



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 26, 2025

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

RE: License #: AS440366523
Investigation #: 2025A0576025
ResCare Premier Briggs

Dear Laura Hatfield-Smith:

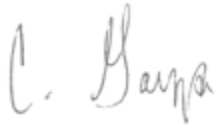
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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, appearing to read "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

License #:	AS440366523
Investigation #:	2025A0576025
Complaint Receipt Date:	02/25/2025
Investigation Initiation Date:	02/27/2025
Report Due Date:	04/26/2025
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 Briggs
Facility Address:	4324 Briggs Rd., Otter Lake, MI 48464
Facility Telephone #:	(810) 793-2372
Original Issuance Date:	03/17/2015
License Status:	REGULAR
Effective Date:	09/17/2023
Expiration Date:	09/16/2025
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, ALZHEIMERS, TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Facility manager Breann Miller is verbally abusive to residents.	Yes

III. METHODOLOGY

02/25/2025	Special Investigation Intake 2025A0576025
02/25/2025	APS Referral
02/27/2025	Special Investigation Initiated - Letter Sent email to Eric Janetsky, Lapeer County Adult Protective Services (APS)
02/27/2025	Contact - Telephone call made Interviewed Eric Janetsky
03/18/2025	Inspection Completed On-site Interviewed Home Manager, Chayse Ostrander, Resident A, Resident B, Resident C, and Resident D
03/18/2025	Contact - Document Received Email received from Licensee Designee, Laura Smith
03/24/2025	Contact - Telephone call made Interviewed Eric Janetsky
03/24/2025	Contact - Telephone call made Interviewed Staff, April McTaggart
03/25/2025	Contact - Document Sent Email sent to LD, Laura Smith
03/25/2025	Contact - Telephone call made Unsuccessful phone call to Breann Miller (previous home manager)
03/25/2025	Exit Conference

ALLEGATION:

Facility manager Breann Miller is verbally abusive to residents.

INVESTIGATION:

On February 27, 2025, I sent an email to Eric Janetsky, Lapeer County Adult Protective Services (APS) Investigator regarding this investigation. On February 27, 2025, Investigator Janetsky called me and stated the Home Manager, Breann Miller is suspended pending investigation. Investigator Janetsky stated he interviewed Resident A who confirmed the allegations were true. Resident A stated that Home Manager Miller was yelling and swearing at Resident A and spit was flying out of her mouth when she was yelling. The home manager's behavior was upsetting to Resident A as she has post-traumatic stress disorder, and the yelling "triggered" Resident A. On March 24, 2025, I received a call from Eric Janetsky who reported he substantiated abuse of Resident A by Home Manager Miller, and he will be closing his case.

On March 18, 2025, I conducted an unannounced on-site inspection at ResCare Premier Briggs and interviewed Home Manager, Chayse Ostrander, Resident A, Resident B, Resident C, and Resident D. Home Manager Ostrander stated that he heard from Resident B and Resident C that the previous home manager, Breann Miller grabbed Resident B by the arm and 911 was called. Both residents reported that Manager Miller "was mean" and living at the home was like living in a prison. Home Manager Ostrander reported that Manager Miller no longer works at the home, and he is the new home manager.

On March 18, 2025, I interviewed Resident A who reported she has lived at her home for 10 years. Regarding the allegations, Resident A reported that the previous home manager, Breann Miller threatened to kick her out of the home if she calls the Office of Recipient Rights (ORR). Home Manager Miller would get mad and take it out on the residents. Manager Miller swore at Resident A, and she yelled at the residents often. Manager Miller yelled at the residents because she was mad at them. According to Resident A, Manager Miller grabbed Resident B's arm causing her to cry. This occurred the last time Manager Miller was at the home. Resident A explained that the residents were playing cards and having fun. Manager Miller came to the home because staff called her to report that the residents "were doing drama." Manager Miller was yelling at the residents and swearing at them. Manager Miller no longer works at the home and Resident A has no other concerns regarding her home.

On March 18, 2025, I interviewed Resident B who reported she has lived at her home for 10 years. Resident B likes her home. Regarding the allegations, Resident B reported that the previous home manager, Breann Miller came storming into the house when she was not supposed to be at work. Resident B thought Manager Miller was drunk as she smelled like beer. Manager Miller started screaming at staff and residents. Manager Miller grabbed Resident B's arm and Resident B grabbed Manager Miller's arm. Staff, April McTaggart helped Resident B call 911. Manager Miller was

speaking to the dispatch operator and told them they did not need the police to come to the home. Resident B explained that she was defending herself when she pushed Manager Miller's hand away from hers. Resident B told Manager Miller to get her hand off hers and this incident made Resident B very upset. Resident B went outside crying and Manager Miller followed her outside while continuing to yell at her. Resident B stated that Manager Miller was yelling so loudly and close to her that spit was coming out of her mouth and landed on Resident B. Resident B does not know why or what Manager Miller was yelling at her and the other residents, and she was "just stuttering." Manager Miller no longer works at the home and Resident B is relieved she no longer works at her home.

On March 18, 2023, I interviewed Resident C who reported she has lived at her home for one year. Regarding the allegations, Resident C confirmed they are true, and Manager Breann Miller has threatened Resident B in the past. Manager Miller "put hands" on Resident B and Resident C witnessed this. Manager Miller raised her hand to Resident B as if she were going to hit Resident B. Resident C was afraid of Manager Miller because she thought Manager Miller "would go after" her next. Manager Miller talked aggressively with the residents, and this scared Resident C. Manager Miller cannot come back to the home and Resident C thinks that is a relief.

On March 18, 2025, I interviewed Resident D regarding the allegations. Resident D reported that Manager Breann Miller "got into Resident B's face and raised a hand at her". Manager Miller was verbally abusing to her and Resident A. Manager Miller yells at all the residents at the home and Resident D did not feel safe with Manager Miller working at her home. Manager Miller no longer works at her home and Resident D feels safe now. Resident D denied any other concerns.

On March 18, 2025, I received an email from Licensee Designee, Laura Smith. Licensee Designee Smith advised that Home Manager Breann Miller was terminated and not eligible for rehire. On March 25, 2025, I requested Manager Breann Miller's phone number, and it was provided.

On March 24, 2025, I interviewed Staff, April McTaggart who reported she has worked at the facility for 3 months. Regarding the allegations, Staff McTaggart reported that they were true. Staff McTaggart was working on February 21, 2025, and the residents were playing games. One of the residents became upset about something and then other residents started to become upset. Staff McTaggart called the home manager, Breann Miller for support as Staff McTaggart is a newer employee. Home Manager Miller came to the home and began slamming doors and yelling at the residents. Home Manager Miller was swearing at the residents and threatened to kick them out. The residents said they smelled alcohol on Home Manager Miller however Staff McTaggart was not that close to her so she cannot say if Home Manager Miller had been drinking. Staff McTaggart felt Home Manager Miller was out of control and behaving abusively toward the residents. Home Manager Miller is no longer working at the facility, and the residents are doing much better. Staff McTaggart has never witnessed Manager Miller behave in this manner in the past.

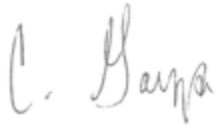
On March 25, 2025, I called previous home manager, Breann Miller twice. Both times a message indicated that the number is no longer in service.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(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.
ANALYSIS:	<p>It was alleged that the previous home manager, Breann Miller was verbally abusive toward residents. Upon conclusion of investigative interviews, there is a preponderance of evidence to conclude a rule violation.</p> <p>Four residents were interviewed and all four residents described Manager Miller as verbally abusive and threatening. Staff, April McTaggart was interviewed and confirmed an incident where Manager Miller came to the home and was out of control and abusive toward residents. Manager Miller was unable to be interviewed and her phone number has been disconnected.</p> <p>There is a preponderance of evidence to conclude several residents were not treated with dignity and their safety and protection was not adhered to at all times.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On March 25, 2025, I conducted an exit conference with Licensee Designee, Laura Smith. I advised Licensee Designee Smith I would be citing a rule violation and requesting a corrective action plan.

IV. RECOMMENDATION

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



3/26/2025

Christina Garza
Licensing Consultant

Date

Approved By:



3/26/2025

Mary E. Holton
Area Manager

Date