



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 3, 2025

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

RE: License #: AS370011270
Investigation #: 2025A0622061
Isabella 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 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 (517) 335-5985.

Sincerely,

A handwritten signature in black ink, appearing to read 'Amanda Blasius', written in a cursive style.

Amanda Blasius, 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

License #:	AS370011270
Investigation #:	2025A0622061
Complaint Receipt Date:	08/29/2025
Investigation Initiation Date:	08/29/2025
Report Due Date:	10/28/2025
Licensee Name:	Crisis Center Inc - DBA Listening Ear
LicenseeAddress:	107 East Illinois Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 773-6904
Administrator:	James Boyd
Licensee Designee:	James Boyd
Name of Facility:	Isabella Home
Facility Address:	2599 S Isabella Road Mount Pleasant, MI 48858
Facility Telephone #:	(989) 773-0326
Original Issuance Date:	10/10/1986
License Status:	REGULAR
Effective Date:	04/05/2024
Expiration Date:	04/04/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
On 8/25/25, Citizen 1 reported a staff member with long dark hair was seen driving Resident A, while talking on a cellphone for at least ten minutes.	Yes

III. METHODOLOGY

08/29/2025	Special Investigation Intake 2025A0622061
08/29/2025	Special Investigation Initiated – Phone call to Recipient Rights Officer Katie Hohner
09/17/2025	Inspection Completed-BCAL Sub. Compliance
09/25/2025	Phone call to direct care worker, Mariah Chagoya
10/01/2025	Exit Conference with licensee, Jim Boyd

ALLEGATION: On 8/25/25, Citizen 1 reported a staff member with long dark hair was seen driving Resident A, while talking on a cellphone for at least ten minutes.

INVESTIGATION:

On 08/29/2025, I received this complaint through the LARA Bureau of Community and Health Systems online complaint system. According to the complaint, Citizen 1 reported that she saw an unidentified staff person talking on their cellphone while driving Resident A down Mission Street in Mt. Pleasant. According to the complaint, Citizen 1 reported that this occurred around 5:10 PM on 8/24/25. It was reported that the staff person was heading to TJ Maxx and they talked on the phone while driving down Mission Street and while in the parking lot at TJ Maxx. The complaint stated the person was on the phone for at least 10 minutes and the driver had very long dark straight hair and appeared to be in their mid-20s.

On 08/29/2025, a phone call was placed to Recipient Rights Officer Katie Hohner regarding additional information.

On 09/17/2025, I completed an unannounced onsite investigation to Isabella home AFC. During the unannounced onsite investigation, I interviewed direct care worker (DCW), Kristy Bruechert in person. She reported that she is the home manager for

Isabella home. DCW Bruechert provided me with the staff schedule, and it was determined that direct care worker, Mariah Chagoya was working on 8/24/25. DCW Bruechert confirmed that DCW Chagoya has long dark hair and took Resident A out for a community outing on 8/24/25. DCW Bruechert stated that she did call DCW Chagoya as they were preparing for a new resident's admission, but she was unaware that she was driving at the time, and she would not have called her when she was driving if she had been aware.

During the unannounced onsite investigation, I viewed a valid drivers license for direct care worker, Mariah Chagoya and verification that she underwent training for driving the company van. It was reported that Resident A is non-verbal, therefore she was unable to be interviewed.

On 09/25/2025, I interviewed direct care worker, Mariah Chagoya via phone. She confirmed that she was working on 8/24/25 and took Resident A on an outing to the park and then to TJ Maxx. DCW Chagoya reported that she was driving down Mission street and received a phone call from her boss while at a light, therefore she picked up the call. DCW Chagoya confirmed that she had the phone to her ear and it was not on speaker phone or through a hands free application. DCW Chagoya explained that she was on the phone for about five minutes and finished up her phone call in the parking lot of TJ Maxx. DCW Chagoya also confirmed that she was driving Resident A in the company van.

APPLICABLE RULE	
R 400.14304	Resident Rights; licensee responsibilities.
	<p>Rule 304. (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:</p> <p>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>

ANALYSIS:	Based upon the interview with direct care worker, Mariah Chagoya via phone, she admitted to driving Resident A in the company van while also talking on the phone. DCW Chagoya confirmed that she was not using her phone in hands-free mode, therefore she was in violation of the distracted driving Michigan law and was not using consideration for Resident A, whom she was transporting, by using her personal cell phone while driving.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend that the status of the license remains the same.

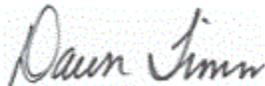


10/03/2025

Amanda Blasius
Licensing Consultant

Date

Approved By:



10/03/2025

Dawn N. Timm
Area Manager

Date