



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

September 23, 2025

Shannon White-Schellenberger  
Angels' Place  
Suite 2  
29299 Franklin Road  
Southfield, MI 48034

RE: License #: AS630247482  
Investigation #: 2025A0602019  
Bell Home

Dear Mrs. White-Schellenberger:

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 (248) 972-9136.

Sincerely,

A handwritten signature in cursive script that reads "Cindy Berry". The signature is written in black ink and is positioned below the word "Sincerely,".

Cindy Berry, Licensing Consultant  
Bureau of Community and Health Systems  
3026 West Grand Blvd  
Cadillac Place, Ste 9-100  
Detroit, MI 48202  
(248) 860-4475

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS630247482
<b>Investigation #:</b>	2025A0602019
<b>Complaint Receipt Date:</b>	07/07/2025
<b>Investigation Initiation Date:</b>	07/08/2025
<b>Report Due Date:</b>	09/05/2025
<b>Licensee Name:</b>	Angels' Place
<b>Licensee Address:</b>	Suite 2 29299 Franklin Road Southfield, MI 48034
<b>Licensee Telephone #:</b>	(248) 350-2203
<b>Administrator:</b>	Shannon White-Schellenberger
<b>Licensee Designee:</b>	Shannon White-Schellenberger
<b>Name of Facility:</b>	Bell Home
<b>Facility Address:</b>	Suite 232 27522 Bell Road Southfield, MI 48034
<b>Facility Telephone #:</b>	(248) 356-3921
<b>Original Issuance Date:</b>	05/21/2002
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/27/2024
<b>Expiration Date:</b>	10/26/2026
<b>Capacity:</b>	4
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A is a bedbound hospice patient with no family or decision capacity and is possibly being financially neglected and/or exploited by AFC staff.	Yes

**III. METHODOLOGY**

07/07/2025	Special Investigation Intake 2025A0602019
07/08/2025	APS Referral Adult Protective Services (APS) referral received.
07/08/2025	Special Investigation Initiated - Telephone Call made to adult protective services, assigned APS worker is Brandley Edwards.
07/18/2025	Inspection Completed On-site I interviewed the assistant home manager, Chimeka Allen, Resident A.
08/01/2025	Contact – Telephone call made Message left for Christy Goward, hospice nurse.
08/01/2025	Contact – Telephone call made Message left for Resident A’s supports coordinator, Ashley Perdue.
08/06/2025	Contact – Telephone call made Message left for the program manager, Latriece Clark.
09/05/2025	Contact – Telephone call received Spoke with the program manager, Latriece Clark.
09/09/2025	Telephone call made Spoke with the licensee designee, Shannon White-Schellenberger.
09/11/2025	Contact – Telephone call made Spoke with the director of program services, Shelly Phenix.

09/12/2025	Contact – Telephone call received I interviewed the home manger, Annetta Martin.
09/16/2025	Contact – Telephone call made Spoke with the assistant home manager, Chimeka Allen.
09/16/2025	Exit conference Spoke with the licensee designee, Shannon White-Schellenberger by telephone.

**ALLEGATION:**

**Resident A is a bedbound hospice patient with no family or decision capacity and is possibly being financially neglected and/or exploited by AFC staff.**

**INVESTIGATION:**

On 7/07/2025, a complaint was received and assigned for investigation on 7/08/2025 alleging that Resident A is a bedbound hospice patient with no family or decision capacity and is possibly being financially neglected and/or exploited by AFC staff.

On 7/18/2025, I conducted an unannounced on-site investigation at which time I interviewed the assistant home manager, Chimeka Allen and Resident A. Ms. Allen stated she has worked in the home for 10 years. Resident A has been in hospice care through Careline Hospice for almost a year but the company would like to release her. However, Resident A is her own legal guardian but unable to make informed decisions on her own behalf. Resident A’s sister was in the process of becoming her legal guardian but passed away. Ms. Allen stated she has no detailed information regarding Resident A’s finances other than she has a checking account with Huntington Bank and that she receives money from the main office to make purchases for her.

At the time of the unannounced on-site investigation, I attempted to interview Resident A but was unable to obtain any information regarding the allegations. Resident A is verbal and was able to greet me by saying “hi” but was unable to carry on a conversation. She was neat and clean sitting in her wheelchair.

During the onsite investigation I reviewed Resident A’s resident file. According to documents contained in the file, Resident A has a checking account with Huntington Bank that only lists Resident A as the account holder. Angel’s Place applied to become Resident A’s representative payee on 1/18/2023 but there were no bank accounts in the file listing Angel’s place as the representative payee. There were receipts in the file documenting items that had been purchased for Resident A during the month of July 2025.

On 9/09/2025, I spoke with Latriece Clark who is the program director for Bell Home. Ms. Clark stated she took over as the program director at the end of June 2025. At the time she began working in the home, there was no way of tracking Resident A's spending. There was no money missing but the previous home manager and the current assistant home manager were not keeping receipts for money being spent out of Resident A's account. The home manager and the assistant home manager had access to Resident A's bank card. Ms. Clark stated that she cannot provide specific knowledge of what occurred prior to her becoming the program manager but she now has a new system in place. The home manager is the only person who can use Resident A's bank card and must inform the program director before the card is used. The manager must retain receipts and submit a signature anytime money is spent.

On 9/09/2025, I spoke with the license designee, Shannon White-Schellenberger by telephone. I informed Ms. White-Schellenberger of the allegations documented in this report. She said she was unaware of any issues regarding Resident A's finances. Ms. White-Schellenberger stated Angel's Place is the representative payee for Resident A and her social security check is deposited directly into a Comerica Bank account specifically set up to receive her funds. Resident A has an account with Huntington Bank for all of her personal needs and/or wants. Money from the Comerica account is automatically sent to the Huntington account each month. The home manger and program manager have access to those funds and must keep an account of what is spent. She went on to state that monthly audits are completed and although they are not the most organized (at the home), all funds have been accounted for. Resident A is in the process of guardianship. She must first have a psychological evaluation completed before she can move to the next step in the process.

On 9/11/2025, I spoke with Shelly Phenix who is the director of program services. Ms. Phoenix stated she has conducted financial audits (at the home) of the residents' personal spending and has never had an issue with missing funds or spent funds not accounted for. I requested copies of the transactions from the Comerica account to Resident A's personal account. Ms. Phenix agreed to contact the controller for those transactions and make sure I received the requested documentation.

On 9/11/2025, I received and reviewed bank statements for the months of June 2025, July 2025, August 2025 and September 2025 from the Comerica account (listed as Angels' Place for social security beneficiaries). According to the account, Resident A's social security payments were deposited as follows: May, June and July 2025, \$1517.00, August 2025 \$1147.00 and September 2025 \$1332.00. Angels' place charges \$1080.50 each month and transfers the remaining balance to Resident A's personal account for her spending.

On 9/12/2025, I spoke with the home manager, Annetta Martin. Ms. Martin stated she was appointed as the home manager at the end of July 2025 as the old manager left the company. The assistant manager, Ms. Allen had Resident A's debit card. When Ms. Martin began looking at the receipts and purchases made, there were some

discrepancies as fast food had been purchased several times each month. When she questioned Ms. Allen about the charges and why she had the debit card, she said that was how they always did things. At that time, Ms. Martin reported her concerns to Ms. Clark. As of this date, all resident debit cards are kept in a locked safe and only Ms. Martin has access to them. If purchases need to be made, Ms. Allen must inform Ms. Martin and Ms. Martin must inform Ms. Clark before the purchase can be approved. Since the implementation of this process, there have been no issues or questions regarding Resident A's personal funds.

On 9/12/2025, I received and reviewed copies of Resident A's resident funds part II form (checking and cash) dated May, June, July and August 2025 and receipts dated May and July 2025 along with personal bank statements dated 4/22/2025 through 8/18/2025.

According to the resident funds part II form (checking) dated 4/22/2025 through 5/19/2025 there was a purchase made on 4/28/2025 to Empress Garden restaurant in the amount of \$76.11, on 5/05/2025 National Coney Island in the amount of \$19.03, on 5/12/2025 Dairy Queen in the amount of \$22.24, and on 5/13/2025 Cottage Inn Pizza in the amount of \$46.53. All of these transactions correlate with the transactions listed on Resident A's personal bank statement and the receipts provided.

According to Resident A's personal bank statement dated 5/20/2025 through 6/17/2025, on 5/22/2025 there was a purchase made to Empress Garden in the amount of \$85.44, on 5/22/2025 Amazon in the amount of \$71.86 and \$84.79, on 5/27/2025 Amazon in the amount of \$119.46 and on 5/29/2025 Amazon in the amount of \$645.00. There was no resident funds part II form provided to document these transactions. The Empress Garden receipt lists several entrees purchased using Resident A's personal bank card. The Amazon list three women plus size dresses size medium, 2 three count dove body wash, a pack of 10 dove antiperspirant spray, 12 packs of 50 adult wipes/wash cloths, a 4 pack of St. Ives hand and body lotion, and 1 box of 100 count disposable bed pads. I also reviewed a credit card receipt dated 5/29/2025 for Lou's Deli in the amount of \$77.23 (not listed on the resident funds part II or the bank statement)

Resident A's funds part II form (checking) dated 6/18/2025 through 7/21/2025 documented purchases made on 7/02/2025 to Amazon in the amount of \$81.18, on 7/07/2025 Texas Roadhouse in the amount of \$103.90, on 7/10/2025 Red Olive Restaurant in the amount of \$85.95, on 7/17/2025 Amazon in the amount of \$82.39, and on 7/18/2025 Amazon in the amount of \$49.98. All of these transactions correlate with the transactions listed on Resident A's personal bank statement and the receipts provided. According to the restaurant receipts, several entrees were purchased using Resident A's personal bank card. There were Amazon purchases for 3 pairs of women plus size capri pants and three women plus size shirts (Resident A is not plus sized).

Resident A's resident funds part II form (cash) dated 4/07/2025 through 5/08/2025 listed a beginning and ending balance of \$108.25 with no money spent during that time. The resident funds part II form (cash) dated 5/09/2025 through 6/10/2025 listed a beginning

balance of \$180.25 with a haircut purchased on 5/19/2025 in the amount of \$25 leaving a balance of \$83.25. The funds part II form (cash) dated 6/11/2025 through 7/12/2025 listed a beginning balance of \$83.25 with no money spent. The resident funds part II form (cash) dated 7/13/2025 through 8/14/2025 listed a beginning balance of \$83.25 and an ending balance of \$12.57. Receipts were provided documenting each transaction made. However, there was an entry dated 8/14/2025 documented as “reimbursement” (from another resident) in the amount of \$21.31. There was no explanation listed for this transaction.

Resident A’s funds part II form (cash) dated 8/15/2025 through 9/16/2025 listed a beginning balance of \$12.57 and an ending balance of \$174.23. There was a total of 11 entries documented on the form all dated for 8/27/2025. The reason listed for each transaction is documented as reimbursement to Resident A from other residents or reimbursement from Resident A to other residents. Several restaurant receipts were provided for these reimbursements listing the initials of the resident and how much each resident’s portion of the bill was.

On 9/16/2025, I briefly spoke with Ms. Allen by telephone to discuss the transactions on Resident A’s personal debit card and the documentation listed on the resident funds part II forms. Ms. Allen stated Resident A’s debit card was used to purchase meals for the other residents but she was always reimbursed. I asked Ms. Allen if she was using Resident A’s debit card to purchase items for the other residents and she said yes. However, the other residents would reimburse Resident A. Ms. Allen said she was at the hospital and asked that I call her back later.

On 9/16/2025, I conducted an exit conference with the licensee designee, Shannon White-Schellenberger and informed her of the investigative findings and recommendation documented in this report. Ms. White-Schellenberger agreed that resident funds should not be mingled together as documented in this report. Each resident has their own funds to purchase the things they need or want. Ms. White-Schellenberg stated the plus sized clothing items could have been purchased for a plus sized resident who resides in the home. I explained that there is nothing documented to suggest this. She said there is a new home manager and program manager that are now ensuring that each residents’ funds are used for their needs only. She agreed to submit a corrective action plan upon receipt of this report.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.

<b>ANALYSIS:</b>	<p>Based on the information obtained during the investigation, there is sufficient information to determine that Resident A's personal bank card was used to purchase items for others.</p> <p>According to Ms. Clark, Ms. White-Schellenberger, and Ms. Phenix, Angels' Place is the representative payee for Resident A and her social security benefits are deposited directly into an account specifically designated for residents with whom Angel's Place serve as the representative payee. They have no knowledge of any staff member using Resident A's funds for anything other than for Resident A.</p> <p>After reviewing Resident A's resident funds part II forms (for cash and checking) dated April 2025 through August 2025, I observed several purchases made using her personal debit card for items that were not for her. According to the resident funds part II form (cash) dated 8/15/2025 through 9/16/2025 Resident A was reimbursed by the other residents for the meals that were charged to her account. However, there were items purchased from Amazon that were more than likely not for Resident A and there was no documentation of reimbursement back to Resident A or her personal account.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14315</b>	<b>Handling of resident funds and valuables.</b>
	<p>(5) All resident funds, which include bank accounts, shall be kept separate and apart from all funds and monies of the licensee. Interest and dividends earned on resident funds shall be credited to the resident. Payments for care for the current month may be used by the licensee for operating expenses.</p> <p>(8) All resident fund transactions shall require the signature of the resident or the resident's designated representative and the licensee or prior written approval from the resident or the resident's designated representative.</p>

<b>ANALYSIS:</b>	<p>Based on the information obtained during the investigation, there is sufficient information to determine that Resident A's personal bank card was used to purchase items for others and was not kept separate from the other residents.</p> <p>According to Ms. Clark, Ms. White-Schellenberger, and Ms. Phenix, Angels' Place is the representative payee for Resident A and her social security benefits are deposited directly into an account specifically designated for residents with whom Angel's Place serve as the representative payee. They have no knowledge of any staff member using Resident A's funds for anything other than for Resident A.</p> <p>After reviewing Resident A's resident funds part II forms (for cash and checking) dated April 2025 through August 2025, I observed several purchases made using her personal debit card for items that were not for her. According to the resident funds part II form (cash) dated 8/15/2025 through 9/16/2025 Resident A was reimbursed by the other residents for the meals that were charged to her account. However, there were items purchased from Amazon that were more than likely not for Resident A and there was no documentation of reimbursement back to Resident A or her personal account.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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

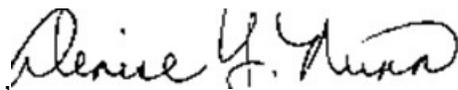


9/17/2025

Cindy Berry  
Licensing Consultant

Date

Approved By:



09/23/2025

Denise Y. Nunn  
Area Manager

Date