



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 26, 2025

Karon Lee
Michigan Community Services, Inc.
PO Box 317
Swartz Creek, MI 48473

RE: License #:	AS250278187
Investigation #:	2025A0872052
	Ameno Home

Dear Karon Lee:

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 "Susan Hutchinson".

Susan Hutchinson, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(989) 293-5222

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250278187
Investigation #:	2025A0872052
Complaint Receipt Date:	08/21/2025
Investigation Initiation Date:	08/21/2025
Report Due Date:	10/20/2025
Licensee Name:	Michigan Community Services, Inc.
Licensee Address:	5239 Morrish Rd. Swartz Creek, MI 48473
Licensee Telephone #:	(810) 635-4407
Administrator:	Leno Crosson
Licensee Designee:	Karon Lee
Name of Facility:	Ameno Home
Facility Address:	5452 Ameno Lane Swartz Creek, MI 48473-8884
Facility Telephone #:	(810) 655-4215
Original Issuance Date:	10/28/2005
License Status:	REGULAR
Effective Date:	06/19/2024
Expiration Date:	06/18/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Management discovered that staff Tonya Coleman used Resident A's Cash App to transfer \$60 to herself. Staff Coleman was immediately terminated.	Yes

III. METHODOLOGY

08/21/2025	Special Investigation Intake 2025A0872052
08/21/2025	APS Referral This complaint was referred to APS. Dan Spalthoff is the APS Worker
08/21/2025	Special Investigation Initiated - Telephone I interviewed the administrator, Lena Crosson
08/21/2025	Contact - Document Received I received documentation from the AD related to this complaint
08/26/2025	Inspection Completed On-site Unannounced
09/03/2025	Contact - Document Sent I emailed the AD requesting information related to this complaint
09/04/2025	Contact - Document Received AFC documentation received
09/18/2025	Contact - Document Sent I emailed the metro police department requesting a copy of the complaint
09/18/2025	Contact - Telephone call made I left a message for Resident A on her cell phone
09/18/2025	Contact - Face to Face I conducted a FaceTime interview with Resident A
09/19/2025	Contact - Telephone call made I interviewed former staff, Tonya Coleman

09/24/2025	Exit Conference I conducted an exit conference with the administrator, Lena Crosson
09/24/2025	Inspection Completed-BCAL Sub. Compliance
09/25/2025	Contact – Document Received I received a copy of the police report
09/25/2025	Contact – Document Received I received additional information from the AD

ALLEGATION: Management discovered that staff Tonya Coleman used Resident A's Cash App to transfer \$60 to herself. Staff Coleman was immediately terminated.

INVESTIGATION: On 08/20/25, I spoke to the Administrator (AD) of Ameno Home, Lena Crosson. AD Crosson said that she had reason to suspect that staff had stolen money from Resident A. Therefore, she conducted an internal investigation and determined that staff Tonya Coleman had stolen \$60 from Resident A via Cash App. AD Crosson stated that Michigan Community Services, Inc., immediately reimbursed Resident A the \$60 and Staff Coleman was fired. According to AD Crosson, she also informed Resident A's guardian, her case manager, and she made a complaint to the Genesee County Metro Police Department.

On 08/20/25, I received and reviewed AFC documentation related to Resident A. According to Resident A's Assessment Plan and Resident Care Agreement, she has a personal checking account and credit cards which she manages herself. Ameno home staff assists her with managing her money from social security. I reviewed Resident A's Funds Part II forms regarding her cost of care, food stamps, Genesee County Community Mental Health contract funding, and spending money and did not see any discrepancies or note any concerns. Staff does not keep track of Resident A's Cash App and they do not have access to that account.

I reviewed the documentation AD Crosson sent regarding the internal investigation she conducted. According to AD Crosson's statement, "On 08/19/25 at 3:30pm, Dana (Kimbrough-McNeal) called me and reported that (Resident A) told staff (Shiletha Segrest) that someone used her Cash App and transferred \$60 out of her account into theirs on 08/18/25 at 8:10pm."

"Her Cash App was checked with her permission, and we verified that this transaction took place while she was at the Ameno home. Tonya Coleman and Junetta Christian were the only staff working at the time of the transfer."

"We added Junetta Christian's known phone numbers to Cash App and could not find a match. At approximately 10pm, we tried Tonya Coleman's number and matched it with the transaction. We also discovered that she changed her username and attempted to send back the \$60 marked mistake. The reversal did not go through due to (Resident A) asking Shiletha to report the transaction as fraud."

"08/20/25, I met with (Resident A) and asked her if she gave anyone permission to use her phone on the evening of 08/18/25, she replied 'no.' I interviewed Junetta Christian and asked for a statement regarding the events on 08/18/25. I notified the office of recipient rights and adult protective services; I called Swartz Creek police to file a report. They did send an officer out to receive the report. I reached out to licensing and have not received a call back."

"Dana Kimbrough and I interviewed Tonya (Coleman) on 08/20/25. She refused to write a statement of events occurring on 08/18/25. She denied having a cash app with this name and then said at some point long ago, she sent (Resident A) \$5 to pay her phone bill due to (her) not having enough money in her cash app to pay her bill. (Resident A) denied that this transaction of \$5 never happened, and it did not appear in the transaction report. She then said the only time she touched (Resident A's) phone was to charge it, (Resident A) did confirm this. I showed her the transactions linked to her phone number, and she again denied any wrongdoing. She was terminated and refused to sign the termination. She was notified that the authorities were involved."

I reviewed the written statement provided by Junetta Christian dated 08/20/2025. Staff Christian said that she worked on 08/18/2025 from 2pm-10pm. According to Staff Christian, Resident A returned home at approximately 6:30pm. Staff Christian was in charge of other residents and staff Tonya Coleman was in charge of Resident A. Staff Christian wrote that she observed Staff Coleman assisting Resident A in the bathroom and Resident A came out of the bathroom at approximately 8:30pm.

I reviewed the disciplinary action form written for staff Tonya Coleman. Staff Coleman's employment with Ameno Home was terminated on 08/20/2025 due to transferring \$60 from a resident's cash app to hers. According to the form, "This action constitutes theft of money and engaging in dishonest or illegal behavior."

I verified that AD Crosson made a complaint to the Genesee County Metro Police Department on 08/20/2025. The police complaint number is 207072. AD Crosson included screenshots of the evidence she collected from Staff Coleman's Cash App and Resident A's Cash App.

On 08/26/2025, I conducted an unannounced onsite inspection at Ameno Home AFC facility, and I interviewed the home manager (HM), Dana Kimbrough-McNeal. Resident A was in the community, so I was unable to interview her. HM Kimbrough-McNeal said that Resident A would be moving to a new AFC home on 08/28/2025.

I reviewed the allegations with HM Kimbrough-McNeal, and she confirmed that management discovered that staff Tonya Coleman stole \$60 from Resident A via Cash App. HM Kimbrough-McNeal also confirmed that the company reimbursed Resident A's \$60 and Staff Coleman was fired.

On 09/18/25, I conducted a FaceTime interview with Resident A. Resident A acknowledged that while residing at Ameno Home AFC, someone had stolen money from her. Resident A said that the money was returned to her in full by the AFC home. I asked Resident A if she had any other concerns about her time living at Ameno Home AFC and she said no. Resident A acknowledged that she only moved from Ameno Home AFC to a new AFC because she has friends at her new AFC home.

On 09/19/2025, I interviewed former staff, Tonya Coleman via telephone. I reviewed the allegations with Staff Coleman, and she said that the allegations are not true. Staff Coleman said that Resident A sent her \$60 through Cash App and Staff Coleman did not know about it until two days later. Staff Coleman said that she suspects Resident A was trying to send the money to someone else and sent it to Staff Coleman instead. Staff Coleman told me that she tried to send the money back to Resident A, but the Cash App transaction had already gone through, so she was unable to do it. I asked Staff Coleman why the Cash App transaction information shows that all these transactions took place in a matter of an hour, and she said she does not know. I asked her why her Cash App information was in Resident A's phone, and she said that on one occasion, she used her personal phone to help Resident A pay her cell phone bill and her information must have been stored in Resident A's phone at that time. I asked Staff Coleman if she ever took money from Resident A or any of the other residents and she said no.

On 09/24/2025, I conducted an exit conference with the administrator (AD), Lena Crosson. I discussed the results of my investigation and AD Crosson agreed to complete and submit a corrective action plan upon the receipt of my investigation report. AD Crosson said that she received documentation from Recipient Rights and was told that their investigation may continue until November 2025. According to AD Crosson, she has since learned that staff Tonya Coleman has been hired by another AFC facility. AD Crosson said that she has not received an update from the police department as of this date.

On 09/25/2025, I received a copy of the police report from The Metro Police Authority of Genesee County. According to this report, staff Tonya Coleman is being investigated for larceny. The investigation is ongoing.

On 09/26/2025, I exchanged emails with AD Lena Crosson. According to AD Crosson, staff Tonya Coleman was hired by Ameno Home AFC on 09/17/24. She has never received any disciplinary action by the AFC facility aside from this complaint. I also verified via the Workforce Background Check system that she was fingerprinted according to AFC requirements on 10/01/24 and was hired in good standing.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
ANALYSIS:	(10) A licensee, administrator, direct care staff, other employees, volunteers under the direction of the licensee, and members of their families shall not accept, take, or borrow money or valuables from a resident, even with the consent of the resident. On 08/18/25, staff Tonya Coleman was working second shift, from 2pm-10pm at Ameno Home AFC. At approximately 8:10pm, Resident A's cell phone was used to send \$60 to Staff Coleman through Cash App. At approximately 8:45pm, Resident A alerted staff Shiletha Segrest that someone had fraudulently used her Cash App to transfer \$60 from her account to theirs. Management conducted an internal investigation and determined that the Cash App account that the \$60 was transferred to belonged to staff Tonya Coleman. Resident A said that she did not transfer \$60 to Staff Coleman or anyone else on 08/18/25. Staff Tonya Coleman said that she believes Resident A mistakenly sent her \$60 through Cash App but she did not know about the transaction until two days later. Staff Coleman said that she does not know why the transactions showed up on Cash App as taking place within an hour of each other. Staff Coleman denied transferring \$60 from Resident A's Cash App to her own. I conclude that there is sufficient evidence to substantiate this rule violation at this time.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

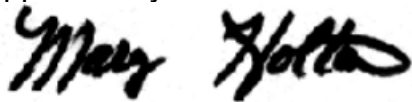
Upon the receipt of an acceptable corrective action plan, I recommend no change in the license status.



September 26, 2025

Susan Hutchinson Licensing Consultant	Date
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Approved By:



September 26, 2025

Mary E. Holton Area Manager	Date
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