



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

May 5, 2026

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

RE: License #: AS400069154  
Investigation #: 2026A0009024  
North Birch

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 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 "Adam Robarge". The signature is written in a cursive, flowing style.

Adam Robarge, Licensing Consultant  
Bureau of Community and Health Systems  
Suite 11  
701 S. Elmwood  
Traverse City, MI 49684  
(231) 350-0939

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS400069154
<b>Investigation #:</b>	2026A0009024
<b>Complaint Receipt Date:</b>	04/13/2026
<b>Investigation Initiation Date:</b>	04/13/2026
<b>Report Due Date:</b>	05/13/2026
<b>Licensee Name:</b>	Crisis Center Inc - DBA Listening Ear
<b>Licensee Address:</b>	107 East Illinois Mt Pleasant, MI 48858
<b>Licensee Telephone #:</b>	(989) 773-0326
<b>Administrator:</b>	Sherry Kidd
<b>Licensee Designee:</b>	James Boyd, Designee
<b>Name of Facility:</b>	North Birch
<b>Facility Address:</b>	2200 N Birch Kalkaska, MI 49646
<b>Facility Telephone #:</b>	(231) 258-5105
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	02/23/2026
<b>Expiration Date:</b>	02/22/2028
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Three narcotic pills were found behind a Kleenex box in the medication room.	Yes

**III. METHODOLOGY**

04/13/2026	Special Investigation Intake 2026A0009024
04/13/2026	Special Investigation Initiated – Telephone call received from Community Mental Health (CMH) recipient rights officer Brandy Marvin
04/17/2026	Inspection Completed On-site Interview with home manager Kelly Happel
05/04/2026	Contact – Telephone call made to administrator Sherry Kidd
05/05/2026	Exit conference with administrator Sherry Kidd

**ALLEGATION: Three narcotic pills were found behind a Kleenex box in the medication room.**

**INVESTIGATION:** I received a telephone call from Community Mental Health (CMH) recipient rights officer Brandy Marvin on April 13, 2026. She stated that she wanted me to know about something that recently happened in a licensed adult foster care home that their agency also contracts with. She said that three 300 mg. Gabapentin pills were found behind a Kleenex box at the facility. Three different residents have a prescription for Gabapentin and each use the same dosage. The three pills that were found seem to be one from each of the residents who use the medication. There were no refusals recorded for any of the residents during that time so it did not seem as if any of the pills that had been rejected by any of the residents. The home manager Kelly Happel has looked into the matter, but no one seems to know anything about the pills except the staff person who found them. One staff recently had surgery and denied that she was prescribed any pain killers after the procedure. That same staff then offered another staff person an Oxycontin after the person complained of a toothache. They had her submit to a drug test after finding out this information but the screen was reportedly negative for narcotics. All the staff at the facility administer medication except for one.

I conducted an unannounced site visit at the North Birch adult foster care home on April 17, 2026. Home manager Kelly Happel was present and agreed to speak with me about the incident involving the Gabapentin pills. She said the pills had been

found by a staff member behind a box of Kleenex in the office/medication room on April 3, 2026. They were found during the nighttime administration at 7:50 pm. They are unclear how long the pills might have been “hidden” behind the box. There is nothing in the medication records about any of the pills not being administered to the three residents who are prescribed Gabapentin. The record shows that each of the three residents were given their Gabapentin as required.

They have used a two-person check for medication administrations. This involves one staff preparing medication and the second staff checking the medication against the log to make sure it is correct before being given to the resident. Since this incident, they plan to have the second staff also observe the first staff administer the medication directly to the resident. She has spoken to all the staff about the pills, but they have all denied knowing anything about it. One staff, Marlana Eppens, around that time denied that she was prescribed any narcotics after a surgery she had. It was then discovered that she had been prescribed Oxycontin, and had given one of her pills to another staff for a toothache. The staff did not have any intention of taking it at work and ended up not taking it at all. Ms. Eppens’ employment was terminated after this came out for not disclosing that she was prescribed a controlled substance which is the agency’s policy. That is the only thing that has come up related to the pills. Ms. Happel said that it is still a mystery at this point and nothing like this has happened before.

I spoke with administrator Sherry Kidd by telephone on May 4, 2026. She denied that there had been any further developments on this matter since I spoke with Ms. Happel. None of the staff have disclosed anything that might explain the pills not being administered and being left out. Ms. Kidd said that she has already met with the staff at the North Birch facility and went over the medication administration policy. They have also added that the second medication administrator needs to now be present for the entire process including when the medication is given to the resident.

<b>APPLICABLE RULE</b>	
<b>R 400.675</b>	<b>Resident medications.</b>
	<b>(1) Medication must be given, taken, or applied as prescribed, ordered, or directed by an appropriately licensed health care professional.</b>
<b>ANALYSIS:</b>	<p>On April 3, 2026, three 300 mg. Gabapentin pills were found behind a Kleenex box. The medication administration record did not account for these pills as the record showed the three residents prescribed this medication had been given it as prescribed.</p> <p>It was confirmed that one or more residents were not given their medication as prescribed by an appropriately licensed health</p>

	care professional.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.675</b>	<b>Resident medications.medications.</b>
	<b>(2) Prescribed medication must be kept in the original pharmacy container and labeled for a specific resident. Over-the-counter medication must be kept in the original manufacturer's container. Prescription and over-the-counter medication must be kept in a locked cabinet or drawer and refrigerated if required. Equipment necessary to administer a medication must be easily accessible and used only for the resident for whom it is prescribed unless generally used for all residents.</b>
<b>ANALYSIS:</b>	On April 3, 2026, three 300 mg. Gabapentin pills were found behind a Kleenex box in the office/medication room of the home.  The medication was not kept in a locked cabinet or drawer as required in the above cited rule.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

An exit conference was conducted with administrator Sherry Kidd by telephone on May 5, 2026. She was told of the findings of the investigation and give the opportunity to ask questions.

**IV. RECOMMENDATION**

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



05/05/2026

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Adam Robarge  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

05/05/2026

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Jerry Hendrick  
Area Manager

Date