



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

ORLENE HAWKS
DIRECTOR

July 5, 2022

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

| | |
|------------------|-----------------------|
| RE: License #: | AS250300908 |
| Investigation #: | 2022A0872040 |
| | ResCare Premier Holly |

Dear Ms. 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) 284-9700.

Sincerely,

A handwritten signature in black ink that reads "Susan Hutchinson". The signature is written in a cursive, flowing style.

Susan Hutchinson, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(989) 293-5222

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 #: | AS250300908 |
| Investigation #: | 2022A0872040 |
| Complaint Receipt Date: | 06/02/2022 |
| Investigation Initiation Date: | 06/02/2022 |
| Report Due Date: | 08/01/2022 |
| 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 Holly |
| Facility Address: | 4242 W Baldwin Road Grand Blanc, MI 48439 |
| Facility Telephone #: | (810) 655-0354 |
| Original Issuance Date: | 05/27/2009 |
| License Status: | REGULAR |
| Effective Date: | 02/03/2022 |
| Expiration Date: | 02/02/2024 |
| Capacity: | 6 |
| Program Type: | DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED |

II. ALLEGATION(S)

| | Violation Established? |
|--|-----------------------------------|
| On 5/30/22, Resident A was unable to locate 3 rd shift staff. | Yes |

III. METHODOLOGY

| | |
|------------|---|
| 06/02/2022 | Special Investigation Intake 2022A0872040 |
| 06/02/2022 | Special Investigation Initiated - On Site Unannounced |
| 06/21/2022 | Contact - Document Sent I emailed Recipient Rights Officer, Matt Potts |
| 06/21/2022 | APS Referral I made an APS complaint via email |
| 07/05/2022 | Contact - Telephone call made I interviewed staff Sharonda Williams |
| 07/05/2022 | Exit Conference I conducted an exit conference with the licensee designee, Laura Hatfield-Smith, via telephone |
| 07/05/2022 | Inspection Completed-BCAL Sub. Compliance |

ALLEGATION: On 5/30/22, Resident A was unable to locate 3rd shift staff.

INVESTIGATION: On 6/02/22, I conducted an unannounced onsite inspection of ResCare Premier-Holly Adult Foster Care facility. I interviewed Residents A, B, and C and the home manager, Ellen Porter.

Resident A said that he has lived at this facility for over a year. He said that on or around 5/30/22, during 3rd shift, he was getting ready to take a shower. Resident A said that since staff documents when he showers, he went to find staff to let her know so she could record it on his log. Resident A told me that Sharonda Williams was working, and he was not able to find her prior to his shower. Resident A said that he opened the front door and looked outside but she was not there. He then looked out the back door and was unable to find her. Resident A said that he walked around the back deck and was not able to locate her, so he took his shower. According to Resident A, when he got out

of the shower, he again tried to locate her but was unable to. I asked Resident A if he called out for her and he said, no. Resident A stated that he fell asleep without locating Ms. Williams. Resident A said that staff Sharonda Williams often “disappears” during her shift. He said that she often goes outside to smoke and will also go and sit in her car. According to Resident A, Ms. Williams is the only staff who he is unable to find when he needs her, and he said that this type of thing has happened before. He said that he thinks she was either in her car, in the garage, or in the basement.

Resident B said that he has lived at this facility for approximately two years. He said that he smokes cigarettes and has no restrictions as to when he can go outside and smoke and has no restrictions on his bedtime. I asked Resident B if there are ever times that he is unable to find staff and he said that sometimes, he is unable to locate staff Sharonda Williams. Resident B told me that Ms. Williams often goes outside and sits in her car. He said that he wakes up at around 2:00 am every night and she is never in the facility. Resident B told me that he tries to avoid Ms. Williams because she always acts as though he is bothering her if he needs something. Resident B said that Ms. Williams will sleep on the couch, or she is always in her car, so he rarely asks her if he needs anything. Resident B said that Ms. Williams is the only staff who does this.

Resident C said that he has lived at this facility for a couple of weeks. He said that he has no set bedtime and no restrictions as to when or how often he can go outside to smoke. I asked him if there are ever any times that he is unable to locate staff and he said that sometimes, during 3rd shift, he is unable to locate staff. I asked him if the staff he is referring to is Sharonda Williams and he said, “I think so. She has dreads.” Resident C said that if he is unable to find her, he looks out the window and she is usually in her car. Resident C said that Ms. Williams spends a lot of time in her car, and he does not bother her if he needs something. Resident C said that he has never found Resident A sleeping but she is the only staff who spends so much time in her car.

Home Manager, Ellen Porter confirmed that staff Sharonda Williams works 3rd shift. Ms. Porter said that Resident A has made allegations in the past about Ms. Williams being unavailable, but he has also accused other 3rd shift staff of the same thing. Ms. Porter told me that because of past concerns, she has been doing “pop-up” visits during 3rd shift approximately three times per month. Ms. Porter said that she has never found Ms. Williams in her car and has never found her sleeping, she has always found her working like she is supposed to do.

On 6/21/22, I exchanged emails with Genesee County Recipient Rights Officer, Matt Potts. Mr. Potts said that he has concluded his investigation and is not substantiating the allegations. Mr. Potts said that staff denied being out of the facility and there were no other witnesses to corroborate the allegations.

On 07/05/22, I interviewed staff Sharonda Williams via telephone. Ms. Williams said that she has worked at this facility for almost one year and she always works 3rd shift. Ms. Williams said that she is aware of the allegations but said that she is always available to the residents when they need her. According to Ms. Williams, on the date in question,

she was working 3rd shift. Ms. Williams said that she smokes cigarettes but only takes approximately two, 10-minute breaks each time she works. Ms. Williams told me that the designated smoking area is the back deck. However, since the back deck had just been painted, she took her smoke breaks in the front of the house, by the porch steps.

Ms. Williams said that whenever she is working, she is responsible for cleaning the bathrooms, doing one-hour visual checks on the residents, completing paperwork regarding the residents, and other tasks as assigned. She said that she is “all over the house” but the residents are always able to find her because she never leaves the property. Ms. Williams said that if she is not sitting at the desk in the living room, Resident A will say he cannot find her. Ms. Williams told me that she may be in the basement or other areas of the house for at maximum, 20 minutes. Ms. Williams denied sleeping while working and denies sitting in her car.

I investigated a complaint dated 01/05/22 regarding allegations that Resident A was unable to locate 3rd shift staff, Sharonda Williams. I concluded that investigation and did not substantiate any rule violations.

On 07/05/22, I conducted an exit conference with the licensee designee, Laura Hatfield-Smith via telephone. I discussed the results of my investigation and told her which rule violation I am substantiating. Ms. Hatfield-Smith agreed to complete and submit a corrective action plan upon the receipt of my investigation report.

| 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 | <p>Resident A said that on the evening of 5/30/22, he was unable to locate 3rd shift staff, Sharonda Williams. Resident A said that he was unable to locate her prior to his shower and when he was finished, he was still unable to locate her, so he went to sleep. Resident A said that Ms. Williams often “disappears” during her shift and will go outside to smoke or sit in her car.</p> <p>Resident B said that Ms. Williams often sits in her car and whenever he wakes up at 2am, she is never in the facility. He also said that she sleeps on the couch.</p> <p>Resident C said that sometimes, he has been unable to locate 3rd shift staff Sharonda Williams. He said that she spends a lot of time in her car.</p> |

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| ANALYSIS: | <p>Home Manager, Ellen Porter said that she has conducted numerous “pop-up” visits during Ms. Williams’ shifts and has never found her sleeping, nor in her car.</p> <p>Staff Sharonda Williams said that she takes approximately two 10-minute smoke breaks per shift. She said that she never leaves the premises, she does not go out to her car, and she does not sleep while working.</p> <p>I conclude that there is sufficient evidence to substantiate this rule violation at this time.</p> |
| CONCLUSION: | VIOLATION ESTABLISHED |

IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, I recommend no change in the license status.

Susan Hutchinson

July 5, 2022

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| Susan Hutchinson Licensing Consultant | Date |
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Approved By:

Mary Holton

July 5, 2022

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| Mary E Holton Area Manager | Date |
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