



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 9, 2026

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

RE: License #: AS730420311
Investigation #: 2026A0576042
Southport AFC

Dear James 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.
- Be signed and dated.

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) 643-7960.

Sincerely,

A handwritten signature in cursive script, appearing to read "C. Garza".

Christina Garza, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 240-2478

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS730420311
Investigation #:	2026A0576042
Complaint Receipt Date:	06/10/2026
Investigation Initiation Date:	06/15/2026
Report Due Date:	08/09/2026
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:	Southport AFC
Facility Address:	2950 Briarwood, Saginaw, MI 48601
Facility Telephone #:	(989) 777-5165
Original Issuance Date:	03/25/2026
License Status:	NONE
Effective Date:	03/25/2026
Expiration Date:	09/24/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On June 9, 2026, staff failed to follow tornado emergency procedures despite being notified that there was severe weather placing residents at risk of harm.	Yes

III. METHODOLOGY

06/10/2026	Special Investigation Intake 2026A0576042
06/15/2026	Special Investigation Initiated - Telephone Call to Complainant
06/18/2026	Contact - Document Sent Sent email to Case Manager Kevin Zaborney
06/18/2026	Contact - Document Sent Email sent to Judy Saucedo, Office of Recipient Rights (ORR)
06/25/2026	Inspection Completed On-site Interviewed Home Manager Candace Wilson, Staff Anastasia Mack, and Assistant Manager Aeriell Scott
07/07/2026	Contact - Telephone call made Interviewed Freddie Lockhart, Saginaw County Office of Recipient Rights (ORR)
07/7/2026	Contact - Document Received Reviewed Detroit Free Press 6/9/2026
07/08/2026	Exit Conference
07/09/2026	APS Referral Referral made to APS.

ALLEGATION:

On June 9, 2026, staff failed to follow tornado emergency procedures despite being notified that there was severe weather placing residents at risk of harm.

INVESTIGATION:

On June 15, 2026, I called Complaint. There was no answer and I left a message to return call.

On June 18, 2026, I sent Kevin Zaborney Case Manager from Saginaw County Community Mental Health Authority (SCCMHA) an email regarding Southport Home.

On June 25, 2026, I conducted an unannounced on-site inspection at Southport AFC and interviewed Home Manager Candace Wilson regarding the allegations. Manager Wilson reported residents were not moved to any safety area because there was no tornado warning as alleged. Home Manager Wilson reported it was raining and there was a weather watch, however the watch was not for Saginaw County. Manager Wilson reported it is their procedure to take residents to the bathroom with the emergency bag when there is severe weather.

On June 25, 2026, I interviewed Staff Anastasia Mack regarding the allegation. Staff Mack reported that she worked from 2pm-10pm on June 9, 2026, and there was some rain and it was gloomy. There was no tornado warning that day according to Staff Mack.

On June 25, 2026, I interviewed Assistant Home Manager Aerial Scott regarding the allegations, and she worked first shift on June 9, 2026. According to Assistant Home Manager Scott she did not recall there being severe weather. It rained but there was no severe weather. There were no alarms or notifications on the television screen, and no one told her that there was a tornado warning. Assistant Home Manager Scott was watching the news and there were severe weather watches for other counties but not Saginaw. Case Manager Kevin Zaborney was at the home, and he made a statement about having to travel and the weather becoming bad. Assistant Home Manager Scott reported that she has worked at the home for 12 years and she has done emergency drills before. Staff are supposed to take residents to the small bathroom because there are no windows. Staff are to take the emergency bag and radio with them.

On June 25, 2026, I reviewed the *Weather/Natural Disasters* policy for Southport as provided to me by Home Manager Candace Wilson. The document stated the following:

“7. It is, therefore, most important that both radio and television sets, especially radios, be turned on at the first physical signs of abnormal weather conditions. It is through this medium that the first official reports will be received.”

“10. When local radio and television stations issue a tornado warning, or when a tornado is sighted, personnel inside of facilities are to take the following actions:

- a. Begin moving consumers and personnel to the designated safe area which is posted in the facility or described in the person-centered plan.”

While at the facility I observed several residents in the living room of the home resting or watching television. The residents appeared comfortable and under no duress.

On July 7, 2026, I interviewed Kevin Zaborney Case Manager for Resident A. Case Manager Zarboney reported he was at the home on June 9, 2026, visiting with Resident A and he got an alert on his phone at 12:03pm that said to seek shelter due to a tornado. The home manager, 3 staff, and residents were in the dining room and living room areas of the home. Case Manager Zaborney advised staff to seek shelter. A second and third alert came over Case Manager Zaborney’s phone at 12:05pm and 12:06pm respectively and he again advised staff that the residents needed to take shelter. According to Case Manager Zaborney, at no time were residents moved to shelter on June 9, 2026.

On July 7, 2026, I interviewed Freddie Lockhart Saginaw County Office of Recipient Rights (ORR) Officer regarding this investigation. Officer Lockhart advised he will be substantiating his investigation as staff did not ensure resident safety.

On July 7, 2026, I reviewed an on-line article from the Detroit Free Press on June 9, 2026. The article was entitled “Tornado warning issued for Saginaw, Genesee Counties. See Radar”. The article reported that National Weather Service officials issued a tornado warning for Saginaw County at 12:49pm on June 9, 2026. I also reviewed the National Weather Service website which indicated that tornado warnings were issued for Saginaw County at 11:55am and 1:15pm on June 9, 2026.

On July 7, 2026, I attempted to contact Licensee Designee James Boyd. I left a message for Licensee Designee James Boyd to return my call.

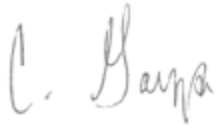
APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.
ANALYSIS:	It was alleged that staff did not follow tornado emergency procedures despite being notified that there was severe weather. Upon conclusion of investigative interviews and a review of documentation there is a preponderance of evidence to conclude a rule violation. Home Manager Candace Wilson and Assistant Home Manager Ariel Scott were interviewed and reported there was no tornado

	warning on June 9, 2026, for Saginaw County where the facility is located. Both staff denied anyone notifying them there was a tornado warning and that staff and residents needed to take shelter. Home Manager Wilson reported it was raining and she was aware that another county was under a severe weather watch, however it was not Saginaw County. Assistant Manager Scott reported there was severe weather, however, not for Saginaw County. Case Manager Kevin Zaborney reported he was at the facility on June 9, 2026, and he notified staff that there was a tornado warning after receiving alerts on his phone. Case Manager Zaborney reported staff took no action and did not execute any emergency procedures. I reviewed on-line resources including the National Weather Service which confirmed there was a tornado warning issued for Saginaw County on June 9, 2026. There is a preponderance of evidence to conclude that staff did not ensure resident safety and protection during a severe weather incident. Staff did not ensure residents were moved to a designated safety area upon issuance of a tornado warning on June 9, 2026.
CONCLUSION:	VIOLATION ESTABLISHED

On July 8, 2026, I conducted an exit conference with Licensee Designee Boyd and advised him of the findings of my investigation. I advised Licensee Designee Boyd I would be requesting a corrective action plan for the cited rule violation.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan no change in the license status is recommended.



7/9/2006

Christina Garza
Licensing Consultant

Date

Approved By:



7/9/2026

Mary E. Holton
Area Manager

Date