



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

February 2, 2026

Donald King
Hope Network, S.E.
PO Box 190179
Burton, MI 48519

RE: License #: AS250395712
Investigation #: 2026A0576013
Hegel Home

Dear Donald King:

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 that reads "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 #: | AS250395712 |
| Investigation #: | 2026A0576013 |
| Complaint Receipt Date: | 12/10/2025 |
| Investigation Initiation Date: | 12/12/2025 |
| Report Due Date: | 02/08/2026 |
| Licensee Name: | Hope Network, S.E. |
| Licensee Address: | PO Box 190179, Burton, MI 48519 |
| Licensee Telephone #: | (517) 256-2939 |
| Administrator: | William Paige |
| Licensee Designee: | Donald King |
| Name of Facility: | Hegel Home |
| Facility Address: | 5440 South Morrish Road, Swartz Creek, MI 48473 |
| Facility Telephone #: | (810) 701-0404 |
| Original Issuance Date: | 07/31/2019 |
| License Status: | REGULAR |
| Effective Date: | 01/31/2024 |
| Expiration Date: | 01/30/2026 |
| Capacity: | 6 |
| Program Type: | PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL |

II. ALLEGATION(S)

| | Violation Established? |
|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| Home Manager Kathy Bell grabbed Resident A by his shirt and pulled him from the kitchen to the living room and made him sit on the couch. | No |
| Additional Findings | Yes |

III. METHODOLOGY

| | |
|------------|---------------------------------------------------------------------------------------------------------------------------|
| 12/10/2025 | Special Investigation Intake 2026A0576013 |
| 12/10/2025 | APS Referral |
| 12/12/2025 | Special Investigation Initiated - Letter Sent Email to Lyndsey Thomas, Genesee County Office of Recipient Rights (ORR) |
| 12/29/2025 | Inspection Completed On-site I interviewed Staff Marissa Bennett, Resident B, and viewed Resident A |
| 01/12/2026 | Contact - Telephone call made Interviewed Staff Ariel Salgado |
| 01/12/2026 | Contact - Telephone call made Interviewed Sarah LaDuke, Case Manager |
| 01/12/2026 | Contact - Telephone call made Interviewed Guardian A1 and A2 |
| 01/13/2026 | Contact - Telephone call made Interviewed Lyndsey Thomas, Office of Recipient Rights (ORR) |
| 01/13/2026 | Contact - Telephone call made Interviewed Angela Carter, Case Manager |
| 01/13/2026 | Contact - Telephone call made Interviewed Brenden Ogle, Case Manager |
| 01/13/2026 | Contact - Telephone call made Interviewed Resident C |

| | |
|------------|---------------------------------------------------------------------------------------|
| 01/13/2026 | Contact - Telephone call made Interviewed Guardian C1 |
| 01/15/2026 | Contact - Document Sent Sent email to Shwanda Lee, Adult Protective Services (APS) |
| 01/15/2026 | Contact - Document Received Received email from Shwanda Lee |
| 02/02/2026 | Contact - Telephone call made Interviewed Home Manager Kathy Bell |
| 02/02/2026 | Exit Conference |

ALLEGATION:

Home Manager Kathy Bell grabbed Resident A by his shirt and pulled him from the kitchen to the living room and made him sit on the couch.

INVESTIGATION:

On December 29, 2025, I conducted an unannounced on-site inspection at Hegel Home and interviewed Staff Marissa Bennett who reported the allegations are true. Home Manager Kathy Bell constantly yells at residents and often yells at the residents who go into the kitchen. Manager Bell wants the residents to stay in their bedrooms. Regarding the allegations, Resident A was coming into the kitchen for water and Staff Bennett was preparing medications. Manager Bell told Resident A to leave the kitchen and he did not. Manager Bell grabbed Resident A by the top of his shirt by his neck using both her hands. Manager Bell pulled Resident A by his shirt from the kitchen to the love seat in the living room. Manager Bell then pushed Resident A down onto the couch. Staff Bennett reported she witnessed Manager Bell do this to Resident A however she did not say anything to Manager Bell about her behavior toward Resident A. Another staff person, Areil Salgado, was also working at the time and was in the kitchen making breakfast. According to Staff Bennett, there are 6 residents who reside at the home and 2 are nonverbal, including Resident A.

On December 29, 2025, I viewed Resident D at his home. Resident D was hard to understand and would repeat what I said. Resident D was unable to be interviewed.

On December 29, 2025, I interviewed Resident B who reported he was unsure of the allegations. Resident B is familiar with Home Manager Kathy Bell, and he described her as “overly stern”. Resident B reported that Manager Bell interrupts him when he tries to speak to her. Manager Bell is “not very approachable” and “she is mean”. According to Resident B, Manager Bell makes “snotty comments to residents” and he cannot

communicate with her. Manager Bell “over talks” Resident B. Resident B was asked if Manager Bell is disrespectful and Resident B stated, “she might be a little disrespectful”. Resident B did not believe Manager Bell to be a good staff person and stated he was happy that she had not been working at his home. Resident B denied Manager Bell had ever called him names or pulled or pushed him around.

On December 29, 2025, I reviewed Resident A’s AFC Assessment Plan. The plan indicated Resident A is 28 years old and is not able to communicate his needs.

On January 12, 2026, I interviewed Staff Ariel Salgado regarding the allegations. Staff Salgado denied witnessing the allegations, however Staff Marissa Bennett told her what occurred between Manager Kathy Bell and Resident A. Staff Salgado stated she could not see everything that occurred because she was in the kitchen cooking and her back was turned. Staff Salgado stated she did see Resident A walking ahead towards the living room and Manager Bell was walking behind him, however she could not see their upper bodies because the kitchen cabinets were in the way. Shortly after, Staff Bennett came to her and asked if she saw Manager Bell grab Resident A by the shirt and Staff Salgado said “no”. Staff Salgado reported that she has worked with Manager Bell since November 2025, and Staff Salgado had no concerns regarding Manager Bell’s behavior toward residents. Staff Salgado denied residents ever complained to her about Manager Bell.

On January 12, 2026, I interviewed Sarah LaDuke Resident A’s Case Manager for Genesee County Community Mental Health Authority (GCCMHA). Manager LaDuke reported that she has not witnessed any abusive behavior when she is visiting Resident A in the home. Resident A cannot relay information because he does not have functional speech. Resident A cannot converse with others however he can repeat things that he has heard. Resident A is unable to report if he is being mistreated. Manager LaDuke was asked about Home Manager Kathy Bell and Manager LaDuke reported that Manager Bell takes offense when residents have behaviors. Manager LaDuke has never witnessed Manager Bell put her hands on or grab residents, but she does not appear to like when residents have behaviors. According to Manager LaDuke, Manager Bell’s personality is “abrasive” and she “is short” with the residents. Manager Bell sends other residents to their rooms when Case Manager LaDuke comes to visit with Resident A at the home.

On January 12, 2026, I interviewed Resident A’s guardians, Guardian A1 and A2 on a 3-way call. Both guardians reported they were aware of the allegations. Guardian A2 reported he has total confidence in Home Manager Kathy Bell and he and Guardian A1 trust her. According to Guardian A2, Resident A is unable to answer questions posed to him as he has trouble with comprehension, however Resident A appears to be comfortable with Manager Bell. The guardians visit the home at least weekly, and they have no concerns with staff or Manager Bell. According to Guardian A2, Resident A offers no signals that he is uncomfortable at his home.

On January 12, 2026, I left a message for Lyndsey Thomas, Genesee County Office of Recipient Rights Investigator (ORR) to return call. On January 13, 2026, I interviewed Investigator Thomas and she reported that she has not yet completed her investigation regarding Resident A. Investigator Thomas interviewed Home Manager Kathy Bell who denied the allegations.

On January 13, 2026, I interviewed Case Manager Angela Carter from GCCMHA. Manager Carter is the case manager for 4 residents who reside at the home including Resident B. Manager Carter denied any knowledge of the allegations. Manager Carter reported she is familiar with Home Manager Kathy Bell and denied any concerns with her. Manager Carter visits the home at least monthly, and Manager Bell is respectful and does not mistreat the residents or use physical force with residents. Resident B has reported Manager Bell "is mean" because he could not have more juice as they were out. Resident B has never reported anything else concerning Manager Bell.

On January 13, 2026, I interviewed Resident B's Case Manager, Brenden Ogle who reported Resident B is credible in his statements. Resident B has resided at the home for 1 year and Case Manager Ogle has been Resident B's case manager for over one year. Case Manager Ogle reported he is familiar with Home Manager Kathy Bell and he described her as "stern" and "to the point". According to Case Manager Ogle, Manager Bell is "not open" and can come off as disrespectful. Resident B has told his case manager that he has trouble explaining things to Manager Bell and Manager Bell would "shoot him down" causing Resident B to be frustrated because he could not explain what was happening. According to Case Manager Ogle, Resident B likes to fully explain things.

On January 13, 2026, I interviewed Residents C who denied any knowledge of the allegations. Resident C denied ever witnessing Home Manager Kathy Bell pull Resident A by his shirt or pull any residents. Resident C was asked about Home Manager Kathy Bell and Resident C reported she was nice to him today. Resident C confirmed that Manager Bell yells and told him not to come out of his room when he had an episode. Manager Bell yells at Resident B and she yells at everybody. Resident C reported that Manager Bell tells him to "shut up and don't talk to me". Resident C denied he is afraid of Manager Bell and denied she calls him names.

On January 13, 2026, I interviewed Resident C's relative, Relative C1, who denied any knowledge of the allegations. Resident C1 stated Manager Kathy Bell tries to escalate Resident C instead of trying to de-escalate him. According to Relative C1, Resident C and Manager Bell do not get along. Relative C1 reported that they were on the phone with Resident C and Relative C1 heard Manager Bell say, "don't have my name in your mouth" and "you want to go at it". Relative C1 has heard Manager Bell yelling at Resident C in the background. Resident C has reported that Manager Bell does not like him.

On January 15, 2026, I sent an email to Shwanda Lee, Genesee County Adult Protective Services (APS) Investigator inquiring as to the status of her investigation

involving Resident A. Investigator Lee advised that she did not substantiate abuse or neglect and her case is closed.

On February 2, 2026, I interviewed Home Manager Kathy Bell regarding the allegations. Manager Bell denied the allegations could not explain why someone would say that she pulled Resident A by his shirt. Manager Bell stated that residents are allowed in the kitchen, however she monitors them when staff are cooking so they do not get hurt. Manager Bell denied that she makes residents go to their bedrooms or that she is disrespectful toward them.

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| APPLICABLE RULE | |
| R 400.641 | Resident behavior interventions. |
| | (6) A licensee, staff, volunteers, or any person who lives in the facility shall not do any of the following: (b) Use any form of restraint without an order from an appropriately licensed health care professional or physical force, other than physical restraint for crisis intervention. |
| ANALYSIS: | <p>It was alleged that Home Manager Kathy Bell grabbed Resident A by his shirt and forcibly pulled him from the kitchen area to the living room and sat him down on the couch. Upon conclusion of investigative interviews and a review of documentation there is not a preponderance of evidence to conclude a rule violation.</p> <p>Staff Marissa Bennett reported she witnessed Home Manager Kathy Bell grab Resident A by the top of his shirt by his neck using both her hands. Manager Bell pulled Resident A by his shirt from the kitchen to the love seat in the living room. Manager Bell then pushed Resident A down onto the couch. Staff Ariel Salgado was also working at the time and denied witnessing this incident because she was in the kitchen cooking. Staff Salgado saw Resident A walking to the living room and Manager Bell walking behind him. Staff Salgado's view was obstructed, and she could not see if Manager Bell had Resident A by his shirt. Manager Bell was interviewed and denied the allegations. There were no other witnesses to the incident, and no one was able to corroborate the allegations.</p> <p>There is not a preponderance of evidence to conclude Home Manager Bell used physical force toward Resident A.</p> |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ADDITIONAL FINDINGS:

INVESTIGATION:

On December 29, 2025, I conducted an unannounced on-site inspection at Hegel Home and interviewed Staff Marissa Bennett who reported Home Manager Kathy Bell constantly yells at residents and often yells at the residents who go into the kitchen.

On December 29, 2025, I interviewed Resident B who reported he was unsure of the allegations. Resident B is familiar with Home Manager Kathy Bell, and he described her as “overly stern”. Resident B reported that Manager Bell interrupts him when he tries to speak to her. Manager Bell is “not very approachable” and “she is mean”. According to Resident B, Manager Bell makes “snotty comments to residents” and he cannot communicate with her. Manager Bell “over talks” Resident B. Resident B was asked if Manager Bell is disrespectful and Resident B stated, “she might be a little disrespectful”.

On January 12, 2026, I interviewed Sarah LaDuke Resident A’s Case Manager for Genesee County Community Mental Health Authority (GCCMHA). Manager LaDuke reported that Home Manager Kathy Bell takes offense when residents have behaviors and she does not appear to like when residents have behaviors. According to Manager LaDuke, Manager Bell’s personality is “abrasive” and she “is short” with the residents.

On January 13, 2026, I interviewed Resident B’s Case Manager, Brenden Ogle who reported Resident B is credible in his statements. Resident B has resided at the home for 1 year and Case Manager Ogle has been Resident B’s case manager for over one year. Case Manager Ogle reported he is familiar with Home Manager Kathy Bell and he described her as “stern” and “to the point”. According to Case Manager Ogle, Manager Bell is “not open” and can come off as disrespectful. Resident B has told his case manager that he has trouble explaining things to Manager Bell and Manager Bell would “shoot him down” causing Resident B to be frustrated because he could not explain what was happening.

On January 13, 2026, I interviewed Residents C who reported Manager Bell yells and told him not to come out of his room when he had an episode. Manager Bell yells at Resident B and she yells at everybody. Resident C reported that Manager Bell tells him to “shut up and don’t talk to me”.

On January 13, 2026, I interviewed Resident C’s relative, Relative C1, who stated Manager Kathy Bell tries to escalate Resident C instead of trying to de-escalate him. According to Relative C1, Resident C and Manager Bell do not get along. Relative C1 reported that they were on the phone with Resident C and Relative C1 heard Manager Bell say, “don’t have my name in your mouth” and “you want to go at it”. Relative C1 has heard Manager Bell yelling at Resident C in the background. Resident C has reported that Manager Bell does not like him.

On February 2, 2026, I interviewed Home Manager Kathy Bell regarding the allegations. Manager Bell denied the allegations could not explain why someone would say that she pulled Resident A by his shirt. Manager Bell stated that residents are allowed in the kitchen, however she monitors them when staff are cooking so they do not get hurt. Manager Bell denied that she makes residents go to their bedrooms or that she is disrespectful toward them.

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| 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: | Residents, relatives, and case managers all report that Home Manager Kathy Bell does not always treat residents with dignity and respect. Reports are that Manager Bell is “short, abrasive, and not open” toward residents who reside at the home. Other reports are that Manager Bell yells at residents and says inappropriate things to them causing them to be frustrated. There is a preponderance of evidence to conclude residents are not treated with dignity and respect. |
| CONCLUSION: | VIOLATION ESTABLISHED |

On December 2, 2026, I conducted an exit conference with Licensee Designee Donald King and apprised him of the findings of my investigation. I advised Licensee Designee King 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.



2/2/2026

Christina Garza
Licensing Consultant

Date

Approved By:



2/2/2026

Mary E. Holton
Area Manager

Date