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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

January 23, 2026

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

RE: License #: AS370084055
Investigation #: 2026A1029017
Broadway 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 was required. On 01/23/2026, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 black ink that reads "Jennifer Browning".

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

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 BUREAU OF COMMUNITY AND HEALTH SYSTEMS
 SPECIAL INVESTIGATION REPORT
 THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS370084055
Investigation #:	2026A1029017
Complaint Receipt Date:	01/07/2026
Investigation Initiation Date:	01/07/2027
Report Due Date:	03/08/2026
Licensee Name:	Crisis Center Inc - DBA Listening Ear
Licensee Address:	107 East Illinois, Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 773-6904
Administrator:	James Boyd
Licensee Designee:	James Boyd
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:	10/22/2025
Expiration Date:	10/21/2027
Capacity:	4
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
On 01/02/2026, direct care staff member Lisa Bowers yelled at Resident A in a disrespectful manner and told her to “stay out of it” while she was on the phone.	Yes

III. METHODOLOGY

01/07/2026	Special Investigation Intake - 2026A1029017
01/07/2026	Special Investigation Initiated – Email to ORR Sarah Watson
01/08/2026	Contact - Document Sent- Email to Robyn Castrop
01/09/2026	Inspection Completed On- site – face to face with Resident A, Resident B, Resident C, Morgan Monte, Harmoni Herber at Broadway Home
01/09/2026	Contact - Telephone call received from licensee designee Jim Boyd
01/13/2026	APS Referral - There are no allegations of abuse / neglect.
01/14/2026	Contact – Telephone call to administrator Robyn Castrop, direct care staff members Desiree Hernandez-Garcia, Dani Grider (Left message), Jill David, Kendra Tissue, Emily Dowd (# not in service), Jaedin Martinez-Baker, Lisa Bowers
01/20/2026	Exit conference with licensee designee Jim Boyd, left message and sent email.

ALLEGATION: On 01/02/2026, direct care staff member Lisa Bowers yelled at Resident A in a disrespectful manner and told her to “stay out of it” while she was on the phone.

INVESTIGATION:

On 01/07/2026 a complaint was received via Bureau of Community and Health Systems online complaint system with concerns that on 01/02/2026, direct care staff member Lisa Bowers yelled at Resident A in a disrespectful manner and told her to “stay out of it” while she was on the phone.

On 01/09/2026 I completed an unannounced on-site investigation at Broadway Home and interviewed direct care staff member whose current role is home manager, Morgan Monte. Ms. Monte stated she was not here for the incident however it was reported to her by direct care staff member Ms. Hernandez-Garcia that Ms. Bowers was upset and swearing in front of residents after a phone call. Ms. Monte stated Resident A reported this to her but she is also aware that Resident A does not get along with Ms. Bowers anymore. Ms. Monte stated there was another incident in November 2025 where she was on the phone upset and yelled at the direct care staff members. [This was already investigated under SI 2026A0466001 and no violation was established.]

I interviewed Resident A, Resident B, and Resident C at Broadway Home. Resident A stated she was upset because Ms. Bowers was “grouching at me because she was cussing because she had to stay at work and it wasn’t fair she couldn’t take days off.” Resident A stated Ms. Bowers received a phone call because one of the direct care staff members called in and she was upset about this and began ranting in the house. Resident A stated Residents B and C were nearby along with direct care staff member Ms. Hernandez-Garcia. Resident A stated she did not try to interject in the phone call and she heard Ms. Bowers say “Damn it” when she was upset. Resident A stated she did ask Ms. Bowers what was wrong and she told her to stay out of it because it wasn’t her business. Resident A stated she does not want Ms. Bowers to work there any longer because she was being rude to her. Resident A stated after the incident Ms. Bowers went outside to cool off but she didn’t apologize after the incident.

Resident B stated she did remember Ms. Bowers getting upset on the phone however she did not remember what was said. Resident B stated she does not remember if anything was said to Resident A during this incident. Resident B stated she does not recall if she heard Ms. Bowers ever swear while she was at work and she feels safe while she is working. Resident C stated she does not remember if there was an incident while Ms. Bowers was mad on the phone. Resident C stated she has never heard her swear, yell, or be disrespectful to Resident A. Resident C stated she feels safe living at Broadway Home.

On 01/09/2026 I interviewed direct care staff member whose current role is assistant home manager, Harmoni Herber. Ms. Herber stated Listening Ear administration does not like them to do 16 hour shifts and Ms. Bowers was upset about the schedule on 01/02/2026 while she was on the phone. Ms. Herber stated there was also an incident on 12/27/2025 about staff calling in and Ms. Bowers getting upset. Ms. Herber stated during the incident on 01/02/2026 it was reported to her there was a call in around 5:00 or 6:00 PM Ms. Bowers started yelling in front of Resident A. Ms. Herber stated that during the incident on 12/27/2025 the same staff member called in, Ms. Bowers was also mandated and Ms. Bowers started yelling, pacing back and forth, saying this is bullshit and saying the “F word”. Ms. Herber stated this was also in front of the residents and led to Resident A having increased behaviors because she was upset over all the yelling.

On 01/09/2026 I interviewed licensee designee Jim Boyd. Mr. Boyd stated he knows this is a repeated occurrence of Ms. Bowers getting upset in front of residents which is not acceptable. Mr. Boyd stated he was aware Ms. Bowers received a reprimand in her file 9/2025 for respect and one in 7/2025 for job duties. Mr. Boyd stated there was a “dignity and respect” violation from ORR Ms. Watson on 10/30/2025 for her yelling in front of the residents.

On 01/14/2026 I interviewed direct care staff member Lisa Bowers. Ms. Bowers stated there was an incident on 01/02/2026 because she received a call in and she was unable to work because she had an appointment the next morning. Ms. Bowers stated she was not upset and she did not yell or swear but Resident A stated she did and she was blamed for it because she feels Resident A is targeting her. Ms. Bowers stated Resident A swore during the incident, not her. Ms. Bowers stated she did not tell Resident A that it was none of her business but she told her to “let staff handle it because she had two able bodied staff members who were going to be there.” Ms. Bowers stated she is more direct with Resident A but many direct care staff members “walk around on egg shells” around Resident A because she threatens to get direct care staff members fired. Ms. Bowers stated she’s not going to do that because she has worked in this field for 38 years.

On 01/14/2026 I interviewed direct care staff member Desiree Hernandez-Garcia. Ms. Hernandez-Garcia stated on 01/02/2026 there was a call in for the midnight shift and Ms. Bowers was upset and she was screaming at her about how midnight staff members are always calling in and they do not get in trouble. Ms. Bowers refused to stay for the shift because she had other things she needed to do. Ms. Hernandez-Garcia stated Resident A then got upset and said that the third shifter should come into work. Ms. Hernandez-Garcia stated Ms. Bowers got upset and told Resident A that she should “stay out of staff stuff.” Ms. Hernandez-Garcia stated when she spoke to Resident A her voice was raised but she did not swear at her but it was in front of her. Ms. Hernandez-Garcia stated Ms. Bowers stated “I’m not fucking staying” to her and Resident A, Resident B, and Resident C were all present for this incident. Ms. Hernandez-Garcia stated Ms. Bowers was standing in the entry way between the living room and dining room. Ms. Hernandez-Garcia stated Ms. Bowers does this often and she’s been reprimanded for it in the past. Ms. Hernandez-Garcia stated Ms. Bowers stated she had gone over to the computer and then calmed down but she did not apologize. Ms. Hernandez-Garcia stated Ms. Bowers refused to stay so she worked the midnight shift. Ms. Hernandez-Garcia stated this happens often where Ms. Bowers will raise her voice and get visibly upset which will causes an increase in Resident A’s behaviors and if she tries to redirect Ms. Bowers or calm her down, it will increase her agitation and it will be worse. Ms. Hernandez-Garcia stated when she is like this it goes on for about 10-20 minutes before she calms down and then they are dealing with Resident A’s behaviors after that. Ms. Hernandez-Garcia stated she can get Resident A to calm down pretty quickly by explaining the situation to her. Ms. Hernandez-Garcia stated this occurs with Ms. Bowers at least three-four times each month for various reasons but mostly concerning the schedule.

On 01/14/2026 I interviewed administrator Robyn Castrop. Ms. Castrop stated Ms. Hernandez-Garcia reported the concerns to her and she spoke with Ms. Bowers regarding the concern. Ms. Castrop stated Ms. Bowers denied that she swore in front of Resident A or at her but both Resident A and Ms. Hernandez-Garcia confirmed Ms. Bowers swore during this incident. Ms. Castrop stated Resident A was upset and swearing during this time too and Ms. Bowers said to Resident A “this is staff business and you do not need to concern yourself with this.” Ms. Castrop stated there was no indication Ms. Bowers was yelling at Resident A but she was upset with the situation because she had to work a double shift. Ms. Castrop said she had a meeting yesterday with Ms. Bowers and Ms. Herber and Ms. Bowers stated, “I know I am rough around the edges” and her voice does carry. Ms. Castrop stated Ms. Bowers wants to transfer to a different AFC but Ms. Castrop stated she wants to see the outcome of the investigation first. Ms. Castrop stated Resident A will historically start issues with direct care staff members and if she is mad at them at all, she will say to them, “I do not want you working here and I can get you fired.” Ms. Castrop stated Ms. Bowers was spoken to before about not yelling or swearing in front of the residents and she does not want to take responsibility for these past behaviors because in her mind, she wasn’t yelling or upset.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.
ANALYSIS:	Based on the interviews with Ms. Herber, Ms. Monte, Ms. Bowers, Ms. Hernandez-Garcia and Resident A there was an incident where Ms. Bowers was upset and swore in front of the residents. Ms. Bowers denied that she was upset or swore during this incident, however both Ms. Hernandez-Garcia and Resident A both confirmed this did occur. Ms. Hernandez-Garcia stated this will happen often and when Ms. Bowers raises her voice this also causes an increase in Resident A’s behaviors and if she tries to redirect Ms. Bowers or calm her down, it will increase Ms. Bowers’ agitation. Ms. Hernandez-Garcia, licensee designee Mr. Boyd, and administrator Ms. Castrop all confirmed this is a repeated issue with Ms. Bowers.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

An approved corrective action plan has been received; therefore, I recommend no change in the license status.

Jennifer Browning

01/23/2026

Jennifer Browning
Licensing Consultant

Date

Approved By:

Dawn Timm

01/23/2026

Dawn N. Timm
Area Manager

Date