



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 18, 2023

Jenny Jacobs,
Licensee Designee and Administrator
Crisis Center Inc - DBA Listening Ear
PO Box 800
Mt Pleasant, MI 48804-0800

RE: License #: AS370084055
Investigation #: 2023A0577038
Broadway Home

Dear Ms. Jacobs:

Attached is the Special Investigation Report for the above referenced facility. Violations were established; however, a corrective action plan is not required as the corrective action has already been implemented at the time of this report. Specifically, the exhaust fan in the bathroom has been replaced and the exhaust pipe to vent the fan has been updated. The bathroom ceiling has been cleaned, sealed, and painted to remove the mold and prevent the mold from seeping through the ceiling has been applied.

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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Bridget Vermeesch".

Bridget Vermeesch, Licensing Consultant
Bureau of Community and Health Systems
1919 Parkland Drive
Mt. Pleasant, MI 48858-8010
(989) 948-0561

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS370084055
Investigation #:	2023A0577038
Complaint Receipt Date:	04/12/2023
Investigation Initiation Date:	04/13/2023
Report Due Date:	06/11/2023
Licensee Name:	Crisis Center Inc - DBA Listening Ear
Licensee Address:	107 East Illinois Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 773-6904
Licensee Designee:	Jenny Jacobs
Administrator:	Jenny Jacobs
Name of Facility:	Broadway Home
Facility Address:	1710 E. Broadway Mt. Pleasant, MI 48858
Facility Telephone #:	(989) 773-3329
Original Issuance Date:	04/12/1999
License Status:	REGULAR
Effective Date:	10/22/2021
Expiration Date:	10/21/2023
Capacity:	4
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
There is black mold on the ceiling of the main bathroom that is not being treated or the cause of the mold being resolved.	Yes

III. METHODOLOGY

04/12/2023	Special Investigation Intake 2023A0577038
04/13/2023	APS Referral- No APS referral needed, no abuse, neglect, or exploitation in complaint.
04/13/2023	Referral - Recipient Rights- CMHCM ORR.
04/13/2023	Special Investigation Initiated – Telephone made to Jayne Gilmore, ORR CMHCM.
04/26/2023	Inspection Completed On-site- Physical plant inspection and interview with staff.
04/27/2023	Inspection Completed-BCAL Sub. Compliance
04/28/2023	Contact - Telephone call made- Kent Randall, Maintenance with Listening Ear.
04/28/2023	Contact - Telephone call made- Karen Bressette, CMHCM Contracts.
04/28/2023	Exit Conference with licensee designee Jenny Jacobs.
05/01/2023	Contact-Document Received from Karen Bressette, CMHCM Contracts.

ALLEGATION: There is black mold on the ceiling of the main bathroom that is not being treated or the cause of the mold being resolved.

INVESTIGATION:

On April 12, 2023, a complaint was received alleging there is mold in the facility bathroom that has been there for five years and has not been addressed.

On April 13, 2023, I contacted Jayne Gilmore, Office of Recipient Right with Community Mental Health Central Michigan, who reported the home is owned by Listening Ear. Ms. Gilmore reported she was not aware of any concerns of mold, especially any issued that had lasted for the past five years running.

On April 26, 2023, I conducted an unannounced onsite investigation and completed a physical plant inspection of the facility. I observed dark colored mold on the ceiling of the main full resident bathroom. No mold was observed in any other location of the bathroom. Emily Dowd, Program Manager, reported she has been in this position for over a year and the ceiling is scrubbed daily with bleach to remove the mold. Ms. Dowd reported the mold has gotten better since the roof was replaced last fall and the bathroom vent was fixed. Ms. Dowd reported there was a hole in the roof causing moisture to build up and then the vent for the exhaust fan in the bathroom was not connected correctly causing moisture to no be removed from the bathroom. Ms. Dowd reported a work order was completed on December 05, 2022 notifying Listening Ear that mold was still a concern on the bathroom ceiling with no corrective measures being taken.

On April 28, 2023, I interviewed Kent Randall, Maintenance with Listening Ear, who reported the roof was replaced in the fall of 2022. Mr. Randall reported he went to the facility on April 27, 2023 and attempted to get into the attic but was not able to access the attic through the access. Mr. Randall reported once the attic is accessible, he is hoping to find the cause of the mold in the bathroom.

On April 28, 2023 I interviewed Jenny Jacobs who reported the home is not owned by Listening Ear, they have a rental agreement, but Ms. Jacobs is unsure who the owner is and will determine who is responsible for fixing the issue.

On May 01, 2023 spoke with Karen Bressette, Provider Network with CMHCM reported she will contact Listening Ear and determine where the cause of the mold is from and get it resolved. Ms. Bressette later reported she contacted Kent Randall, Maintenance with Listening Ear, who was able to access the attic, found the bathroom exhaust vent was not vented appropriately and added a full metal exhaust pipe from the bathroom fan to the outside of the home. Ms. Bressette emailed photos of the vent with appropriate exhaust piping attached and vented to the outside of the home. Ms. Bressette reported the ceiling will be cleaned with bleach, painted with a mold stopper paint, and then painted with paint. Ms. Bressett reported if this does not stop the mold, they will replace the ceiling drywall. I have received photos documenting the mold sealant and painting of the ceiling and walls. I also received photos of the exhaust pipe being attached correctly with a solid metal vent from the bathroom fan that extends to the exteriors of the home.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.

ANALYSIS:	On April 26, 2023 a physical plant inspection was completed and dark colored mold was observed on the ceiling of the main bathroom. It has been found that the exhaust pipe for the fan was not connected correctly and has since been corrected to alleviate the moisture from the bathroom. The ceiling has been cleaned, sealed and painted to prevent future mold on the ceiling. It has been found the housekeeping standards were not clean in appearance due to mold being on the ceiling of the bathroom.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

The corrective action plan (CAP) has already been implemented and verification of CAP compliance has been received upon writing this report. Therefore, it is recommended the current status of the license remains unchanged.

Bridget Vermeesch

05/04/2023

Bridget Vermeesch
Licensing Consultant

Date

Approved By:

Dawn Timm

05/18/2023

Dawn N. Timm
Area Manager

Date