



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 12, 2026

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

RE: License #: AS370011272
Investigation #: 2026A1029022
Shepherd 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,

A handwritten signature in black ink that reads "Jennifer Browning". The signature is written in a cursive, flowing style.

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 #:	AS370011272
Investigation #:	2026A1029022
Complaint Receipt Date:	02/03/2026
Investigation Initiation Date:	02/03/2026
Report Due Date:	04/04/2026
Licensee Name:	Crisis Center Inc - DBA Listening Ear
Licensee Address:	107 East Illinois, Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 773-0326
Administrator:	Robyn Castrop
Licensee Designee:	James Boyd
Name of Facility:	Shepherd Home
Facility Address:	416 N Fifth St, Shepherd, MI 48883
Facility Telephone #:	(989) 828-6537
Original Issuance Date:	03/04/1986
License Status:	REGULAR
Effective Date:	03/17/2025
Expiration Date:	03/16/2027
Capacity:	4
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care staff member was arguing and swearing while on the phone in front of the residents.	Yes

III. METHODOLOGY

02/03/2026	Special Investigation Intake 2026A1029022
02/03/2026	Special Investigation Initiated – Email to Sarah Watson ORR
02/10/2026	Inspection Completed On-site - Face to Face with Vicki Davidson and Resident A at Shepherd Home
02/10/2026	Contact - Telephone call made to licensee designee Jim Boyd
02/11/2026	Contact - Telephone call made to direct care staff member Maisy Urbanos Campos
03/06/2026	Contact – Telephone call to Noe Perez-Luna, left message,
03/10/2026	Contact – Telephone call to Noe Perez-Luna.
03/11/2026	Contact – Telephone call from ORR Sarah Watson
03/11/2026	Exit conference with licensee designee Jim Boyd

ALLEGATION: Direct care staff member Noe Perez-Luna was arguing and swearing while on the phone in front of the residents.

INVESTIGATION:

On 02/03/2026 a complaint was received via Bureau of Community and Health Systems online complaint system with concerns that direct care staff member Noe Perez-Luna was arguing and swearing while on the phone in front of Resident A and Resident B. Office of Recipient Rights (ORR) Sarah Watson is also investigating these concerns.

On 02/10/2026 I completed an unannounced onsite investigation at Shepherd Home and interviewed direct care staff member whose role is home manager, Vickie Davidson. Ms. Davidson stated she was not working during this incident but it was reported to her by Ms. Urbanos-Camones and Resident A. Ms. Davidson stated she was not surprised that this occurred because Mr. Perez-Luna has made statements that alluded to him having a temper although he has never threatened the residents. Ms. Davidson stated Mr. Perez-Luna is no longer an employee as he was terminated after this incident.

I interviewed Resident A. Resident A stated he was present when Mr. Perez-Luna was fighting with someone on the phone. Resident A stated he knew he was upset because he was yelling and swearing in the kitchen and living room area but as he started to get louder, he went into the office. Resident A stated he does not know what was being said during this because he could hear him but he wasn't paying attention. Resident A stated Ms. Urbanos-Camones was also working at this time and she told him to calm down but he wouldn't listen to her and just continued to get even louder. Resident A stated Mr. Perez-Luna was on the phone upset for over an hour. Resident A stated he (Resident A) wasn't upset by Mr. Perez-Luna's behavior because "he's been in this situation before and it was no big deal". Resident A stated Mr. Perez-Luna has never displayed this type of behavior before, rather Resident A stated that he has been upset with people before so he understand that aspect of Mr. Perez-Luna's behavior.

On 02/10/2026 I interviewed licensee designee Jim Boyd. Mr. Boyd stated he heard that Mr. Perez-Luna was arguing with his girlfriend while on his shift. Mr. Boyd stated during the argument they were arguing and swearing on the phone. Mr. Boyd stated the other direct care staff member working was Ms. Urbano-Camones. Mr. Boyd stated Mr. Perez-Luna was immediately terminated after this incident. Mr. Boyd stated Mr. Perez-Luna had an "attitude in the past" so he was not surprised by the incident.

I received the termination notice regarding Noe Perez Luna which stated the following:

"On 1/31/2026 you and your spouse were arguing at the AFC using profanity. You were approved to leave your shift but returned. These instances all involve issues providing a safe environment for our consumers. Based on our findings, Listening Ear has decided to terminate your employment. Your actions with these consumers is inconsistent with Listening Ear's training, mission, and obligations to preserve our consumers' ability to self-determination, absent contrary instructions in their Person Centered Plan."

On 02/11/2026 I interviewed direct care staff member Maisy Urbanos-Campos. Ms. Urbanos-Campos stated she completed a written statement about the incident which she sent to me after the interview. I reviewed this four page statement outlining the day she experienced. Ms. Urbanos-Campos stated Mr. Perez-Luna was fighting with his significant other on the phone most of the day and not helping her with the residents. Ms. Urbanos-Campos stated he was approved to leave and then ended up coming back to the AFC before leaving again while slamming doors. Ms. Urbanos-Campos finished her statement by stating "this is all I remember as of right now, my anxiety was high, and I was trying to keep it together for the residents. [Resident B] was self-harming and yelling and [Resident C] was going into an episode, just a very stressful situation which the residents clearly picked up on the negative energy in the home." Ms. Urbanos-Campos stated this incident lasted from 3 PM until approximately 6 PM. Ms. Urbanos-Camones stated he did not assist with the residents at dinner because he was so focused on his phone. Ms. Urbanos-Camones stated Resident A and Resident C were both present for this incident although Resident A was paying more attention to the

incident. Ms. Urbanos-Camones stated at one point Resident A asked if she should call a manager for help since Mr. Perez-Luna wasn't calming down.

03/10/2026 I interviewed direct care staff member Noe Perez-Luna. Mr. Perez-Luna stated he followed the rule for the designated area to be on the phone at work and he followed this but now he is in trouble. Mr. Perez-Luna stated he got into trouble for being on the phone during his shift but he did not see any point in fighting for a job that did not care what he had to say. Mr. Perez-Luna stated "five minutes before the other coworker was on her fucking phone the whole damn shift" so he doesn't know what the big deal is. Mr. Perez-Luna stated the door was closed to the office so they couldn't have heard him because he wasn't yelling or screaming. Mr. Perez-Luna stated it does not make sense and he was not going to try and fight for his job but he did not think that he was swearing. Rather, Mr. Perez-Luna stated he thinks his coworker Ms. Urbanos-Camones was exaggerating about the incident. Mr. Perez-Luna stated during the incident he saw Resident B acting out and he said that he was "amped up" but probably because they were going to eat soon. Mr. Perez-Luna stated he did not see any behaviors from Resident A or Resident C. Mr. Perez-Luna denied he slammed doors during this incident and said the office door was cracked open while he was on the phone despite saying previously the door was closed.

On 03/11/2026 I received a call from ORR Ms. Watson. Ms. Watson stated when she interviewed Resident A he informed her "Noe was on the phone in the office talking loud, talking to his girlfriend, he was swearing and yelling but he did not know which words. I was sad because he was acting all mad on the phone and stuff. I went into my room when this happened." Ms. Watson stated she is going to cite for these concerns since he was swearing around the residents and they were affected. Ms. Watson stated Ms. Watson stated she will be substantiating for these concerns.

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:	During his shift Mr. Perez-Luna was in an argument on the phone and was observed swearing, yelling, and slamming doors in front of the residents. Resident A reported he was sad when this occurred and went into his room. Ms. Urbanos-Campos wrote a statement regarding this incident and included the information "this is all I remember as of right now, my anxiety was high, and I was trying to keep it together for the residents. [Resident B] was self-harming and yelling and [Resident C] was going into an episode, just a very stressful situation which the residents clearly picked up on the negative energy in the home." Consequently, residents were not treated with dignity and respect by Mr. Perez-Luna.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Jennifer Browning

Jennifer Browning
Licensing Consultant

03/11/2026

Date

Approved By:

Dawn Timm

03/12/2026

Dawn N. Timm
Area Manager

Date