



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 13, 2026

Donna McBride
Spectrum Community Services
Suite 700
185 E. Main St
Benton Harbor, MI 49022

RE: License #: AS630397224
Investigation #: 2026A0612010
Lake Braemar Home

Dear Ms. McBride:

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 (248) 972-9136.

Sincerely,

A handwritten signature in cursive script that reads "Johnna Cade".

Johnna Cade, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(248) 302-2409

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630397224
Investigation #:	2026A0612010
Complaint Receipt Date:	01/13/2026
Investigation Initiation Date:	01/14/2026
Report Due Date:	03/14/2026
Licensee Name:	Spectrum Community Services
Licensee Address:	Suite 700 185 E. Main St Benton Harbor, MI 49022
Licensee Telephone #:	(734) 458-8729
Administrator:	Donna McBride
Licensee Designee:	Donna McBride
Name of Facility:	Lake Braemar Home
Facility Address:	1255 East Davisburg Road Holly, MI 48442
Facility Telephone #:	(248) 369-8663
Original Issuance Date:	06/06/2019
License Status:	REGULAR
Effective Date:	06/14/2024
Expiration Date:	06/13/2026
Capacity:	5
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
The facility refused to give Resident A's bridge card to his guardian.	No
Resident A's guardian requested copies of Resident A's records. The facility did not provide the requested documentation.	Yes

III. METHODOLOGY

01/13/2026	Special Investigation Intake 2026A0612010
01/14/2026	APS Referral No referral was made to Adult Protective Services (APS) as this is not an allegation of abuse or neglect.
01/14/2026	Special Investigation Initiated - Letter Referral made to Oakland Community Health Network - Office of Recipient Rights via email.
01/27/2026	Contact - Telephone call made Telephone interview with Resident A's guardian.
01/28/2026	Contact - Telephone call made Telephone call to Macomb County Recipient Rights.
01/29/2026	Inspection Completed On-site I completed an unscheduled onsite inspection. I interviewed direct care staff Jada Blue and Trenicia Miles.
02/12/2026	Contact - Telephone call made Telephone interviews completed with home manager Lisa Newmarch, quality coordinator Crystal Lewis, and licensee designee Donna McBride.
02/17/2026	Contact - Telephone call made Telephone interview completed with Resident A's guardian.
02/18/2026	Contact - Document Received Photo received via text message from licensee designee Donna McBride.

02/18/2026	Contact - Document Received Proof of email sent from Resident A's guardian to licensee designee Donna McBride date January 8, 2026.
02/18/2026	Contact – Telephone call received Telephone interview completed with regional area director Delissa Payne.
02/25/2026	Exit Conference Telephone call placed to licensee designee Donna McBride to conduct an exit conference.

ALLEGATION:

- **The facility refused to give Resident A's bridge card to his guardian.**
- **Resident A's guardian requested copies of Resident A's records. The facility did not provide the requested documentation.**

INVESTIGATION:

On 01/13/26, I received an anonymous referral that indicated Resident A was living at the Lake Braemer Home and when he was moved, they refused to allow him to take his bridge card. On 01/14/26, I initiated my investigation by making a referral to Oakland Community Health Network (OCHN) - Office of Recipient Rights (ORR) via email. I was advised that Resident A receives services from Macomb County. On 01/28/26, I placed a telephone call to Macomb County Recipient Rights. I did not receive a return call.

On 01/27/26, I interviewed Resident A's guardian/representative payee via telephone. Resident A's guardian stated Resident A lived in this home for one year. When he moved out direct care staff Jada Blue refused to give Resident A's guardian his bridge card. Quality coordinator Crystal Lewis was called to the home, and she further indicated that Resident A's guardian could not have his bridge card because it belonged to Spectrum. Resident A's guardian stated the staff also refused to allow her to take a photo of the bridge card. Resident A's guardian stated eventually the bridge card was sent to her via overnight mail, she received it on 01/10/26.

Resident A's guardian further stated, in November 2025, she asked home manager Lisa Newmarch for copies of Resident A's Incident Reports (IR's) and November 2025 and December 2025 Medication Administration Records (MAR). Resident A's guardian stated she received a copy of the November 2025 MAR however, it was not the full

month. On December 5, 2025, during a meeting she again asked for copies of the IR's and MAR's. The Spectrum team agreed to provide her weekly print outs of this information, however, this information was never provided. Resident A's guardian stated she sent emails and text messages to home manager Lisa Newmarch four times in December 2025 requesting this information. Resident A's guardian stated she was asked by licensee designee Donna McBride to put her request in writing and send it via email. On January 15, 2026, and January 20, 2026, she sent emails to licensee designee Donna McBride, home manager Lisa Newmarch, and quality coordinator Crystal Lewis requesting this information. She did not receive a response.

On 01/29/26, I completed an unscheduled onsite inspection. I interviewed direct care staff Jada Blue and Trenicia Miles. Resident B, Resident C and Resident D were onsite at the time of the inspection. Resident B and Resident D were unable to be interviewed due to their respective cognitive delays. Resident C was observed laying on the couch using a tablet. Resident C engaged minimally and said he was enjoying playing on his tablet.

On 01/29/26, I interviewed direct care staff Jada Blue. Ms. Blue stated Resident A moved out of the home on a Sunday, she was on shift at the time he was moving, however, she had no previous knowledge that Resident A would be moving out that day. Ms. Blue stated Resident A's guardian was adamant about taking his bridge card, however, she was unsure of the procedure/ policy on releasing a resident's bridge card, so she called home manager, Lisa Newmarch. Ms. Blue stated Resident A's guardian asked for a photo of the bridge card as they were worried that the card would be used by staff. Ms. Blue stated she did not allow for a photo of the card to be taken because she had concerns that Resident A's family could use the card and blame the purchases on staff. Ms. Blue stated she has no information regarding the request for copies of IR's and/or MAR's.

On 01/29/26, I interviewed direct care staff Trenicia Miles. Ms. Miles stated she was not onsite when Resident A moved out of the home, and she has no information regarding his bridge card. Ms. Miles stated she has no knowledge of Resident A's guardian requesting copies of his IR's and/or MAR's.

On 02/12/26, I interviewed home manager Lisa Newmarch via telephone. Ms. Newmarch stated she did not receive advance notice that Resident A was moving. The day that he moved out she was not onsite. Quality coordinator Crystal Lewis was onsite and she advised that Resident A's bridge card could not be given to Resident A's guardian because Spectrum was the authorized representative on the card and Resident A's guardian would need to add themselves as an authorized representative and obtain their own card. However, after Resident A moved out licensee designee Donna McBride sent a text message saying that the guardian could have the bridge card. Ms.

Newmarch stated she took the card to the main office, and licensee designee Donna McBride mailed it to Resident A's guardian. Ms. Newmarch stated she gave Resident A's grandfather copies of all the IR's that she had on file in the home two weeks before he moved out. Additionally, she provided copies of Resident A's November 2025 and December 2025 MAR's to Resident A's guardian approximately one week before she gave his grandfather copies of the IR's.

On 02/12/26, I interviewed quality coordinator Crystal Lewis via telephone. Ms. Lewis stated Resident A's move out was abrupt and unexpected. She received a telephone call from staff asking if Resident A's guardian could take his bridge card upon moving out. Ms. Lewis stated she consulted her supervisor, Reese, and she was advised to hold the bridge card as it was believed that Spectrum was the authorized representative on the card. When that is the case, it is Spectrum's policy to keep the bridge card upon a resident's departure. Ms. Lewis stated it was later determined that Resident A's previous guardian was the authorized representative on the bridge card, not Spectrum. As such, home manager Lisa Newmarch brought the bridge card to the office, and it was sent to Resident A's current guardian via mail on 01/08/26. Ms. Lewis stated Resident A's guardian started a group text message with Spectrum staff requesting Resident A's IR's and MARS. Licensee designee Donna McBride sent this documentation via mail to Resident A's guardian with his bridge card. Ms. Lewis further stated Resident A's guardian had previously received copies of the IR's and MAR's from home manager Lisa Newmarch while at the home.

On 02/12/26, I interviewed licensee designee Donna McBride via telephone. Ms. McBride stated Resident A's guardian arrived at the home on a Sunday and began moving Resident A out without notice. The direct care staff on shift, Jada Blue, did not know how to navigate releasing Resident A's bridge card to the guardian and the budget specialist was unavailable as this occurred on a Sunday. Ms. McBride stated most often resident's bridge cards are in the company's name for the benefit of the resident. As such, when a resident moves out their guardian must order a new bridge card. This is why the request to take Resident A's bridge card was denied. Ms. McBride stated although Resident A's guardian did not take the bridge card, at the time of move out she took food from the home that was purchased using Resident A's food stamps. Ms. McBride stated the next day it was determined that Resident A's bridge card was in his previous guardian's name, not Spectrum's. Ms. McBride stated she received a text message from Resident A's guardian asking for the bridge card. Ms. McBride offered Resident A's guardian to pick up the card from the home or the Spectrum office. She also offered to meet Resident A's guardian and deliver the card, but Resident A's guardian declined. As such, the bridge card was sent via overnight mail to Resident A's guardian on 01/09/26.

Ms. McBride stated she received a group text message sent from Resident A's guardian to herself, home manager Lisa Newmarch, and quality coordinator Crystal Lewis requesting copies of Resident A's IR's and MAR's. Ms. McBride stated she reached out to her supervisor regarding the request, and she was advised that per the company's discharge policy the request for records needs to be in writing and sent via email. Upon receipt of the request, quality compliance manager Dereka Seigel will send out the requested documentation. Ms. McBride stated a written email request from Resident A's guardian for Resident A's MAR records has not been received. As such, the documents have not been sent. Ms. McBride stated although the documents have not been sent Resident A's guardian reviewed Resident A's MAR's on a regular basis while onsite as she spent a great deal of time in the home.

Ms. McBride stated at a meeting in December 2025 with Resident A's guardian she agreed to provide copies of Resident A's IR's quarterly. On 01/10/26, she mailed copies of Resident A's November 2025 and December 2025 IR's to his guardian. Resident A's guardian would have received all incident reports that were written up until Resident A moved out on 01/04/26. Ms. McBride stated this is the second time that Resident A's guardian was provided with copies of the IR's as they were also given to her while she was onsite at the home.

On 02/18/26, Ms. McBride provided a picture that she took of an envelope that she reports contained copies of Resident A's IR's. The envelope is addressed to Resident A's guardian. Ms. McBride reported the envelope was sent via mail.

On 02/17/26, I completed a second interview with Resident A's guardian via telephone. Resident A's guardian reported she received "a few" copies of Resident A's IR's via mail sent to her around the time that she received Resident A's bridge card. Resident A's guardian further confirmed that she previously received copies of IR's from home manager Lisa Newmarch. Resident A's guardian stated the IR's that were sent to her via mail are the same IR's that she had previously received copies of. Resident A's guardian remarked these were not the IR's that she wanted to see. Resident A's guardian stated, "I am sure that there are more. They were writing them all the time." Resident A's guardian was unable to provide dates and/or incident details of the IR's that she wanted to review. Resident A's guardian confirmed that she had IR's dated: 04/28/25, 04/30/25, 08/16/25, 08/18/25, and 12/11/25. Resident A's guardian stated this complaint does not seem as important to her anymore as she has more serious allegations to report. However, failing to provide copies of the IR's made her feel that the company/ staff were hiding something.

Note: Throughout the course of this investigation, Resident A's guardian expressed multiple concerns and identified perceived discrepancies regarding this provider and the care delivered to Resident A. However, she stated that she does not currently possess

sufficient specific information (e.g., dates, times, names) to submit a formal complaint regarding those additional concerns. Resident A's guardian requested that this investigation be limited to the two allegations addressed in this report. She was advised that if she obtains further information related to any additional concerns, she may submit a new complaint to the Michigan Department of Licensing and Regulatory Affairs (LARA).

On 02/17/26, I interviewed quality compliance manager Dereka Seigel via telephone. Ms. Seigel stated she has access to resident records however, she was told by Ms. McBride that a written request has not been received for Resident A's MAR's. Ms. Seigel stated it is company policy to obtain a written request for records. An email or written letter are acceptable forms for written requests. A text message is not acceptable as the sender is unable to be verified. Ms. Seigel stated regarding Resident A's bridge card, Ms. McBride asked her if it was okay to release the bridge card to Resident A's guardian upon move out and she advised that if the bridge card is not in the company's name, then, yes it can be released. Ms. Seigel stated that Ms. McBride sent the bridge card via overnight mail to Resident A's guardian.

On 02/18/26, I reviewed an email sent from Resident A's guardian to licensee designee Donna McBride on January 8, 2026. Relevant portions of the email are documented in summary below.

I'm following up in writing by email, as you requested. At this point, an in-person meeting is inconvenient and unnecessary. The return of Resident A's belongings and records can be handled by mail, and I'm asking that this be completed without further delay. Please overnight mail the Bridge Card along with the original documents listed below. Email copies of the documents are fine in addition to the original mailed documents: Documents for November and December: Medication administration records, Incident reports related to Resident A, Financial records, including any money received on Resident A's behalf and a detailed accounting of how funds were spent. This request was already communicated and acknowledged previously, and changing the format of the request does not change the need for these items to be returned promptly. As Resident A's family and guardian, I am simply asking for his property and records so we can move forward. Once everything is sent, please email me the tracking numbers for both the overnight mailing and the UPS shipment.

On 02/19/26, I interviewed regional area director Delissa Payne via telephone. Ms. Payne stated on the Sunday Resident A moved out his guardian requested his bridge card and resident documentation, but because it was a Sunday there was no one with access to the requested documentation. Resident A's guardian texted with licensee designee Donna McBride indicating her request for this information. Resident A's guardian requested copies of IR's, MAR's, Resident A's funds, and his bridge card. Ms.

Payne stated the resident funds and the bridge card were sent via overnight mail, but the IR's were not sent per her directive as it is the company's policy to receive a written request for resident records. Then, the request is processed through the quality compliance department. However, Ms. Payne stated upon review of the discharge policy, it does not specifically indicate in what format the written request must be made. Ms. Payne stated there is no reason Resident A's guardian cannot have copies of the information that she requested and she will ensure that the requested documentation is sent. On 02/20/26, Ms. Payne informed me via email that the requested documentation was sent to Resident A's guardian via certified mail.

On 02/25/26, I placed a telephone call to licensee designee Donna McBride to conduct an exit conference and review my finds. Ms. McBride was advised that a corrective action plan is required. Ms. McBride reviewed her email inbox, sent, junk, and deleted folders, she consistently maintains that she did not receive an email from Resident A's guardian requesting his records.

APPLICABLE RULE	
R 400.637	Handling of resident funds and valuables.
	(18) Personal property and belongings that are left at the facility after the discharge or death of a resident must be inventoried and stored by the licensee. A licensee shall notify in writing the resident's designated representative of the existence of the property and belongings and request disposition. Personal property and belongings that remain unclaimed or for which arrangements have not been made may be disposed of by the facility after 30 or more days from the date that written notification is sent.
ANALYSIS:	Based on the information gathered during this investigation there is sufficient information to conclude that when Resident A moved out of the Lake Braemer Home his bridge card was not released to his guardian. However, on 01/09/26, license designee Donna McBride sent the bridge card via overnight mail to Resident A's guardian. Resident A's guardian confirmed that she received the bridge card on 01/10/26.
CONCLUSION:	VIOLATION ESTABLISHED (BUT CORRECTED)

APPLICABLE RULE	
R 400.687	Resident admission and discharge policy; house rules; change of residency; provision of resident records.

	<p>(10) A licensee shall provide copies of resident records when requested by the resident and resident's designated representative. A fee that is charged for copies of resident records must not be more than the cost to make the copies.</p>
<p>ANALYSIS:</p>	<p>Based on the information gathered during this investigation there is sufficient information to conclude that on 01/08/26, Resident A's guardian sent a written request for his records via email and the licensee designee, Donna McBride, failed to provide copies of the requested resident records.</p> <p>Initially, Resident A's guardian sent a written request to licensee designee Donna McBride via text message requesting Resident A's records. Ms. McBride received the text message and further advised Resident A's guardian that the request needed to be made via email. As such, on 01/08/26, Resident A's guardian sent an email to Ms. McBride specifying her request for Resident A's records. Proof of the email was provided. However, when interviewed Ms. McBride stated that she never received an email from Resident A's guardian regarding this request for records and therefore the requested documentation was not sent.</p> <p>During the course of this investigation, regional area director Delissa Payne advised that on 02/20/26, the requested documentation was sent to Resident A's guardian via certified mail.</p>
<p>CONCLUSION:</p>	<p>VIOLATION ESTABLISHED</p>

IV. RECOMMENDATION

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



02/25/2026

Johnna Cade
Licensing Consultant

Date

Approved By:



03/13/2026

Denise Y. Nunn
Area Manager

Date