



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 30, 2025

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

RE: License #: AS370011271
Investigation #: 2025A1029047
Adams Home

Dear Mr. Boyd:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated by the licensee designee.

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. 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 cursive script 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 #:	AS370011271
Investigation #:	2025A1029047
Complaint Receipt Date:	07/14/2025
Investigation Initiation Date:	07/15/2025
Report Due Date:	09/12/2025
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:	Adams Home
Facility Address:	208 S. Adams Street, Mount Pleasant, MI 48858
Facility Telephone #:	(989) 317-8717
Original Issuance Date:	03/11/1987
License Status:	REGULAR
Effective Date:	10/04/2023
Expiration Date:	10/03/2025
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care staff member Judy Muller was disrespectful to Resident A because she made a comment in front of Resident A that the house “smelled like shit” since he moved in.	Yes

III. METHODOLOGY

07/14/2025	Special Investigation Intake 2025A1029047
07/15/2025	Special Investigation Initiated – Letter to ORR Katie Hohner
07/15/2025	Inspection Completed On-site – face to face with Resident A, Milissa Torres, Isaac Dietz, and Brian Recker at Adams Home.
07/16/2025	Contact - Telephone call received from licensee designee Jim Boyd
07/16/2025	APS Referral made to Centralized Intake
07/16/2025	Contact - Telephone call made to direct care staff member Alexis Hoffman and Kaila Morris
07/25/2025	Contact - Telephone call made to direct care staff member Judy Muller Left message, Kaila Morris
07/29/2025	Contact – Telephone call made to Judy Muller. Left message.
07/30/2025	Contact – Telephone call to Ms. Muller, call forwarded to voice mail, ORR Ms. Hohner
07/30/2025	Exit conference with licensee designee Jim Boyd.

ALLEGATION: Direct care staff member Judy Muller was disrespectful to Resident A because she made a comment in front of Resident A that the house “smelled like shit” since he moved in.

INVESTIGATION:

On 07/14/2025 a complaint was received from Bureau of Community and Health Systems online complaint system with allegations direct care staff member Judy Muller made a disrespectful comment about Resident A because she said since he moved in

the house smelled poorly. According to the allegations, on 07/10/2025, another direct care staff member Alexis Hoffman reported that Ms. Muller made a disrespectful comment about Resident A, saying he made the house "smell like shit" and this comment was stated in front of Resident A.

On 07/15/2025 I completed an unannounced on-site investigation at Adams Home and interviewed direct care staff member Brian Recker. Mr. Recker stated Ms. Muller only worked at Adams Home for about a month and always made comments about the home smelling bad but she had not heard her say anything disrespectful in front of the residents.

I interviewed direct care staff member whose role is home manager Isaac Dietz. Mr. Dietz stated he was not working the day Ms. Muller made the comment in front of Resident A but he heard comments from Ms. Muller in the past about how the house smells. Mr. Dietz stated Ms. Muller was a new employee and when she met with Ms. Morris about these concerns, she quit and refused to sign the verbal reprimand. Mr. Dietz stated he thinks Resident A heard this comment however he did not show any signs of distress. During the on-site, Adams Home did not smell like feces and was clean and orderly.

I attempted to interview Resident A but due to his diagnosis, he was unable to complete an interview and mostly stated "yes" and "okay" but he was able to show me his room which was also well kept and free of odors. I interviewed Resident B who stated he has never heard any staff say that it smelled like feces in the house.

On 07/15/2025 I interviewed direct care staff member Milissa Torres. Ms. Torres stated Ms. Muller made several comments about the house smelling bad. Ms. Torres stated Ms. Muller made negative comments about the home each time she arrived at work and usually this occurred in front of residents. Ms. Torres stated Ms. Muller said the house "smelled funny since [Resident A] moved in." Ms. Torres also stated Ms. Muller refused to provide care for Resident A as well. Ms. Torres stated when she was training Ms. Muller they were giving showers to residents and one had a bowel movement to which she stated, "I can't do this" and walked away. Ms. Torres stated she should have known this was part of the job when working in direct care. Ms. Torres stated when Ms. Muller made this comment about the smell of the house, Resident A was sitting right there. Ms. Torres stated she told Ms. Muller she cannot say those statements because although the residents may be nonverbal they can still understand what is being said around them and it was disrespectful.

On 07/16/2025, I interviewed licensee designee Jim Boyd. Mr. Boyd stated he heard this was said in front of Resident A so a meeting was held with Ms. Muller to address this. Mr. Boyd stated Ms. Muller refused to sign the form about these concerns and quit during the meeting after she was interviewed by ORR Ms. Hohner. Mr. Boyd stated he did not have any other concerns about Ms. Muller because she was a brand new direct care staff member to Listening Ear.

On 07/16/2025 I interviewed direct care staff member Alexis Hoffman who said she heard Ms. Muller say the house "smelled like shit" due to Resident A who lived there because he has ileostomy bag. Ms. Hoffman stated Ms. Muller said this in front of Resident A because she was standing next to him. Ms. Hoffman stated she does not know if other staff members heard this comment but other direct care staff members have stated she has made complaints about how the house smelled in the past. Ms. Hoffman stated she does not know if Resident A understood because he only says "okay, yeah." Ms. Hoffman stated Resident A did not have a reaction or seem upset but now when he has his bag changed, he will say "it don't stink." Ms. Hoffman stated she thinks Resident A may be self-conscious about it now. Ms. Hoffman stated she did not correct Ms. Muller at the time but she did mention it to their Regional Manager, Kaila Morris.

On 07/25/2025 I contacted Listening Ear Regional Manager Kaila Morris. Ms. Morris stated Ms. Muller had a conversation originally with Ms. Morris on 07/11/2025 and originally they were going to do discipline for going against "norms." Ms. Morris stated Ms. Muller had an interview with ORR Ms. Hohner that same morning and they met with her afterward for her verbal reprimand. During this conversation, Ms. Morris stated Ms. Muller appeared to be blind-sided about why she was being written up and at that time she chose to voluntarily quit. Ms. Morris stated she did sit in on the interview with Ms. Hohner and she recalls Ms. Muller did not confirm or deny if this comment was made in front of Resident A but she did acknowledge that she had a problem with how she says things in front of Resident A.

I reviewed the copy of the "Verbal Reprimand" for Ms. Muller which included the following statement:

"It was reported that you failed to follow norms by engaging in inappropriate conversations and actions against other staff. Treating all staff and consumers with dignity and respect is an essential part of your position. In the future if you have a legitimate concern you are required to follow the norms in the home and discuss these concerns in the appropriate setting at the appropriate time or with your supervisor. The follow up plans listed were a plan of correction to be completed within 7 calendar days. Ms. Muller refused to sign this statement and wrote on the form- I am resigning today I don't believe this is a good fit for me."

I attempted to interview Ms. Muller on 07/25/2025, 07/29/2025, and 07/30/2025 and she did not return my phone call. On 07/30/2025, ORR Ms. Hohner sent me her interview notes from when she interviewed Ms. Muller on 07/11/2025:

"Ms. Muller was asked if she had been a part of discussion related to an odor coming from [Resident A]'s ileostomy bag. Ms. Muller said, "Yes, but I'm not the only one (staff). We (staff) have had discussions." Ms. Muller described a situation where [Resident A]'s bag had come off and made a mess. Ms. Muller stated that she had to step out of the room to catch her breath. Ms. Muller was asked if she had said anything about it to others. Ms. Muller said, "I don't remember the comments." Ms. Muller said she couldn't recall who was present when the comments were made. Ms. Muller stated she didn't remember if [Resident A] was present. Ms. Muller was told that it was

reported that she had said that since [Resident A] had moved in, the house had an odor and that this was said in front of [Resident A]. Ms. Muller said, "I don't think I said it was because of him [Resident A]. The house smelled before he moved in." Ms. Muller was asked why someone would say she said that in front of [Resident A]. Ms. Muller said, "I don't know. I guess my mouth got me in trouble this time."

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(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:	<p>Direct care staff member Ms. Muller did not treat Resident A with consideration and respect when she made statements about the house smelling in front of him. Although Resident A did not appear to respond at the time, now when Resident A's ileostomy bag is changed, he will say to direct care staff members "it does not stink" repeatedly. Based on the interviews with Mr. Dietz, Mr. Recker, Ms. Torres, and Ms. Hoffman there is evidence that Ms. Muller made several comments about the smell of the home and blamed it on Resident A while he was present. Due to these concerns, Ms. Muller was given a "verbal reprimand" which she refused to sign and is no longer an employee at Adams Home.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Jennifer Browning

Jennifer Browning
Licensing Consultant

07/30/2025

Date

Approved By:

Dawn Timm

07/30/2025

Dawn N. Timm
Area Manager

Date