



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

June 16, 2025

Clara Schultheis  
Agape Care Systems Inc  
3060 Van Geisen Rd  
Caro, MI 48723

RE: License #: AS790088128  
Investigation #: 2025A0572036  
Agape Care Systems Inc.

Dear Clara Schultheis:

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) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Humphrey". The signature is fluid and includes a large, sweeping loop at the end.

Anthony Humphrey, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48605  
(810) 280-7718

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS790088128
<b>Investigation #:</b>	2025A0572036
<b>Complaint Receipt Date:</b>	05/15/2025
<b>Investigation Initiation Date:</b>	05/16/2025
<b>Report Due Date:</b>	07/14/2025
<b>Licensee Name:</b>	Agape Care Systems Inc
<b>Licensee Address:</b>	3060 Van Geisen Rd Caro, MI 48723
<b>Licensee Telephone #:</b>	(989) 673-7360
<b>Administrator:</b>	Clara Schultheis
<b>Licensee Designee:</b>	Clara Schultheis
<b>Name of Facility:</b>	Agape Care Systems Inc.
<b>Facility Address:</b>	3060 Van Geisen Road Caro, MI 48723
<b>Facility Telephone #:</b>	(989) 673-7360
<b>Original Issuance Date:</b>	11/03/1999
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/23/2024
<b>Expiration Date:</b>	07/22/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED ALZHEIMERS AGED

## II. ALLEGATION(S)

	Violation Established?
<ul style="list-style-type: none"> <li>Complainant went to facility on 05/13/2025, after not being able to contact staff on the phone. Walked in and there was no staff in the main area of the home. After checking the front/back yards and garage, Complainant went back into the home to find an older gentleman who stated that Licensee Designee, Clara Schultheis had a doctor appointment and went grocery shopping.</li> <li>The AFC home phone had not been working for a couple of days.</li> </ul>	Yes
	No

## III. METHODOLOGY

05/15/2025	Special Investigation Intake 2025A0572036
05/16/2025	Special Investigation Initiated - On Site Staff, Terry Randall; Licensee Designee, Clara Schultheis; Resident A and Resident B.
05/16/2025	Contact - Telephone call made Staff, Shari Temeyuque.
05/19/2025	Contact – Telephone call received Licensee Designee, Clara Schultheis.
05/19/2025	Contact – Document sent Complainant.
05/19/2025	Contact – Document received Complainant.
06/10/2025	Contact - Telephone call made Staff, Laura Tucker.
06/10/2025	Contact - Telephone call received Owner, Carl Schultheis.
06/10/2025	Exit Conference Licensee Designee, Clara Schultheis.
06/11/2025	APS Referral

	APS referral was made.
06/12/2025	Contact - Telephone call made Licensee Designee, Clara Schultheis.
06/12/2025	Contact - Telephone call made Staff, Laura Tucker.
06/13/2025	Contact – Document sent Complainant.
06/13/2025	Contact - Telephone call made Licensee Designee, Clara Schultheis.
06/13/2025	Exit Conference Licensee Designee, Clara Schultheis.

#### **ALLEGATION:**

- **Complainant went to facility on 05/13/2025, after not being able to contact staff on the phone. Walked in and there was no staff in the main area of the home. After checking the front/back yards and garage, Complainant went back into the home to find an older gentleman who stated that Licensee Designee, Clara Schultheis had a doctor appointment and went grocery shopping.**
- **The AFC home phone had not been working for a couple of days.**

#### **INVESTIGATION:**

On 05/15/2025, the local licensing office received a complaint for investigation. A referral to Adult Protective Service (APS) was made for further investigation.

On 05/16/2025, I made an unannounced onsite at Agape Care Systems Inc., located in Tuscola County Michigan. Interviewed were, Staff, Terry Randall; Licensee Designee, Clara Schultheis; Resident A and Resident B.

On 05/16/2025, I interviewed Staff, Terry Randall regarding the allegation. Terry Randall informed that she is an on-call staff and comes in when there's a need for coverage. Staff Randall informed that the residents are never left alone and if they needed a someone there, that's when she gets called to come in. The only things she can think of is that the staff may have been downstairs doing laundry or getting something out of the deep freezer.

On 05/16/2025, I interviewed Licensee Designee, Clara Schultheis regarding the allegation. Clara Schultheis stated, "There is always someone in the home supervising the residents. I know better than that. I would never leave them alone." She informed that Staff, Laura Tucker worked 1<sup>st</sup> shift on 05/13/2025. There are 6 residents currently in the home. Clara Schultheis showed me the staff scheduled

which Laura Tucker was working from 6am to 2pm and Clara Schultheis was scheduled from 2pm to 10pm.

On 05/16/2025, I interviewed Resident A regarding the allegation. When asked if the residents ever left alone, Resident A stated, "No, we are never left here alone. The lady working today is on-call. She comes in when needed." Resident A does not remember a lady coming to the home looking for a staff member. Resident A denied giving a lady the Licensee Designee, Clara Schultheis's phone number. Resident A remembers being with Clara Schultheis when she transported Resident A to a doctor's appointment a couple days ago. Resident A has access to a phone as Resident A has a personal cellphone.

On 05/16/2025, phone contact was made with Staff, Shari Temeyuque regarding the allegation. Shari Temeyuque informed that this is the day that she worked, and Clara Schultheis transported Resident A to a doctor's appointment. Staff, Laura Tucker worked 1<sup>st</sup> shift. If she couldn't finish her shift, she would of came in to relieve her. She informed that it would have been easy for her to come in because she lives directly across the street from the home, so if needed, she'll just walk over to work. Shari Temeyuque denied that residents are ever left alone in the home.

On 05/16/2025, I interviewed Resident B regarding the allegation. Resident B informed that there are always a staff in the home with the residents. Resident B informed that Resident B was hit by a car in 1989 and received severe brain injury as a result, so Resident B cannot be left home without supervision. Resident B does not remember anyone coming to the home looking for staff, but admits to memory loss, so its possible someone was looking for staff, but just don't remember. Resident B feels safe in the home and has no concerns. Resident B has access to phone as Resident B has a personal cellphone.

On 05/19/2025, contact with the Complainant was made regarding any additional information regarding the allegation. The Complainant informed that at the present time they do not have any further information to share about the complaint. The Complainant was asked if they reached out to the Licensee Designee, Clara Schultheis when the older gentleman gave them her cellphone number. The Complainant stated, "No, I have not contacted the Licensee Designee, Clara Schultheis regarding staffing concerns." The Complainant did not indicate if there were any other people of residents in the home.

On 05/19/2025, Licensee Designee, Clara Schultheis called and left a voicemail message informing that after I left my onsite, her husband, Carl Schultheis came inside, and they discussed the complaint. Carl Schultheis informed her that he was home when a lady came looking around. When the lady came into the living room, he told her that the phones had been down and gave the lady Clara Schultheis's cellphone number.

On 06/10/2025, I contacted Staff, Laura Tucker regarding the allegation. Laura Tucker informed that she has been employed for nearly 1 year and has never known for any of the residents to be left home alone. She informed that on 05/13/2025, her shift ended at 2pm and the owner of the home, Carl Schultheis told her that she could go ahead and go home. Clara Schultheis was out with Resident A for a doctor's appointment. She informed that the lady that came to the home must of came right after she left and thought that Carl Schultheis was one of the residents because he's an older gentleman.

On 06/10/2025, I spoke with the owner of the home and husband of the Licensee Designee. Carl Schultheis to 1<sup>st</sup> shift staff, Laura Tucker that she could leave because her shift was over and he'll watch the residents until Carla Schultheis returns. Carl Schultheis informed that he was sitting in the living room when a lady came through the garage and into the living room where he was sitting and started speaking to him. She didn't identify who she was or who she came to see, but said that her phone calls wouldn't go through, so she stopped by. Carl Schultheis informed her that the phones were down because they had just recently switched carriers, and he gave her Clara Schultheis cellphone number because he figured that's who she wanted to speak with. Carl Schultheis believes that the lady may have thought that he was one of the residents because of his age and they do reside in the unlicensed area of the home. Carl Schultheis informed that he is 85 years of age.

On 06/12/2025, I contacted Licensee Designee, Clara Schultheis again for follow-up questions. Clara informed that there were 3 residents in the home when Staff, Laura Tucker was relieved by Carl Schultheis. In regard to the phone, she informed that they were having issues for about 3 weeks, but most people who call usually just call her cellphone number. Aside from Resident C, all the residents have cellphones, and only use the home phone if someone calls the home phone to talk to them. Resident C had a cellphone phone, but it either was broken or lost. She offered to assist Resident C with getting another cellphone, but Resident C did not want one. Resident C has a van at the home and leaves every morning and comes back at dinner time.

On 06/12/2025, I contacted Staff, Laura Tucker once again for follow-up questions. Laura Tucker informed that during her shift, Licensee Designee, Clara Schultheis told her that she may have to stay over because she had to go to a doctor's appointment, but to ask Carl Schultheis what he wanted her to do. Once 2pm came, she asked Carl Schultheis if he wanted her to stay another half hour or so because Clara Schultheis wasn't back yet but knew that she should be on her way soon. Carl Schultheis told her that she could take off and that he'll supervise the residents. Laura Tucker informed that there were 3 residents in the home when she left. Laura was also asked about the phone issues. She informed that the Schultheis's had change phone carriers and had no idea that the phones were down until Clara Schultheis asked if they had any calls. When they said, "No", Clara Schultheis called the home phone from her cellphone and figured out that they were having phone

issues, so they called the carrier to fix the problem. The new carrier said there was no issues on their end, but Carl and Clara Schultheis told them that there was an issue because they are not receiving all of their calls. The carrier sent a technician to the home and they finally fixed the problem, which stemmed from an installation issue in the basement. The home phone would ring twice and if answered after that, it would only hear a buzzing sound. The issue continued for about 2 to 3 weeks. All the residents have cellphones except for Resident C. Resident C had a cellphone but doesn't anymore. Resident C is normally not home as Resident C has a van and leaves the home every day to go out into the community.

On 06/13/2025, contact was made with the Complainant. The Complainant informed that there were residents in the home. One resident spoke to the Complainant while lying in bed and another resident in another part of the home was in bedroom but could not provide any information about staffing.

On 06/13/2025, I contacted Licensee Designee, Clara Schultheis. I asked if her husband, Carl Schultheis was listed as staff for Agape Care Systems Inc. Clara Schultheis stated, "No, he is not listed as a staff member. He does have CPR, First Aid training and TB Test, but he is not on the roster as an employee."

<b>APPLICABLE RULE</b>	
<b>R 400.14206</b>	<b>Staffing requirements.</b>
	<b>(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.</b>
<b>ANALYSIS:</b>	Based on my interviews with staff, residents, licensee designee and the homeowner, there is enough evidence to establish a rules violation. Everyone interviewed during my investigation denied that residents are ever left home alone. It appears that the Complainant assumed that the homeowner was a resident due to his age. The Complainant did not call the Licensee Designee when the phone number was given, in order to verify if the residents were home alone. However, Carl Schultheis is not considered an employee of Agape Care Systems Inc., therefore there were no staff home with the residents.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

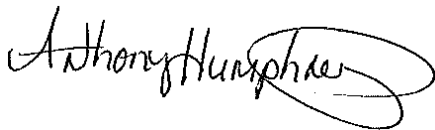


<b>APPLICABLE RULE</b>	
<b>R 400.14318</b>	<b>Emergency preparedness; evacuation plan; emergency transportation.</b>
	<b>(3) A telephone shall be available an accessible in a home. Emergency telephone numbers shall, at a minimum, include fire, police, and medical emergency services and shall be conspicuously posted immediately adjacent to telephones.</b>
<b>ANALYSIS:</b>	Based on my interviews with staff, licensee designee and the homeowner, there is not enough evidence to establish a rules violation. An issue occurred when phone carriers were changed and the home was not receiving all of their phone calls. The residents in the home have cellphones to make calls. The issue with the phone was resolved once the technician was able to fix the problem. I contacted Staff, Shari Temeyuque, using the home phone and it was in good working condition.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 06/10/2025, I held an exit conference with Licensee Designee, Clara Schultheis regarding the results of the special investigation. On 06/13/2025, I held another exit conference with Licensee Designee, Clara Schultheis regarding the results of the special investigation.

#### **IV. RECOMMENDATION**

I recommend that no change be made to the licensing status of this small adult foster care group home, pending the receipt of an acceptable corrective action plan (capacity 3-6).

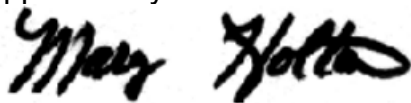


Anthony Humphrey  
Licensing Consultant

06/16/2025

Date

Approved By:



Mary E. Holton  
Area Manager

06/16/2025

Date