



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

April 27, 2022

Timothy Carmichael  
Crisis Center Inc - DBA Listening Ear  
PO Box 800  
Mt Pleasant, MI 48804-0800

RE: License #: AS370307872  
Investigation #: 2022A1033002  
Briarwood

Dear Mr. Carmichael:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Jana Lipps".

Jana Lipps, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS370307872
<b>Investigation #:</b>	2022A1033002
<b>Complaint Receipt Date:</b>	04/05/2022
<b>Investigation Initiation Date:</b>	04/07/2022
<b>Report Due Date:</b>	05/05/2022
<b>Licensee Name:</b>	Crisis Center Inc - DBA Listening Ear
<b>Licensee Address:</b>	107 East Illinois Mt Pleasant, MI 48858
<b>Licensee Telephone #:</b>	(989) 773-6904
<b>Administrator:</b>	Timothy Carmichael
<b>Licensee Designee:</b>	Timothy Carmichael
<b>Name of Facility:</b>	Briarwood
<b>Facility Address:</b>	1506 Briarwood Mt. Pleasant, MI 48858
<b>Facility Telephone #:</b>	(989) 317-0999
<b>Original Issuance Date:</b>	06/18/2010
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	01/03/2021
<b>Expiration Date:</b>	01/02/2023
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff appeared intoxicated while caring for residents.	No

## III. METHODOLOGY

04/05/2022	Special Investigation Intake 2022A1033002
04/07/2022	Special Investigation Initiated – Telephone call made- Interview with complainant.
04/12/2022	Inspection Completed On-site- Interview with Program Director, Misty Campbell, and record review initiated.
04/12/2022	Contact - Telephone call made- Telephone attempt made to reach Administrator, Jenny Jacobs, voicemail message left.
04/12/2022	Contact - Telephone call received- Telephone call received from Administrator, Jenny Jacobs. Requested emailed copy of employee file for Special investigation.
04/14/2022	Contact - Document Sent- Sent follow up email to Administrator, Jenny Jacobs, requesting employee file.
04/14/2022	Contact - Telephone call made- Voicemail message left for direct care staff, Halley Zaluski.
04/14/2022	Contact - Telephone call made- Voicemail message left for direct care staff, Alyssa Vera-Carrillo.
04/15/2022	Contact - Telephone call made- Voicemail message and text message left for direct care staff, Halley Zaluski.
04/15/2022	Contact - Telephone call made- Voicemail message left for former direct care staff, Riley Heckman.
04/19/2022	Contact - Telephone call made- Attempt to reach Halley Zaluski, direct care staff, message left.
04/19/2022	Contact - Telephone call made- Attempt to reach former direct care staff, Riley Heckman. Text message sent requesting a call back.

04/20/2022	Contact - Telephone call made- Attempt to interview direct care staff, Halley Zaluski.
04/20/2022	Contact - Telephone call made Interview with former direct care staff, Riley Heckman.
04/27/2022	Exit Conference with Licensee Designee, Timothy Carmichael.

**ALLEGATION: Staff appeared intoxicated while caring for residents.**

**INVESTIGATION:**

It was reported that on the date, 4/2/2022, direct care staff (DCS), Riley Heckman, appeared to be intoxicated during her shift.

I conducted an onsite investigation at the facility on 4/12/2022 and interviewed Program Director (PD), Misty Campbell. PD Campbell reported that DCS Heckman was no longer employed by the facility. PD Campbell stated that former DCS Heckman had resigned from her position on 4/7/2022. PD Campbell further reported that it was reported to her, by DCS, Halley Zaluski, that former DCS Heckman appeared to be intoxicated when she arrived for her shift on 4/2/2022. DCS Zaluski reported to PD Campbell that former DCS Heckman had appeared to be intoxicated and she had asked her whether she had been drinking, prior to her shift, and that former DCS Heckman noted that she took 7 to 10 shots (implying shots of alcohol) before coming to work to help her stay awake. She noted that DCS Zaluski did not report this concern during this shift and waited until the next day to report to management. PD Campbell stated that DCS Zaluski did not call the on-call to alert anyone to the situation on 4/2/2022. PD Campbell stated that on 4/7/2022 she sat in, as a witness, on an interview with Office of Recipient Rights Officer, Jane Gilmore, with Community Mental Health Central Michigan. Ms. Gilmore interviewed former DCS Heckman regarding the allegation of arriving to work intoxicated. PD Campbell stated that former DCS Heckman denied this allegation and stated she had not been intoxicated during her shift on 4/2/2022.

On 4/12/2022, during my onsite inspection, I reviewed the staff schedule for 4/2/2022 and the facilities *Checklist for Calling On-Call* document. Former DCS Heckman and DCS Zaluski were both scheduled to work on 4/2/2022 from 11pm – 7am. There were no other staff scheduled to work during this shift. The *Checklist for Calling On-Call* form indicates that a staff member is to call on-call if there are “staff problems” and when there is “suspected abuse/neglect.” DCS Zaluski did not make a call to the on-call the date of 4/2/2022. I requested to review former DCS Heckman’s employee record and was directed to the Administrator for the facility, Jenny Jacobs.

I made telephone contact with Administrator Jacobs and requested to review former DCS Heckman’s employee record, including background check, reference checks, and

training records. Administrator Jacobs emailed me the requested documentation. Appropriate reference checks, background checks and trainings were found in former DCS Heckman’s employee record and there were no previous issues with DCS Heckman using alcohol or being intoxicated while caring for residents.

On the dates of 4/14/2022 and 4/15/2022 I made telephone calls to DCS Zaluski to obtain a statement regarding the allegation. There was no answer when I called. A voicemail message was left on 4/14/2022 and a text message was sent on 4/15/2022. I did not receive a response from DCS Zaluski and attempted to reach her by phone on 4/19/2022 at the facility. I spoke with PD Campbell who noted DCS Zaluski would be working that evening and would be ending her shift on 4/20/2022 at 7am. PD Campbell advised me to call the facility the morning of 4/20/2022 to obtain interview with DCS Zaluski. I called the Briarwood facility on 4/20/2022 in attempt to interview DCS Zaluski and she declined speaking with me. She would not provide a statement concerning the allegation of former DCS Heckman being intoxicated during her shift on 4/2/2022.

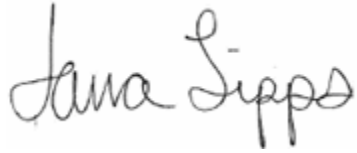
I interviewed former DCS Heckman on 4/20/2022. Former DCS Heckman noted that she no longer works for this facility. She noted she has limited memory of the shifts she worked as she was only employed at the facility for about one week. She reported that she had found another job and resigned from her position. Former DCS Heckman denied memory of working a shift on the date 4/2/2022. She further denied arriving to any of her shifts, at this facility, under the influence of alcohol or any other drugs. She denied any knowledge of any staff at this facility arriving to work intoxicated.

I was unable to interview a resident regarding the allegations as this event took place on the midnight shift, 11pm – 7am, and the residents were all sleeping at this time.

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<b>(2) Direct care staff shall possess all of the following qualifications:</b> <b>(b) Be capable of appropriately handling emergency situations.</b>
<b>ANALYSIS:</b>	Based on interviews with complainant, PD Campbell, and former DCS Heckman, I found no substantial evidence to verify that former DCS Heckman was intoxicated during her shift on 4/2/2022.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend no change to status of this license.



04/27/22

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Jana Lipps  
Licensing Consultant

Date

Approved By:



04/27/2022

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Dawn N. Timm  
Area Manager

Date