



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

January 17, 2025

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

RE: License #: AS180010530
Investigation #: 2025A0360008
Clare Home

Dear Mr. Boyd:

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 (616) 356-0100.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Soderquist".

Matthew Soderquist, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa Ave NW Unit #13
Grand Rapids, MI 49503
(989) 370-8320

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS180010530
Investigation #:	2025A0360008
Complaint Receipt Date:	12/20/2024
Investigation Initiation Date:	12/20/2024
Report Due Date:	01/19/2025
Licensee Name:	Crisis Center Inc - DBA Listening Ear
Licensee Address:	107 East Illinois Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 773-6904
Administrator/Licensee Designee:	James Boyd
Name of Facility:	Clare Home
Facility Address:	191 Dwyer Clare, MI 48617
Facility Telephone #:	(989) 386-9086
Original Issuance Date:	09/26/1987
License Status:	REGULAR
Effective Date:	03/19/2024
Expiration Date:	03/18/2026
Capacity:	5
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care staff Justin Price was cursing and swearing at his co-workers within hearing distance of residents living in the home.	No

III. METHODOLOGY

12/20/2024	Special Investigation Intake 2025A0360008
12/20/2024	APS Referral Online
12/20/2024	Special Investigation Initiated - Letter
12/20/2024	Contact - Document Sent Keegan Sarker, ORR
12/26/2024	Contact - Document Received Keegan Sarker, ORR
01/02/2025	Inspection Completed On-site Keegan Sarker ORR, DCS Jennifer Roberts, Home manager Cindy Roberts, Resident A.
01/08/2025	Contact - Telephone call made DCS Justin Price
01/14/2025	Exit Conference

ALLEGATION:

Direct care staff Justin Price was cursing and swearing at his co-workers within hearing distance of residents living in the home.

INVESTIGATION:

On 12/20/24, I contacted Keegan Sarker Rights Officer with the Central Michigan Community Mental Health.

On 12/26/24, Ms. Sarker contacted me by email and stated she could conduct a joint investigation at the home on 1/2/25.

On 1/2/25, I conducted an onsite inspection at the home with Ms. Sarker. The home manager, Cindy Roberts, stated on 12/17/24 direct care staff Justin Price was in the office with another direct care staff Jennifer Roberts, and he was swearing at Ms. Roberts. Cindy Roberts stated none of the residents were in the living room near the office. She stated she does not think any of the residents heard the incident. Cindy Roberts stated all the residents are non-verbal except for Resident A. Ms. Roberts stated Mr. Price no longer works at the home.

While at the home on 1/2/25, I interviewed Resident A. Resident A denied that she has heard Mr. Price swear at any residents or staff.

While at the home on 1/2/25 I interviewed direct care staff Jennifer Roberts. Ms. Roberts stated Mr. Price has a negative attitude. She stated he did swear at her in the office on 12/17/24 however none of the residents were near the office and she does not think that any of them heard him swearing. Ms. Roberts stated Mr. Price was upset with her about having to cover a shift.

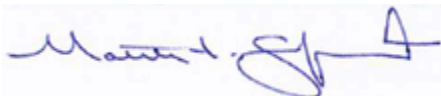
On 1/8/25, I contacted direct care staff Justin Price by telephone. Mr. Price stated he stepped into the office on 12/17/24 and said a couple of swear words to his coworker. Mr. Price stated no residents were around. He stated one of his coworkers wasn't being very helpful with the residents and was trying to get him to cover their shift. Mr. Price stated he no longer works at the home.

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:	Interviews with Ms. Sarker, Ms. Roberts, Ms. Roberts, Resident A, and Mr. Price revealed that Mr. Price did not swear at any residents or within hearing distance of any residents.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 1/17/25 I conducted an exit conference with James Boyd. Mr. Boyd concurred with the findings of the investigation.

IV. RECOMMENDATION

I recommend no change in the status of the license.

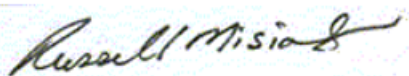


1/17/25

Matthew Soderquist
Licensing Consultant

Date

Approved By:



1/17/25

Russell B. Misiak
Area Manager

Date