



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

November 4, 2025

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

RE: License #: AS370084055
Investigation #: 2026A0466001
Broadway Home

Dear Mr. Boyd:

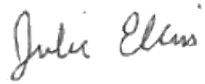
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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,

A handwritten signature in cursive script that reads "Julie Elkins".

Julie Elkins, 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 #:	2026A0466001
Complaint Receipt Date:	10/03/2025
Investigation Initiation Date:	10/05/2025
Report Due Date:	12/02/2025
Licensee Name:	Crisis Center Inc - DBA Listening Ear
LicenseeAddress:	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:

	Violation Established?
On 9/29/25, Resident A reported that direct care worker (DCW) Lisa (last name not provided) was rude, yelled at her for reporting a concern to a supervisor and disregarded her special diet by giving her too much food.	No
Resident A is not provided with her physician ordered 1800 calorie diet.	Yes

III. METHODOLOGY

10/03/2025	Special Investigation Intake 2026A0466001.
10/03/2025	Referral - Recipient Rights Keegan Sarkar assigned.
10/05/2025	Special Investigation Initiated – Letter ORR Keegan Sarkar.
10/16/2025	Inspection Completed On-site with ORR Keegan Sarkar.
11/04/2025	Exit Conference with licensee designee James Boyd.

ALLEGATION: On 9/29/25, Resident A reported that direct care worker (DCW) Lisa (last name not provided) was rude, yelled at her for reporting a concern to a supervisor and disregarded her special diet by giving her too much food.

INVESTIGATION:

On 09/29/2025, Resident A reported to the Office of Recipient Rights (ORR) that on 9/27/2025, staff Lisa, last name not reported, was “snotty and rude.” Complainant reported that Resident A stated that she called Robin, the boss at Listening Ear, to report Lisa and then Lisa took her (Resident A) aside and yelled at her for reporting her concern. Additionally, Resident A stated that she was on a special diet and Lisa gave her (Resident A) too much food.

On 10/16/2025, ORR Sarkar reported that on 9/29/2025 she interviewed DCW Danielle Grider who reported that on 09/27/2025, Resident A told her that she was scared of DCW Lisa Bowers because she yelled on 9/25/2025, 9/26/2025 and 9/27/2025. DCW Grider reported that Resident A called residential manager Robin Castrop and told her that DCW Bowers was in the bathroom for 35 minutes and that she almost burnt dinner. DCW Grider reported that Resident A stated that when she was alone with DCW Bowers she yelled at her for calling residential manager Robin Castrop. DCW Grider reported that entire house is on a 1800 calorie diet and everyone eats the same food and portion sizes.

ORR Keegan Sarkar and I conducted a joint investigation and interviewed home manager Morgan Monte who reported that DCW Bowers works at the facility typically from 11am-7pm. DCW Monte reported that DCW Bower is very hands-on and interactive with residents. DCW Monte reported that some other DCWs have reported that DCW Bowers is very direct with residents however she has never observed that. DCW Monte reported that DCW Harmony Morgan and DCW Desiree Hernandez-Garcia both work with DCW Bowers. DCW Monte reported that Resident A is prescribed an 1800 calorie diet by her physician. DCW Monte reported that everyone at the facility gets the same food as they can't limit food or change food amounts. DCW Monte reported that everyone gets one serving of whatever is on the menu. DCW Monte reported that she has never observed DCW Bowers yell at Resident A. DCW Monte reported that DCW Bowers and Resident A go into the community almost daily to walk or shop and they appear to get along well.

ORR Sarkar and I interviewed Resident A who reported that DCW Bowers was "snotty and rude" to her once, on 9/27/2025. Resident A reported that this has not happened again. Resident A reported that she felt that DCW Bowers was just grouchy that day. Resident A reported that she called residential manager Castrop when she was upset with DCW Bowers to tell her what happened. Resident A reported that DCW Bowers asked her "why did you call Robin?" in a nice tone. Resident A reported that she told DCW Bowers "that she had to call Robin" and that there was never any other discussion about it. Resident A reported that there were no witnesses to this interaction between her and DCW Bowers. Resident A reported that DCW Bowers gave her too much food because DCW Bowers did not measure her portion. Resident A reported that was also an isolated incident and DCW Bowers has been following her special diet since. Resident A reported that everyone in the house eats the same food for each meal.

ORR Sarkar and I interviewed DCW Desiree Hernandez-Garcia who reported that Resident A told her that on 9/27/2025 that DCW Bowers was rude to her. DCW Hernandez-Garcia reported that Resident A complained to her about DCW Bowers "tone of voice." DCW Hernandez-Garcia reported that other DCWs have also been concerned with DCW Bowers tone of voice, her condescending tone and her body language. DCW Hernandez-Garcia reported that on a different day DCW Bowers was upset about something and it seemed to her like she wanted Resident A to comfort her. DCW Hernandez-Garcia reported that DCW Bowers gives everyone large portions of food. DCW Hernandez-Garcia reported that Resident A said something to her about being on a diet and DCW Hernandez-Garcia reported that DCW Bowers just brushed it off and told Resident A, "it would be fine, just eat it."

ORR Sarkar and I interviewed DCW Bowers who denied ever being snotty or rude to Resident A. DCW Bowers reported that she spends a lot of time with Resident A because Resident A will ask her to go for a walk with her or take her into the community and DCW Bowers always does. DCW Bowers reported that Resident A likes to "pit staff against each other" and that she talks to one staff member about another staff member. DCW Bowers denied ever having any sort of argument with

Resident A and denied yelling at Resident A. DCW Bowers denied having any knowledge of Resident A calling residential manager Castrop about her and denied confronting Resident A about calling residential manager Castrop. DCW Bowers reported that Resident A is on the phone making phone calls all day both on her cell phone and the facility phone. DCW Bowers reported that she used to work at another licensed facility (owned and operated by the same company) and after she worked a couple of shifts at this facility, Resident A called residential manager Castrop begging her to transfer DCW Bowers back to this facility full time. DCW Bowers reported that she is currently a full-time DCW at this facility. DCW Bowers reported that Resident A like the “new” staff that come to cover shifts or new people until their “newness” wears off. DCW Bowers reported that she provides all of the residents with the same amount of food and she provides verbal cues to Resident A about her physician order. DCW Bowers reported that she did not remember what was served on 9/27/2025 so we referred to the menu which stated “meatball sub.” DCW Bower reported that would have been meatballs on some sort of bun or hoagie and cheese. DCW Bowers reported that sometimes the menu will say ½ cup of fruit and if so she will follow that measurement.

I reviewed Resident A’s record which contained a physician prescription dated 09/09/2025 that stated, “1800 calorie diet.”

I reviewed the September 2025 menu. The menu did not have any calories listed by item, meal nor a daily calorie total. On 09/27/2025 the lunch menu was whited out and no replacement menu items were added. For dinner on 09/27/2025, it stated “meatball sub and 8 oz of 2% milk.”

I interviewed DCW Monte for a second time (prior to leaving the facility) to determine if the menu had an ingredient book or recipe manual that gave a calorie count but DCW Monte said, “no.” DCW Monte reported that each DCW provides each resident with one serving of whatever is on the menu without knowing the full calorie count but assuming that it meets the 1800 calorie count requirement. DCW Monte reported that because the menu said “meatball sub” that it meant meat balls would be served on a bun or a hoagie. DCW Monte could not report if any sauce or condiments were added to the sub as that would have been done by the DCW on duty.

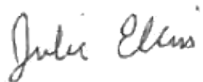
APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or

	<p>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>Complainant reported that Resident A reported DCW Bowers was rude and yelled at Resident A for reporting a concern to the residential manager. Resident A reported that DCW Bowers was snotty and rude to her once, on 9/27/2025, and Resident A reported that it has not happened again. Resident A reported that she felt that DCW Bowers was just grouchy that day. Resident A reported that she called residential manager Castrop when she was upset with DCW Bowers to tell her what happened. Resident A reported that there were no witnesses to this interaction between her and DCW Bowers on 9/27/2025. No other direct care staff interviewed reported observing DCW Bowers being rude to any resident.</p> <p>There is not enough evidence to support that Resident A was not treated with consideration and respect, with due recognition of personal dignity therefore there is no violation established.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(3) Special diets shall be prescribed only by a physician. A resident who has been prescribed a special diet shall be provided such a diet.
ANALYSIS:	<p>Resident A is prescribed a "1800 calorie diet" and there is not documentation that verifies that an 1800 calorie diet is being followed. The facility has a written menu, but it is void of a calorie count. Consequently, although it was reported by DCW Morgan that the residents are provided with "one serving per menu item" there is no way to determine that the menu meets the 1800 calorie requirement.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan I recommend no change in license status.



11/04/2025

Julie Elkins
Licensing Consultant

Date

Approved By:



11/04/2025

Dawn N. Timm
Area Manager

Date