



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 9, 2026

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

RE: License #: AS370084055
Investigation #: 2026A0577060
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 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,

Bridget Vermeesch

Bridget Vermeesch, 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 #:	AS370084055
Investigation #:	2026A0577060
Complaint Receipt Date:	08/14/2026
Investigation Initiation Date:	08/18/2026
Report Due Date:	10/13/2026
Licensee Name:	Crisis Center Inc - DBA Listening Ear
Licensee Address:	107 East Illinois Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 773-6904
Administrator:	Jenny Jacobs
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?
Resident A was withheld from going on an outing as a punishment.	Yes

III. METHODOLOGY

08/14/2026	Special Investigation Intake, 2026A0577060
08/18/2026	APS Referral No APS referral needed due to no abuse and neglect in allegations.
08/18/2026	Referral - Recipient Rights
08/18/2026	Special Investigation Initiated - Telephone Katie Hohner, CMHCM-ORR.
08/18/2026	Contact - Document Received Katie Hohner, CMHCM-ORR via email, copy of PCP.
09/03/2026	Inspection Completed On-site
09/03/2026	Inspection Completed-BCAL Sub. Compliance
09/09/2026	Contact-Call Made, Morgan Monte, DCS.
09/09/2026	Exit Conference with licensee designee James Boyd.

ALLEGATION: Resident A withheld from going on an outing as a punishment.

INVESTIGATION:

On August 18, 2026, a complaint was received alleging that Resident A was not allowed to attend an outing due to having a behavior earlier in the day. The complaint reported that direct care staff member (DCS) Morgan Monte, whose role is home manager, sent a text message stating that Resident A goes on more outings than other residents and needs a natural consequence for her behaviors.

On August 18, 2026, I contacted Katie Hohner, Office of Recipient Rights with Community Mental Health Central Michigan (ORR-CMHCM) who reported on August

12, 2026, the Office of Recipient Rights received a complaint regarding Resident A. The complaint alleged that Resident A asked DCS Morgan Montee to take her to develop photos and Ms. Montee told Resident A “no, because of how you were behaving earlier.” Ms. Hohner reported that Resident A did go on an outing on August 12, 2026 earlier in the day, during first shift, but wanted to go on a second outing later in the day to develop photos and was told no.

Ms. Hohner reported that she interviewed DCS Morgan Monte on August 18, 2026, who reported the following information.:

Ms. Monte had told Resident A she could not go print pictures, Ms. Monte stated, “we try to spread out outings and [Resident A] had gone out that morning and other housemates had not gone on an outing yet today.” Ms. Hohner reported that Ms. Monte reported that Resident A was upset earlier in the day, slamming things and swearing. Ms. Monte reported that she did not observe this behavior from Resident A was only told about the behavior at shift change. Ms. Monte reported that Resident A did not have any scheduled outings planned for the afternoon and Resident A asked Ms. Monte if they could go to the store and Ms. Monte said, “no, I was told earlier today you slammed things, pushed chairs into the table, slammed the door to the garage and was swearing. It is my understanding that these actions caused your housemates to go to their rooms because they were upset by your actions.”

Ms. Hohner provided me with typed notes of text messages between DCS Harmoni Herber and DCS Morgan Monte that were attached to the ORR complaint documenting the following information:

Ms. Monte wrote (typed as written), “[Resident A] asked if we could develop pictures today and I said no because of what happened earlier. So, [Resident A] slammed the trash can lid and the garage door, which aggravated another resident.

Ms. Herber wrote (typed as written), “Yikes. Idk (I don’t know) if we can deny for prior behavior though since she’s not having a behavior anymore.”

Ms. Monte wrote (typed as written), “We can’t deny scheduled outings but I don’t think we are obligated to say yes to an outing. Otherwise, she’d be out all day every day.”

Ms. Herber wrote (typed as written), “(First sentence not readable)... set her back off. She was calm when I left I just don’t think it’s worth restarting and then it ending up causing other behaviors.”

Ms. Monte wrote (typed as written), “That would send the message she can do whatever she wants. She goes out a lot more than anyone else and expects to

be taken out. Taking her out all the time makes her throw a fit when she doesn't get her way."

Ms. Herber wrote (typed as written), "I'm not saying she should have gone out again just how it was worded. You could be like did you go out already today which she said so that would have covered it."

Ms. Monte wrote (typed as written), "I admit that made her upset. But she needs to tie how she acts to natural consequences..."

Ms. Hohner reported that she interviewed DCS Harmoni Herber on August 14, 2026, and she that Resident A wanted to print pictures for a resident's birthday party and was told "no" by DCS Morgan Monte because of a behavior that Resident A had earlier in the day. Ms. Herber told Ms. Hohner that Resident A's behavior had been "done and over with" for some time and that it is not part of Resident A's *Person Centered Plan* to deny an outing based on her behavior.

Ms. Hohner reported that she interviewed Resident A on August 17, 2026, who reported that DCS Morgan Monte took Resident A on August 13, 2026, to develop the photos. Ms. Hohner reported that Resident A reported Ms. Monte would not take Resident A to print pictures, stating, "because I had a behavior, I got upset, I was mad and slamming stuff, swearing and screaming." She told me I have to do it (print the pictures) another day. Resident A reported that she was kind of upset because she could not go and print the photos. Resident A reported that she spoke with DCS Morgan Monte later and Resident A stated DCS Morgan Monte stated was sorry and that she had been tired from working a lot.

On September 03, 2026, I completed an unannounced onsite investigation and interviewed Resident A who stated, "I never get to go on outings." Resident A reported that she could not go on an outing one time because she was upset and was slamming doors and swearing. Resident A did not recall the date this occurred. Resident A reported that she thinks DCS Morgan Monte told her she could not go because of Resident A's previous behavior. During my onsite investigation I reviewed Resident A's Outing Log for August 2026 which documented that Resident A had been on an outing on the following dates: 08/02-2 outings, 08/06-2 outings, 08/14-2 outing, 08/15-2 outings, 08/16-4 outings, 08/18-1outing, 08/23-2 outings, 08/24-2 outings, 08/25-2outing, 08/26-2outing, and 08/31-3outings.

On September 03, 2026, I interviewed DCS Harmoni Herber who reported that she did not witness DCS Morgan Monte tell Resident A that she could not go on an outing rather this information was provided to DCS Harmoni Herber through a text message.

On September 09, 2026, I left a message for Morgan Monte, DCS and requested a return call.

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(4) Intervention techniques must not be used to punish or discipline residents for the convenience of staff.
ANALYSIS:	Based on information gathered during the investigation, I determined that DCS Morgan Monte did not take Resident A on an unscheduled outing due to a behavioral episode Resident A had earlier on August 18, 2026. This information was documented in a text message exchange as well as through interviews. Refusing outings cannot be used as a discipline technique for residents.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon the receipt of an approved corrective action plan, it is recommended that the current status of the license remains unchanged.

Bridget Vermeesch

09/10/2026

Bridget Vermeesch Date
Licensing Consultant

Approved By:

Dawn Timm

09/10/2026

Dawn N. Timm Date
Area Manager