



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 25, 2026

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

RE: License #: AS340285830  
Investigation #: 2026A0466019  
Prairie Creek

Dear Mr. Boyd:

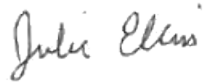
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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**

<b>License #:</b>	AS340285830
<b>Investigation #:</b>	2026A0466019
<b>Complaint Receipt Date:</b>	02/09/2026
<b>Investigation Initiation Date:</b>	02/09/2026
<b>Report Due Date:</b>	04/10/2026
<b>Licensee Name:</b>	Crisis Center Inc - DBA Listening Ear
<b>Licensee Address:</b>	107 East Illinois Mt Pleasant, MI 48858
<b>Licensee Telephone #:</b>	(989) 773-0326
<b>Administrator:</b>	James Boyd
<b>Licensee Designee:</b>	James Boyd
<b>Name of Facility:</b>	Prairie Creek
<b>Facility Address:</b>	1017 Prairie Creek Rd. Ionia, MI 48846
<b>Facility Telephone #:</b>	(616) 522-0513
<b>Original Issuance Date:</b>	04/23/2007
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/22/2025
<b>Expiration Date:</b>	10/21/2027
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL



**II. ALLEGATIONS:**

	<b>Violation Established?</b>
Facility has very few cleaning supplies.	No
Facility has only a small amount of food and they do not follow the weekly menu.	No
Additional Finding	Yes

**III. METHODOLOGY**

02/09/2026	Special Investigation Intake 2026A0466019.
02/09/2026	APS Referral denied.
02/09/2026	Special Investigation Initiated – Letter to assigned licensing consultant Amanda Blasius.
02/11/2026	Inspection Completed On-site.
03/24/2026	Contact- Telephone call made to Guardian A1, Guardian B1 and Guardian C1 interviewed.
03/25/2026	Exit conference with licensee designee James Boyd.

**ALLEGATION: Facility has very few cleaning supplies.**

**INVESTIGATION:**

On 02/09/2026, an Adult Protective Services (APS) Centralized Intake Referral was transferred to the Department of Licensing and Regulatory Affairs (LARA) for investigation. An anonymous Complainant reported that five, possibly six, unknown adults (names, ages, and genders unknown) reside at Prairie Creek, an adult group home. Complainant reported that it's unknown what the adults at Prairie Creek are diagnosed with or if any of the adults at Prairie Creek take prescription medication. Complainant reported that it's unknown if any of the adults at Prairie Creek have a legal Guardian, a power of attorney, or if they receive any in-home healthcare services. Complainant reported that the staff at Prairie Creek are adult caregivers. Complainant reported concerns there are very few cleaning supplies at Prairie Creek. Complainant reported it's unknown if this affects the staff at Prairie Creek ability to maintain a clean place for those that live there. Complainant reported that no additional details are known regarding this concern. Due to the Complainant being anonymous no additional details or clarifying information could be gathered.

On 02/11/2026, I conducted an unannounced investigation and I interviewed direct care workers (DCW) Stephanie Gunter who reported that the facility has ample

cleaning supplies. DCW Gunter reported that cleaning occurs on all shifts and that she typically works first shift. DCW Gunter reported that she cleans bathrooms, vacuums and mops floors and does dishes throughout the day. DCW Gunter reported that some DCWs complain about not having the cleaning supplies that they prefer and that with an all-female staff there is always some sort of drama. DCW Gunter reported that if she notices a cleaning supply is running low, she will add it to the list to be purchased. DCW Gunter reported that the items placed on the list are purchased by management. DCW Gunter reported that no residents, case managers, family members or other DCWs have ever complained to her about the facility being dirty or there not being enough cleaning supplies. DCW Gunter reported that the facility is always clean.

I interviewed house manager/DCW Miranda Verdugo who reported that the facility has ample cleaning supplies. DCW Verdugo reported that she purchases the cleaning supplies with the groceries and that any DCWs can add cleaning items that are needed to the list. DCW Verdugo reported that no residents, case managers, family members or other DCWs have ever complained to her about the facility being dirty or there not being enough cleaning supplies. DCW Verdugo reported that the facility is always clean.

I interviewed DCW Desire Wyatt who reported that she works all shifts. DCW Wyatt reported that the facility has ample cleaning supplies, but she reported that she has observed DCWs use more cleaning supply than is needed so the supplies are used quickly. DCW Wyatt reported that if a cleaning supply is gone, it will be replaced throughout the week as needed. DCW Wyatt reported that no residents, case managers, family members or other DCWs have ever complained to her about the facility being dirty or there not being enough cleaning supplies. DCW Wyatt reported that the facility is always clean.

I interviewed Resident A who reported that the facility is always clean and she is provided with cleaning supplies for her bedroom when she requests them. Resident B was not at the facility at the time of the unannounced investigation and Resident C and Resident D declined to be interviewed.

I observed the cleaning closet which contained soft scrub, powder cleanser, Lysol mold and mildew remover, Windex, disinfectant spray, Clorox wipes, bleach, dishwashing soap, dish washing scrub pads and Murphy oil soap.

I walked through the facility and found the facility was clean with no dishes in the sink, the floors were clean, the bathroom was clean, resident bedrooms were clean and the facility did not have any foul odor.

On 03/24/2026, I interviewed Guardian A1, Guardian B1 and Guardian C1 who all reported that they have never been told by any resident or DCW that the facility does not have ample cleaning supplies. Guardian A1, Guardian B1 and Guardian C1 all reported that every time they have been at the facility it is clean and free from any

foul odor. Guardian A1, Guardian B1 and Guardian C1 reported that case manager Jasmine George at The Right Door has never expressed any concern to them about the facility not being clean.

<b>APPLICABLE RULE</b>	
<b>R 400.647</b>	<b>Safety and maintenance of premises.</b>
	<b>(2) Home furnishings and housekeeping standards must present a comfortable, clean, and orderly appearance.</b>
<b>ANALYSIS:</b>	<p>All DCWs, Resident A and Guardians interviewed reported that the facility has ample cleaning supplies and that the facility is kept clean.</p> <p>On 02/11/2026, I conducted an unannounced investigation and found the facility to have ample cleaning supplies. I walked through the facility and found it to be clean and without any foul odor therefore there is not enough evidence to establish a violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: Facility has only a small amount of food and they do not follow the weekly menu.**

**INVESTIGATION:**

On 02/09/2026, a APS Centralized Intake Referral was transferred to LARA for investigation. Anonymous complainant expressed concerns there is only a small amount of food in Prairie Creek’s facility. Compliant reported concerns that the staff at Prairie Creek don’t follow the weekly food menu. Complainant reported that no additional details are known regarding this concern. Due to Complainant being anonymous no additional details or clarifying information could be gathered.

On 02/11/2026, I conducted an unannounced investigation and I interviewed DCW Verdugo, DCW Gunter and DCW Wyatt who reported that all residents are provided with three nutritious meals and snacks daily. DCW Verdugo, DCW Gunter and DCW Wyatt all reported that the facility has ample food supplies to follow the menu. DCW Gunter and DCW Wyatt all reported that DCW Verdugo does the grocery shopping at least weekly and that DCWs can add items that are needed to the grocery list. DCW Verdugo reported that she grocery shops weekly and purchases items that are needed according to the menu and a list that is made by DCWs. DCW Verdugo, DCW Gunter and DCW Wyatt reported that DCW Verdugo will shop for needed grocery items throughout the week. DCW Verdugo, DCW Gunter and DCW Wyatt reported that the facility does follow the menu. DCW Verdugo, DCW Gunter and DCW Wyatt reported that if there is an item that needs to be substituted it is documented on the menus substitution list which is kept behind the menu. DCW Gunter showed me the menu, but it did not contain a substitution list. DCW Gunter,

DCW Verdugo and DCW Wyatt all reported that they did not know where the substitution list was, therefore it could not be determined if any substitutions had been made to the current menu. DCW Gunter, DCW Verdugo and DCW Wyatt all reported that they did not know if there had been any substitutions to the posted menu. DCW Wyatt reported if a resident does not like what is being served, they will be provided with something that they like for that meal without using food that is needed for a menu item that is needed for later that week. DCW Wyatt reported that if all the residents do not want what is on the menu they cook something else that the majority of the residents want to eat so that they do not waste food. DCW Wyatt, DCW Gunter and DCW Verdugo all reported that there is always enough food to feed the residents. DCW Verdugo, DCW Wyatt reported that the residents are good eaters and for things they really like they want seconds. DCW Verdugo, DCW Gunter and DCW Wyatt all reported that no resident, family member or DCW has ever complained to her about the menu or the food provided at the facility.

On 02/11/2026, I was at the facility before they started to prepare lunch therefore the menu was reviewed. The menu for lunch on 2/11/2026 documented "Chicken salad ½ cup (2oz chicken), wheat bread 2 slices, carrot, 1 medium sliced, 1 celery stalk sliced, dill pickle, 1 each, 1 banana small, beverage 8oz." While I was at the facility DCW Gunter and I determined that they did not have wheat bread but instead had buns to serve the chicken salad on along with celery, pickles, mayonnaise, Jello and frozen carrots. DCW Gunter could not locate any bananas. DCW Gunter reported she would be sure to document on the substitution list the fruit to replace the bananas on the current menu.

I interviewed Resident A who reported that the food at the facility is really good and there is plenty of food. Resident A reported that the facility serves generous portions sizes and that there is enough food for seconds for those that want it. Resident A reported that the DCWs follow the menu. Resident A reported that the facility provides all residents with three nutritious meals and snacks daily. Resident B was not at the facility at the time of the unannounced investigation and Resident C and Resident D declined to be interviewed.

I walked through the facility and observed that there was a refrigerator/freezer in the kitchen and another refrigerator/freezer and a deep freezer in a storage room. There were multiple items in the freezers including: variety of bread/buns, various vegetables, fish, ham, bacon, chicken, ground turkey and ground beef. The refrigerator contained multiple condiments, beverages, lunchmeat, bacon, shredded chicken, eggs, salad mixes, milk, butter and breads. The pantry area contained cereal, pancake mix, syrup, oatmeal, sugar, flour, pasta, crackers, potatoes, back up condiments, canned vegetables, canned chicken and tuna and apple sauce.

On 03/24/2026, I interviewed Guardian A1, Guardian B1 and Guardian C1 who all reported that they have never been told by any resident or DCW that the facility does not have ample food or that they do not follow the menu. Guardian A1, Guardian B1 and Guardian C1 all reported that every time they have been at the facility has food,

is following the menu and providing the residents with three nutritious meals and snacks daily. Guardian A1, Guardian B1 and Guardian C1 reported that case manager George has never expressed any concern to them about the facility not having enough food or not following the menu. Guardian A1, Guardian B1 and Guardian C1 reported that the residents are provided with three nutritious meals and snacks daily.

<b>APPLICABLE RULE</b>	
<b>R 400.663</b>	<b>Nutrition; adoption by reference.</b>
	<p><b>(1)A licensee shall provide daily a minimum of 3 nutritious meals to residents.</b></p> <p><b>(6) Menus, excluding special diets, must be written at least 1 week in advance and posted. Any change or substitution must be documented.</b></p>
<b>ANALYSIS:</b>	<p>Everyone interviewed reported that the facility provides all residents with three nutritious meals and snacks daily therefore there is not enough evidence to establish a violation.</p> <p>DCW Verdugo, DCW Gunter and DCW Wyatt all reported that if there is an item that needs to be substituted on the menu it is documented on the menu substitution list which is kept behind the menu. At the time of the unannounced investigation the menu did not contain a substitution list. DCW Gunter, DCW Verdugo and DCW Wyatt all reported that they did not know if there had been any substitutions to the posted menu. There is not enough evidence to establish a violation as the facility has a process to document menu changes and there is not enough evidence to support that they are not compliant with their process.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDING:**

**INVESTIGATION:**

On 02/11/2026, I conducted an unannounced investigation and from the moment I walked into the facility I heard the smoke detector chirping or beeping every 30-60 seconds. This chirping sound generally indicates that the battery is low and needs to be changed. DCW Gunter, DCW Verdugo and DCW Wyatt all reported that the smoke detector has been chirping for multiple days and all reported that a maintenance request has been filed. DCW Gunter, DCW Verdugo and DCW Desire Wyatt reported that maintenance is responsible for the upkeep of the smoke detectors/replacing the batteries and neither DCW Gunter, DCW Verdugo nor DCW Wyatt had any knowledge of when the batteries were last checked/changed in the

smoke detector. DCW Gunter, DCW Verdugo, DCW Wyatt all reported that the facility does not have any batteries for the smoke detectors and reported that they are not authorized to change the batteries in the smoke detectors as maintenance does that. DCW Wyatt reported that the smoke detector started beeping on 2/8/2026 while she was on third shift. DCW Wyatt reported that maintenance should be out this week to change the battery.

<b>APPLICABLE RULE</b>	
<b>R 400.727</b>	<b>Smoke detection equipment for family home and small group home with 6 or less residents after March 27, 1980.</b>
	<b>(3) If batteries are used as a source of energy, the batteries must be replaced in accordance with the recommendations of the alarm equipment manufacturer.</b>
<b>ANALYSIS:</b>	On 02/11/2026, at the time of the unannounced investigation, a smoke detector in the facility was chirping, indicating low battery or the need for the battery to be replaced, the entire time I was there. DCW Wyatt reported that the smoke detector started chirping while she was working on 02/08/2026 during third shift. DCW Gunter, DCW Verdugo and DCW Wyatt reported that they did not have any batteries for the smoke detector and reported that maintenance changes the batteries in the smoke detector. Since the smoke detector batteries were not changed as required, a violation has been established.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*Julie Elkins*

03/25/2026

Julie Elkins  
Licensing Consultant

Date

Approved By:

*Dawn Timm*

03/25/2026

Dawn N. Timm  
Area Manager

Date

