



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 10, 2025

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

RE: License #: AS370011272
Investigation #: 2025A1029054
Shepherd Home

Dear Mr. Boyd:

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 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 licensee designee 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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads 'Jennifer Browning'.

Jennifer Browning, Licensing Consultant
Bureau of Community and Health Systems
browningj1@michigan.gov - 989-444-9614

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

I. IDENTIFYING INFORMATION

License #:	AS370011272
Investigation #:	2025A1029054
Complaint Receipt Date:	08/21/2025
Investigation Initiation Date:	08/21/2025
Report Due Date:	10/20/2025
Licensee Name:	Crisis Center Inc - DBA Listening Ear
Licensee Address:	107 East Illinois, Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 773-6904
Administrator:	Robyn Castrop
Licensee Designee:	James Boyd
Name of Facility:	Shepherd Home
Facility Address:	416 N Fifth St, Shepherd, MI 48883
Facility Telephone #:	(989) 828-6537
Original Issuance Date:	03/04/1986
License Status:	REGULAR
Effective Date:	03/17/2025
Expiration Date:	03/16/2027
Capacity:	4
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On 08/16/2025, direct care staff member Heather Roderick stated that Resident A “could not have anything else until he ate what was on his plate.”	Yes

III. METHODOLOGY

08/21/2025	Special Investigation Intake 2025A1029054
08/21/2025	Special Investigation Initiated – Telephone to Keegan Sarker ORR
08/26/2025	Contact - Document Sent to ORR Keegan Sarker
08/27/2025	Inspection completed on-site - Face to Face with direct care staff members Taydra Adams and Vickie Davidson, Resident A, Resident B, and Resident C at Shepherd Home.
08/29/2025	Contact - Document Sent to licensee designee Jim Boyd
09/02/2025	Contact - Document Received from Jim Boyd
09/02/2025	Contact - Telephone call made to licensee designee Jim Boyd
09/03/2025	APS Referral made to Centralized Intake.
09/04/2025	Contact – Telephone call to direct care staff members Maisy Urbano-Camones, Noe Perez Luna, Heather Roderick, Thor Pittman, Lerissa Darling, Todd Clapp Left message. Email exchange with ORR Sarker, Email to Jim Boyd and administrator Robyn Castrop
09/09/2025	Contact – Telephone call to Todd Clapp. Left message.
09/09/2025	Exit conference with licensee designee Jim Boyd.

ALLEGATION: On 08/16/2025, direct care staff member Heather Roderick stated that Resident A “could not have anything else until he ate what was on his plate.”

INVESTIGATION:

On 08/21/2025 a complaint was received via Bureau of Community and Health Systems online complaint system with concerns Heather Roderick told Resident A he could not have any more food until he ate what was on his plate. According to the complaint allegations, Ms. Roderick told direct care staff members Maisy Urbano-Camones and Noe Perez-Luna and it was unclear if Resident A heard the statement or if Ms. Roderick said this to her coworkers. Office of Recipient Rights (ORR) advisor Keegan Sarker is also investigating these concerns.

On 08/21/2025 I interviewed ORR Ms. Sarker. Ms. Sarker stated this did occur and although Ms. Perez Luna and Ms. Urbano-Camones were present for the incident, it appears that Resident A heard this as well because Ms. Roderick said it to him. Ms. Sarker stated Resident A does not like tomatoes and although there were no tomatoes on his taco salad he did not want to eat it. Ms. Sarker stated Ms. Perez-Luna offered him a banana but that is what the side dish was for the nacho salad. Ms. Sarker stated she was informed by Mr. Perez-Luna Resident A did not have anything else because no additional choices were offered to him. Ms. Sarker stated she interview Resident A but he wasn't clear in the interview.

On 08/27/2025 I completed an unannounced on-site investigation and interviewed direct care staff members whose current role is manager Vickie Davidson and assistant manager Taydra Adams at Shepherd Home. Ms. Adams and Ms. Davidson were not present for this incident and neither reported concerns with Ms. Roderick. Ms. Davidson stated Ms. Roderick has been employed for almost four years and worked at another licensed AFC before Shepherd Home.

Ms. Adams stated direct care staff member Todd Clapp reported the concerns to her and let her know that Resident A had a banana and a glass of milk for dinner because Resident A was not offered any other food choices. Ms. Davidson stated Mr. Perez-Luna offered Resident A additional food but he declined it and said “he was good” which is unlike Resident A. Ms. Adams stated their procedure if a resident does not want food is to offer something else such as a sandwich or offer them leftovers. Ms. Adams stated there was left over tuna noodle pasta in the refrigerator and he would not have turned down a peanut butter and jelly sandwich if it was offered.

I interviewed Resident A who stated he remembers having nachos which he does not like. Resident A wanted to discuss what he ate the morning before I arrived and stated he typically likes to eat two meals a day. Resident A denied anyone ever told him that he couldn't have food or that he couldn't have a snack that he wanted but also stated he could not recall if he ate the nacho salad. Resident A stated Ms. Roderick did not deny him food, he is offered enough food to eat, and it's very good.

I interviewed Resident B and Resident C. Resident B stated he did observe Resident A only having a banana for dinner but he assumed this was what he wanted to eat. Resident B stated he did not hear anyone tell Resident A that he could not get more food. Resident C stated they are always offered an alternative if something is served which they do not like to eat.

I reviewed Resident A's Person Centered Plan (PCP) which included the following statement regarding food preferences and mealtimes:

- *"[Resident A] will occasionally say that he will be sick if he eats too much or attempt to avoid eating things he does not want to eat.*
- *While eating [Resident A] will take large bits of food and stuff his mouth posing a choking risk. To help this his food should be cut into bite sized pieces and he should be reminded encouraged to "take small bites" "slow down", "chew and swallow", "use your napkin", or "take a drink".*
- *Staff working with [Resident A] should be sure not to become short tempered or show annoyance towards him for his repetitive behaviors but should instead remind him to reference his calendar or politely remind him that the topic was already discussed and inquired if he recalls what was said then."*

I reviewed the *Training Inservice Record* showing that Ms. Roderick was trained on Resident A's *Assessment Plan for AFC Residents* and *PCP* on 04/25/2025.

On 09/04/2025 I received an email from administrator Robyn Castrop which confirmed Ms. Roderick has completed all required AFC licensing trainings. Ms. Castrop noted that on 08/28/2020 Ms. Roderick received a Listening Ear counseling statement for speaking to residents "like they were small children."

On 09/04/2025 I interviewed direct care staff member Maisy Urbano-Camones. Ms. Urbano-Camones stated Resident A did not want to eat his dinner because it was a nacho salad. Ms. Urbano-Camones stated she made it personally so it wouldn't have tomatoes on it but he noticed the other residents had tomatoes on their salads. Ms. Urbano-Camones stated she was trying to show him that she made his without tomatoes so he sat down and told the other direct care staff member Mr. Perez-Luna who was sitting with him that he did not want to eat it and kept saying "I just cannot eat this." Ms. Urbano-Camones stated Mr. Perez-Luna asked if they were supposed to give him something else to eat because she did not know for sure because most of the time, residents eat everything on their plate. Ms. Urbano-Camones stated she looked at Ms. Roderick since she had been there the longest and informed her that Resident A did not want to eat the salad. Ms. Urbano-Camones stated Ms. Roderick then said to Resident A "if you do not eat your dinner you cannot have anything else before snack" which Ms. Urbano-Camones stated she did not know was not allowed until she told Ms. Davidson later that Resident A only had a banana for dinner. Ms. Urbano-Camones stated he did the same thing a few days later and they offered him different food. Ms. Urbano-Camones stated since he did not want the nacho salad all he had for dinner was a banana. Ms. Urbano-Camones stated she thought Ms. Roderick was rude toward

Resident A when she informed him he could not eat anything else and she has noticed Ms. Roderick does not get along with Resident A because she “does not have patience with his disability and does not seem respectful” toward Resident A. Ms. Urbano-Camones stated Ms. Roderick gets frustrated really easily and she will yell at him if he needs assistance with his bed because he will struggle with the corners on his bed and she will yell at him “Not everything is going to be done for you.” Ms. Urbano-Camones stated she notices that Resident A will apologize more when Ms. Roderick is working. Ms. Urbano-Camones stated there are times Ms. Adams and Ms. Roderick will talk about Resident A’s behaviors while they are in front of him and Resident A will have tears in his eyes and keep apologizing.

On 09/04/2025 I interviewed direct care staff member Noe Perez-Luna. Mr. Perez-Luna stated Resident A did not want to believe there were no tomatoes on the salad because he does not like tomatoes at all. Mr. Perez-Luna stated that he did move the food around for him to see there were no tomatoes so he said he didn’t want to eat and pushed the plate forward. Mr. Perez-Luna stated he took the plate to the kitchen and asked if he wanted to eat anything different. Mr. Perez-Luna said Ms. Roderick was only there for medications but she ended up assisting with meals and informed Resident A he couldn’t have anything else after it was offered to him because the menu was “created with food the residents liked and that they needed to eat what was given.”

Mr. Perez-Luna stated he offered Resident A something else and then Ms. Roderick said he couldn’t have anything else to eat. Resident A then said that he did not want to eat anything else which could have been because he heard her say that he could not have had anything else because he was surprised that he would not want to eat anything else.

Mr. Perez-Luna stated Ms. Roderick’s demeanor toward Resident A is different than the other residents. Mr. Perez-Luna stated when Ms. Roderick talks to Resident A she acts like she is irritated with him which does not make sense because Resident A is always a happy person and easy to get along with. Mr. Perez-Luna stated Resident A will ask the same questions over and over when he’s talking about baseball or when a game starts. Mr. Perez-Luna stated he has never heard her swear at Resident A but sometimes she does raise her voice. Mr. Perez-Luna stated sometimes she will tell Resident A to stop looking at her or tell him to go watch television and she does not talk to any other resident like this.

On 09/04/2025 I interviewed direct care staff member Heather Roderick. Ms. Roderick stated she was informed she should encourage Resident A to eat the food which was made first including vegetables because previously Resident A was allowed to eat unhealthy foods like chips and she was supposed to encourage him to eat healthier foods. Ms. Roderick stated she realized that he wouldn’t try the nacho salad and denied she told him he had to eat it however stated she did tell him “that was dinner” and he said that he would eat the banana. Ms. Roderick stated she did not tell Resident A that he couldn’t get anything else but she did not offer him anything else to eat. Ms.

Roderick stated that no one that was working with her offered Resident A anything else for dinner.

Ms. Roderick stated if a resident doesn't like what is made then she's not sure what the protocol is because they typically eat whatever is made for the meal. Ms. Roderick stated since this occurred, she did speak with Ms. Davidson who stated to just make him a different meal so she will do so if this occurs again. Ms. Roderick stated Resident A prefers to eat a peanut butter and jelly sandwich. Ms. Roderick stated Resident A had nacho salad offered that day and they put it on a plate so he could mix up what he wanted but there was taco sauce on it and she isn't sure if he likes it. Ms. Roderick stated Resident A ate some of the chips and a banana for dinner.

Ms. Roderick stated when she said this to him, she didn't feel that she was being disrespectful. Ms. Roderick stated she tries not to use the same mannerisms and same tone as she does with her child, however, she knows that some of the other direct care staff members may think she does this. Ms. Roderick stated she had never received discipline regarding her demeanor toward the residents.

On 09/04/2025 I interviewed direct care staff member Thor Pittman. Mr. Pittman stated he was not there for the incident where Resident A was told he couldn't have anything else to eat. Mr. Pittman stated he had heard this occurring on his shifts before and would not be surprised if this occurred with Ms. Roderick. Mr. Pittman stated he always offers residents something else to eat if they don't like what is served to assure they get a meal. Mr. Pittman stated he does not believe Ms. Roderick abuses Resident A however, he feels that she treats him differently because she is visibly annoyed with him when he speaks because he can be repetitive about what he talks about. Mr. Pittman stated he has never heard her swear at Resident A however he had heard her raising her voice to Resident A when he ignores her about chewing on his fingers. Mr. Pittman stated he has heard Ms. Roderick tell Resident A that "no one wants to hear your life story" and he will react by being nervous or he will apologize to her.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights: (o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy. (2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule

ANALYSIS:	Based on the interviews with Ms. Urbano-Camones, Mr. Perez-Luna, Mr. Pittman and Ms. Roderick, there is evidence Resident A was not treated with dignity and respect when he did not want his dinner on 08/16/2025. Ms. Roderick stated she told him “this is dinner” and did not offer him a different choice for dinner. Further, there were other statements made regarding the tone of voice Ms. Roderick uses when talking to Resident A along with other statements Ms. Roderick made to Resident A that did not treat him with dignity and respect as required.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an approved corrective action plan, I recommend no change in the license status.

Jennifer Browning

Jennifer Browning
Licensing Consultant

09/09/2025

Date

Approved By:

Dawn Timm

09/10/2025

Dawn N. Timm
Area Manager

Date