, I interviewed Case Manager, Alicia Wood regarding the allegation. Alicia Wood went to visit Resident A and during their conversation, Resident A's lips and fingers began to turn blue. According to the Guardian and Home Manager, it's a behavior that Resident A has where she will hold her breath. Alicia Wood informed that Resident A is not holding her breath because she observed it happening and she was not taken to the emergency room.

On 05/07/2026, I made another onsite to the home to speak with Home Manager, Dionna Gilmore. Dionna Gilmore denied that Resident A was denied any requests to go to the emergency room. She informed that Resident A has a rare condition called Raynaud's Disease which causes Resident A fingers and lips to turn blue. Dionna Gilmore provided me with documentation of Resident A being seen once on 03/23/2026 where she was diagnosed with Raynaud's Disease.

On 05/08/2026, I spoke with Recipient Rights, Freddy Lockhart III regarding the allegation. Freddy Lockhart III informed that he spoke with the Home Manager and Resident A was seen recently by her primary care physician and is diagnosed with a rare condition. He was told that there was never a time in which Resident A was denied a request to go to the emergency room.

On 05/12/2026, I spoke with Case Manager, Alicia Wood again for additional information. She informed me that the date that she went to the home to speak with Resident A and her lips were turning blue, it was on 02/11/2026. The Home Manager informed me that it was a behavior. Staff, Betty Johnson told Alicia Wood that this has happened multiple times where Resident A hands and lips will turn blue, but when they suggest that she be taken to the ER, the home manager denied the request.

On 05/12/2026, I spoke with Licensee Designee, Laura Hatfield-Smith regarding the allegation. She informed me that Resident A has been at the home for a very long time and is aware that Resident A has Raynaud's Disease. She indicated that her

primary care physician comes to the home frequently and that the disease is not a medical emergency. If Resident A's lips and fingers are cold, they just have to cover them up so that they get warm.

On 05/12/2026, this morning I contacted Harmony Cares Medical Group regarding Resident A and her diagnosis of Raynaud's Disease. A medical provider is supposed to call me right back, but as of this writing, I have not received a returned phone call.

On 05/12/2026, I conducted some basic research on Raynaud's Disease to determine how serious a disease this is and what are some of the things needed to do in order to manage the condition. Raynaud's Disease is a disorder causing small blood vessels in the fingers, toes, ears, or nose to spasm and narrow, restricting blood flow in response to cold or stress. Treatment focuses on preventing attacks, such as by wearing warm gloves, avoiding quick temperature changes, and potentially using medications to improve circulation.

<b>APPLICABLE RULE</b>	
<b>R 400.623</b>	<b>Applicant, licensee and administrator qualifications; licensee, administrator and staff requirements; parole or probation or convicted of felony.</b>
	<b>(5) A licensee and administrator or their designee shall possess all of the following qualifications: (b) Be capable of appropriately handling emergency situations.</b>
<b>ANALYSIS:</b>	Based on my interviews with Staff, Case Manager, Resident A, Recipient Rights, and Physician documentation, there is not enough to establish a licensing rules violation. Resident A has a rare condition in which her lips and fingers will turn blue. This is the due to her blood vessels spasming and narrowing, restricting blood flow in response to cold or stress. Staff and the case manager informed that Resident A had been denied requests to go to the emergency room. I received medical documentation for 03/23/2026. Resident A informed that when her fingers get cold, she puts on gloves. The Licensee Designee informed that the disease is not life threatening and that they just make sure that she stays warm when her fingers start to turn blue. I did not receive a return call from medical staff, but I did some research and it does not appear that in normal circumstances, an episode of Raynaud's Disease does not require a medical emergency.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 05/12/2026, I held an Exit Conference with Licensee Designee, Laura Hatfield-Smith regarding the results of the special investigation. She was in agreement with the results and plans on calling me back with any additional info.

**IV. RECOMMENDATION**

I recommend that no changes be made to the licensing status of this small adult foster care group home, pending the receipt of an acceptable corrective action plan (capacity 3-6).



05/12/2026

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Anthony Humphrey  
Licensing Consultant

Date

Approved By:



05/13/2026

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Mary E. Holton  
Area Manager

Date