



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

November 17, 2025

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

RE: License #: AS180010533  
Investigation #: 2025A0360049  
Parkview 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 (616) 356-0100.

Sincerely,

Matthew Soderquist, Licensing Consultant  
Bureau of Community and Health Systems  
350 Ottawa Ave NW Unit #13  
Grand Rapids, MI 49503  
(989) 370-8320

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

**I. IDENTIFYING INFORMATION**

|   |  |
|---|--|
| <b>License #:</b>                       | AS180010533                                |
| <b>Investigation #:</b>                 | 2025A0360049                               |
| <b>Complaint Receipt Date:</b>          | 09/19/2025                                 |
| <b>Investigation Initiation Date:</b>   | 09/19/2025                                 |
| <b>Report Due Date:</b>                 | 11/18/2025                                 |
| <b>Licensee Name:</b>                   | Crisis Center Inc - DBA Listening Ear      |
| <b>LicenseeAddress:</b>                 | 107 East Illinois<br>Mt Pleasant, MI 48858 |
| <b>Licensee Telephone #:</b>            | (989) 773-6904                             |
| <b>Administrator/Licensee Designee:</b> | James Boyd                                 |
| <b>Name of Facility:</b>                | Parkview Home                              |
| <b>Facility Address:</b>                | 816 Oaklawn St<br>Harrison, MI 48625       |
| <b>Facility Telephone #:</b>            | (989) 539-2704                             |
| <b>Original Issuance Date:</b>          | 10/27/1989                                 |
| <b>License Status:</b>                  | REGULAR                                    |
| <b>Effective Date:</b>                  | 04/17/2024                                 |
| <b>Expiration Date:</b>                 | 04/16/2026                                 |
| <b>Capacity:</b>                        | 6  |
| <b>Program Type:</b>                    | DEVELOPMENTALLY DISABLED<br>MENTALLY ILL   |

**II. ALLEGATION(S)**

|   | <b>Violation<br/>Established?</b> |
|---|-----------------------------------|
| Resident A had \$176 missing from resident funds. | Yes                               |

**III. METHODOLOGY**

|            |   |
|------------|---|
| 09/19/2025 | Special Investigation Intake<br>2025A0360049                            |
| 09/19/2025 | Special Investigation Initiated - Letter<br>Sarah Watson, CMCMH ORR     |
| 09/22/2025 | Contact - Document Received<br>Sarah Watson CMCMH ORR                   |
| 09/30/2025 | Contact - Telephone call made<br>Licensee Designee Jim Boyd             |
| 10/29/2025 | Inspection Completed On-site<br>DCSM Valerie Velez, Resident A          |
| 11/05/2025 | Contact - Telephone call made<br>Bill Sharp, Clare County Sheriff       |
| 11/05/2025 | Contact - Telephone call made<br>Former DCSM Melissa Castor             |
| 11/05/2025 | Contact - Telephone call made<br>Assistant Home Manager Sierra Rinehart |
| 11/06/2025 | Contact - Telephone call made<br>Guardian A                             |
| 11/07/2025 | Inspection Completed On-site<br>Regional Manager Robin Castrop          |
| 11/17/2025 | Exit Conference   |

## **ALLEGATION:**

**Resident A had \$176 missing from resident funds.**

## **INVESTIGATION:**

On 9/19/25, I contacted Sarah Watson with Central Michigan Community Mental Health Office of Recipient Rights. Ms. Watson stated that she would be interviewing staff next week regarding the missing funds.

On 9/22/25, I was contacted by Ms. Watson who stated that she interviewed 15 direct care staff at the home today. She stated Resident A was missing \$176 that was unaccounted for, however, she was unable to determine who may have taken the funds as multiple staff had access to it.

On 9/30/25, I contacted licensee designee Jim Boyd. Mr. Boyd stated that when they discovered the missing funds, they contacted adult protective services, Clare County Sheriff, and recipient rights. He stated that one of the staff involved has resigned and they have replenished Resident A's missing \$176.

On 10/29/25, I conducted an unannounced onsite inspection at the home. Direct care staff member Valerie Velez stated the assistant home manager Sierra Rinehart and former staff Melissa Castor discovered Resident A was missing \$176 in resident funds. Ms. Velez stated that Ms. Castor no longer works at the facility. She stated the Clare County Sheriff's Detective Bill Sharpe and ORR Sarah Watson investigated the complaint.

While at the home, I interviewed Resident A. Resident A was not aware of any missing funds and stated that his guardian handles all of his money.

On 11/5/25, I contacted Clare County Sheriff Detective Bill Sharp. Detective Sharp stated that all parties interviewed denied any knowledge of the missing \$176 in resident funds. He stated he has closed his investigation as the licensee has replaced the resident funds, and he does not anticipate any criminal charges.

On 11/5/25, I contacted former direct care staff Melissa Castor. Ms. Castor stated that she had access to resident funds but denied taking any of the resident funds. Ms. Castor stated only herself, Ms. Rinehart and the regional manager Robin Castrop had access to the resident funds.

On 11/5/25, I contacted assistant home manager Sierra Rinehart. Ms. Rinehart stated on 9/16/25, Ms. Castor pulled her aside and let her know that the resident funds were not adding up. Ms. Rinehart stated that she reviewed the resident funds, and Resident A was missing \$176. She stated only the regional manager Robin Castrop now has access to the resident funds.

On 11/6/25, I contacted Guardian A. Guardian A stated she was aware that Resident A's funds were missing \$176 but the home had replenished the money.

On 11/7/25, I conducted another onsite inspection at the facility. Ms. Castrop provided me with all of the resident funds which were accounted for. Ms. Castrop stated that Resident A's funds were missing \$176 in September 2025. She stated when she was notified, she contacted the police, APS, and rights. Ms. Castrop stated that the staff who was suspected of taking the resident funds, Ms. Castor, no longer works at the home.

| <b>APPLICABLE RULE</b> |   |
|------------------------|---|
| <b>R 400.637</b>       | <b>Handling of resident funds and valuables.</b>  |
|                        | <b>(11) A licensee, staff, volunteers, members of the household, and their family members cannot accept, take, or borrow money, resident funds, or valuables from a resident, even with the consent of the resident.</b>  |
| <b>ANALYSIS:</b>       | Interviews with Ms. Watson, Ms. Veres, Ms. Rinehart, Ms. Castor, Ms. Castrop, Mr. Boyd, Detective Sharpe, Guardian A, and Resident A revealed that Resident A had \$176 in resident funds taken from them. The money was replenished by the licensee, and no criminal charges are pending at this time. |
| <b>CONCLUSION:</b>     | <b>VIOLATION NOT ESTABLISHED</b>  |

On 11/17/25 I conducted an exit conference with administrator Robin Castrop. Ms. Castrop stated she would submit a corrective action plan for approval.

#### **IV. RECOMMENDATION**

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

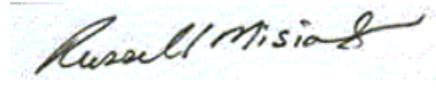


11/17/25

Matthew Soderquist  
Licensing Consultant

Date

Approved By:



11/17/25

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Russell B. Misiak  
Area Manager

Date