



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 11, 2026

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

RE: License #: AS370011305
Investigation #: 2026A1029062
Manors 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 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,

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
THIS REPORT CONTAINS QUOTED PROFANITY.**

I. IDENTIFYING INFORMATION

License #:	AS370011305
Investigation #:	2026A1029062
Complaint Receipt Date:	08/18/2026
Investigation Initiation Date:	08/18/2026
Report Due Date:	10/17/2026
Licensee Name:	Crisis Center Inc - DBA Listening Ear
Licensee Address:	107 East Illinois, Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 773-6904
Administrator:	Kaila Morris
Licensee Designee:	James Boyd
Name of Facility:	Manors Home
Facility Address:	1521 Manor Lane, Mount Pleasant, MI 48858
Facility Telephone #:	(989) 772-6904
Original Issuance Date:	04/30/1992
License Status:	REGULAR
Effective Date:	11/16/2024
Expiration Date:	11/15/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care staff member Natalie Pankotai threw shoes at Resident A, called her a “stupid bitch”, and encouraged two residents to fight with each other.	Yes

III. METHODOLOGY

08/18/2026	Special Investigation Intake 2026A1029062
08/18/2026	Special Investigation Initiated – Telephone to ORR Katie Hohner
08/18/2026	APS Referral made to Centralized Intake. APS Caitlin Fick assigned to investigate.
08/18/2026	Contact - Document Sent - email to ORR Ms. Hohner and call from licensee designee Jim Boyd.
08/19/2026	Contact - Face to Face with ORR Katie Hohner, Kaila Morris, Tyler Smith, Keeionna Carey, Zoe Mackersie, Kayla Thomas, Natalie Pankotai, and Ervin McRae at Listening Ear main office.
08/19/2026	Inspection Completed On-site - Face to Face with Resident A, Resident B, and Laura Loomis at Manors Home
08/25/2026	Contact - Telephone call made to APS Ms. Fick
09/01/2026	Contact - Telephone call made to Guardian A1
09/04/2026	Exit conference with licensee designee Jim Boyd and administrator Kaila Morris.

ALLEGATION: Direct care staff member Natalie Pankotai threw shoes at Resident A, called her a “stupid bitch”, and encouraged two residents to fight with each other.

INVESTIGATION:

On 08/18/2026 a complaint was entered when licensee designee Mr. Jim Boyd called to report an incident at Manors Home. Mr. Boyd stated direct care staff member Natalie Pankotai threw shoes at Resident A, called her a “stupid bitch”, and a video was filmed where she was encouraging two residents to fight with each other. Mr. Boyd stated another direct care staff member Tyler Smith took a video of the incident and in the

video you can hear them saying “Beat [Resident A] up” and Resident B threw a glass of water on Resident A which is also shown on the video. Mr. Boyd stated Ms. Pankotai was immediately suspended pending the investigation and she will not have contact with Resident A or Resident B. Mr. Boyd stated he was disappointed by these actions, and he did not have previous concerns for Ms. Pankotai. Office of Recipient Rights (ORR) Katie Hohner was also assigned to investigate these concerns.

On 08/18/2026 Ms. Hohner forwarded me the 53 second video which I watched and observed Resident A and Resident B at the dining room table. In the beginning of the video, you can hear Ms. Pankotai saying “sing a song with it” to Resident B and then Resident B standing next to a table singing while Resident A is sitting down eating. While Resident B is singing, you can hear Ms. Pankotai laughing at him. Then after that you can hear Ms. Pankotai state “Beat [Resident A] up” and Resident B proceeds to throw water on Resident A and Resident A cries out and covers her face with her hands. When this happens, you can hear Mr. Smith yell “Hey, that’s enough, hey, hey, hey” to get their attention before the video ends.

On 08/19/2026 ORR Ms. Hohner and I interviewed administrator, Kaila Morris at the Listening Ear office. Ms. Morris stated direct care staff member Mr. Smith took the video initially and he showed it to Keeionna Carey who then reported the incident to Mr. Boyd and ORR. Ms. Morris stated the Listening Ear video and picture policy is that pictures or videos cannot be taken unless there is consent from the guardian. Ms. Morris stated that typically this is done during resident admissions. Ms. Morris stated Ms. Pankotai will be terminated.

On 08/19/2026 ORR staff member Ms. Hohner and I interviewed direct care staff member Tyler Smith. Mr. Smith stated he recently recorded a video and showed it to coworker Ms. Carey because he was unsure how to respond. Mr. Smith reported the video capturing Resident B singing and dancing. He stated that in the video, direct care staff member Ms. Pankotai told Resident B to “beat up [Resident A]”. Mr. Smith and Ms. Pankotai were the only direct care staff members on shift when this occurred. Mr. Smith stated he initially laughed because Resident B was singing but after Resident B threw water, he recognized the situation was inappropriate and that’s when he said “that’s enough” at the end of the video. Mr. Smith reported he has worked at the home for three months and has completed recipient rights training. Ms. Hohner reviewed mandated reporting requirements with Mr. Smith and informed him that he should have reported this to ORR instead of sharing it with a coworker. Mr. Smith stated he did not obtain consent before taking the video but believed he was allowed to record residents as long as it was not posted on social media. Ms. Hohner pointed out that Mr. Smith appeared to encourage residents to “perform” for direct care staff members rather than for their own enjoyment. Mr. Smith acknowledged he should not engage in such behavior or take videos of residents. Mr. Smith stated he had heard reports of Ms. Pankotai throwing pens and shoes at Resident A, though he has not observed such actions directly.

On 08/19/2026 ORR staff member Ms. Hohner and I interviewed direct care staff member Keeionna Carey. Ms. Carey stated that when she arrived for her shift, direct care staff member Mr. Smith showed her a video of Ms. Pankotai telling Resident B to "beat up [Resident A]." Ms. Carey stated this was the first time she became aware of such behavior. Ms. Carey stated she was not present when the incident occurred and only viewed the video but after watching this, she contacted Ms. Morris to report the incident and also notified ORR through a voicemail. Ms. Carey reported that after showing her the video, Mr. Smith told her he had seen Ms. Pankotai throw a shoe at the back of Resident A's head while Resident A was walking to her room, causing Resident A to stumble and nearly fall. Ms. Carey stated she had not heard other staff report concerns regarding Ms. Pankotai however when she worked with her, she had not observed physical abuse. She described Ms. Pankotai as "mean with her words" and "aggressive," stating Ms. Pankotai has said she does not care about resident rights. Ms. Carey reported she has overheard Ms. Pankotai call Resident A derogatory names on multiple occasions but did not report this previously because she believed it was only verbal and did not consider it an emergency. Ms. Hohner reviewed with her that she should report these behaviors in the future.

On 08/19/2026 ORR staff member Ms. Hohner and I interviewed direct care staff member Zoe Mackersie. She reported she has never observed any direct care staff members treating Resident A in an inappropriate or disrespectful manner and has never heard Ms. Pankotai swear at Resident A, call her names, or throw anything at her. She stated she was not aware of any direct care staff members taking videos or photos of residents and has never done so herself. Ms. Mackersie reported she has never heard anyone tell a resident to beat up another resident or encourage harm in any way. She stated that Resident B will sometimes sing or dance, but she does not recall staff directing him to perform; rather, he initiates it on his own. Ms. Mackersie stated she understands the process of reporting concerns to ORR and that the reporting instructions are posted in the home. She stated she would report any inappropriate behavior toward residents if she observed it.

On 08/19/2026 ORR staff member Ms. Hohner and I interviewed direct care staff member Natalie Pankotai. Ms. Pankotai stated she has worked in the field for two years and initially denied any knowledge of direct care staff members or herself being rude, mean, or verbally abusive toward residents, including calling them names or throwing objects. She denied taking videos of residents and reported she only takes photos during outings, which she submits to management before they are printed and deleted. She stated she was not aware of staff encouraging residents to sing or dance and said residents may do this on their own. She also denied ever telling a resident to beat up another individual.

After her initially denying the allegations, Ms. Hohner and I showed her a video in which she is heard telling a resident to "fight [Resident A]", encouraging Resident B to sing and water being thrown on Resident A by Resident B. Ms. Pankotai acknowledged she filmed the video and said, "turn it off, I know what happens on the rest" before Resident B threw the water, stating it was an "off day," that "they were all having fun," and that

she apologized afterward and stated she stated she was not the only one behaving inappropriately. Ms. Pankotai admitted she threw a piece of paper toward Resident A and stated she had thrown shoes in Resident A's direction but said none of the items ever struck Resident A. She denied calling residents derogatory names and reported that Mr. Smith "calls the residents jackasses all the time," stating she did not report this because she dislikes confrontation but acknowledged she should have. Ms. Pankotai stated she is realizing this field is not appropriate for her and continued to state she had an "off day" which caused her to film this video and encourage Resident B to beat up Resident A.

On 08/19/2026 I completed an unannounced on-site investigation at Manors Home and interviewed direct care staff member and home manager, Laura Loomis. Ms. Loomis stated she was aware of the concerns but did not have issues involving Ms. Pankotai in the past. She reported she was upset upon learning of the allegations and stated that Ms. Pankotai will not be returning to work at Manors Home. Ms. Loomis stated she did not view the video but was informed about its contents. She reported she had never observed bruising on Resident A or heard reports of Ms. Pankotai throwing items at her. Ms. Loomis stated she has never observed unusual bruises on Resident B, noting that Resident B has anxiety and will pinch himself, making bruising common.

ORR Ms. Hohner and I attempted to interview Resident A and Resident B; however, both residents are mostly non-verbal and were unable to answer specific questions regarding the incident. Resident A answers primarily "yes" or "no" and uses limited ASL signs. She answered "no" when asked if anyone was mean to her, if anyone said they were going to beat her up, or if anyone threw water on her at the table. Resident B shook his head "no" when asked if direct care staff members call him names or encourage him to hurt other residents. Both residents answered "yes" when asked if they felt safe residing at Manors Home.

On 09/01/2026 I interviewed Guardian A1. Guardian A1 stated that on one occasion she arrived at the home and found Resident A with feces on her face. She stated Resident A attributed the incident to herself, but Guardian A1 felt unsure whether Resident A was responsible for this, noting Resident A had been experiencing bowel issues at the time but had never smeared feces on her face previously. Guardian A1 stated she did not recall which direct care staff members were working during that incident but remembered a male and female staff member being present. She reported she plans to keep Resident A at the facility for now but would like to find a placement closer to her. Guardian A1 stated Resident A appears to be doing better and expressed appreciation for the investigations into the concerns to ensure Resident A's safety.

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 interviews with direct care staff members Mr. Smith, Ms. Carey, Ms. Mackersie, Ms. Thomas, Ms. Pankotai, and Mr. McRae, as well as home manager Ms. Loomis, APS worker Ms. Fick, and Guardian A1 there is evidence Resident A and Resident B were not treated with dignity and respect when direct care staff members Ms. Pankotai and Mr. Smith filmed them and Ms. Pankotai encouraged the residents to fight each other on camera, resulting in Resident B throwing water on Resident A. Ms. Pankotai also admitted to throwing items in the direction of Resident A. Licensee designee Mr. Boyd terminated Ms. Pankotai following this incident, and she will no longer have contact with the residents at Manors Home.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



Jennifer Browning
Licensing Consultant

09/04/2026

Date

Approved By:



09/11/2026

Dawn N. Timm
Area Manager

Date