



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 22, 2026

Daniyel Baer
Hope Network Rehabilitation Serv
1490 E Beltline SE
Grand Rapids, MI 49506

RE: License #: AS410417920
Investigation #: 2026A0467025
Baltimore House

Dear Mrs. Baer:

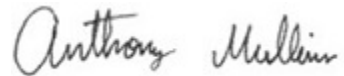
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 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 (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS410417920
Investigation #:	2026A0467025
Complaint Receipt Date:	04/01/2026
Investigation Initiation Date:	04/01/2026
Report Due Date:	05/31/2026
Licensee Name:	Hope Network Rehabilitation Serv
Licensee Address:	1490 E Beltline SE Grand Rapids, MI 49506
Licensee Telephone #:	(517) 332-1616
Administrator:	Daniyel Baer
Licensee Designee:	Daniyel Baer
Name of Facility:	Baltimore House
Facility Address:	470 Baltimore Drive NE Grand Rapids, MI 49506
Facility Telephone #:	(616) 606-2727
Original Issuance Date:	12/12/2023
License Status:	REGULAR
Effective Date:	06/12/2024
Expiration Date:	06/11/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Former licensee designee, Jennifer Brown stole thousands of dollars from Resident A.	Yes

III. METHODOLOGY

04/01/2026	Special Investigation Intake 2026A0467025
04/01/2026	Special Investigation Initiated - Telephone Spoke with Laura Amenta and Michelle Fant
04/02/2026	APS Referral Completed via phone
04/02/2026	Contact – document sent via email
04/10/2026	Contact – document received via email
04/22/2026	Exit conference with Laura Amenta, Daniyel Baer, and Michelle Fant.

ALLEGATION: Former licensee designee, Jennifer Brown stole thousands of dollars from Resident A.

INVESTIGATION: On 4/1/26, I spoke to Laura Amenta, Regional Operations Director for Hope Network. Mrs. Amenta reported that Resident A is employed at Steelcase and in 2024, she had a bank account balance exceeding \$13,000. Former licensee designee Jennifer Brown was solely responsible for assisting Resident A in accessing her funds upon request. With Resident A’s consent, Mrs. Brown had access to both the ATM card and Pin number.

Resident A recently reviewed her bank account and discovered her balance had decreased to approximately \$500. It is believed that Mrs. Brown stole more than \$10,000 from Resident A since 2024. According to Mrs. Amenta, Resident A’s bank statements show numerous balance inquiries and multiple withdrawals of \$300 to \$400 on consecutive days. The records also show ATM withdrawals at various locations, including casinos, as well as small dollar purchases at self-checkouts where cash back was obtained. Mrs. Amenta confirmed that Mrs. Brown resigned prior to this information becoming available.

On 4/2/26, I emailed Mrs. Amenta to inquire about Resident A’s availability at the home due to her work schedule. Ms. Amenta provided dates that would be

appropriate for an onsite meeting with Resident A. She also reported that Resident A's guardian, Joe Schulze intends to file a police report with assistance from Kim Cramer, case manager through Hope Network. Mrs. Amenta explained that Hope Network initially notified the Grand Rapids Police Department (GRPD) of the concern, but they were informed that the victim and/or the guardian needed to file the report with supporting documentation. Mrs. Amenta confirmed that Mr. Schulze will file the police report at GRPD on behalf of Resident A.

On 4/7/26, I conducted an unannounced onsite investigation at the home. Upon arrival, staff member April Brown answered the door and allowed entry into the home. Ms. Brown assisted me to Resident A's room and introductions were made. Resident A agreed to discuss the allegation. She reported that she has lived in the home for nearly two years and things are going well with the current staff, who she stated do a great job of meeting her needs. Resident A reported that she is employed at Steelcase through Hope Network, describing it as "more or less a day program," and noted that she enjoys her job and has worked there for several years. Resident A also confirmed that her guardian is her uncle, Joe Schulze.

Resident A was asked about any financial concerns. She explained that in 2024, staff could not hold money on her behalf due to the amount per AFC licensing rules. As a result, she opened a bank account to maintain access to her funds. Resident A confirmed that former licensee designee Jennifer Brown had sole access to her ATM card and was responsible for withdrawing money when she needed it. Resident A stated she never personally witnessed Mrs. Brown make withdrawals. Instead, Mrs. Brown would simply bring her money when requested.

Resident A reported that prior to Mrs. Brown having access to her ATM card, she had well over \$10,000 in her account. During a recent visit to her credit union, she learned she had only approximately \$70 remaining. Resident A acknowledged that she "went through" some money, but she believed she should still have had well over \$10,000 in her account, given her employment and minimal expenses. She stated that discovering the missing funds "caused a great deal of stress." Resident A added that she has bank statements showing withdrawals at casinos she has never visited. Due to Mrs. Brown having sole access to her ATM card, Resident A reported that she believes Mrs. Brown took her money without her consent. Resident A expressed hope that her money will be recovered, adding that she worked hard to earn it.

After speaking to Resident A, Mrs. Brown assisted me to her office to verify funds Resident A had onsite. Mrs. Brown contacted staff member Lori Stroder via phone to assist. Resident A had \$300 in funds stored in a safe, which is available to her as needed. I briefly spoke to Ms. Stroder via phone, who confirmed that when former licensee designee Jennifer Brown was employed, she (Ms. Stroder) would receive funds from Mrs. Brown on behalf of Resident A and add them to her in-house account. Ms. Stroder did not have access to Resident A's bank account and

therefore was unaware of how funds were tracked beyond money she personally received and documented from Mrs. Brown.

On 4/10/26, I received an email from Mrs. Amenta. She reported that Resident A's guardian, Joe Schulze and her case manager, Kim Cramer went to GRPD to file a police report as previously instructed. While there, they were informed that because the unauthorized transactions occurred in multiple jurisdictions, separate police reports would need to be filed with the appropriate departments. A detective was assigned to the case; however, the case manager learned that GRPD could not pursue charges due to the amount of cash withdrawn within their jurisdiction being too small. GRPD further stated that because Hope Network plans to reimburse Resident A for the missing funds, she is no longer considered a victim.

On 4/13/26, Mrs. Amenta provided me with contact information for Detective Ray at GRPD and the incident number associated with the case, which is 26-022913. After reviewing all records related to this incident, Mrs. Amenta reported that it is believed that a total of \$15,311.73 is owed to Resident A. Since being made aware of this concern, additional safeguards have been implemented to prevent similar incidents in the future.

On 4/20/26, I spoke to Detective Ray by phone regarding the allegations. Detective Ray explained that she had initially been assigned the investigation involving Resident A. However, she has since closed her case after speaking with Resident A's guardian, Joe Schulze, who informed her that only \$20-\$30 of the unauthorized withdrawals occurred within Grand Rapids jurisdiction. Because the amount of money is too small, GRPD is unable to pursue charges. Detective Ray noted that she left a voicemail for Hope Network case manager Kim Cramer to share this information.

Detective Ray further explained that since Hope Network intends to reimburse Resident A for the missing funds, Resident A would be considered "made whole" and therefore no longer a victim as she would not incur financial loss or injury. However, Hope Network would become the victim as the organization would take on the financial loss. She stated that Hope Network would need to complete an internal investigation and, if warranted, file its own police report with GRPD for fraud or embezzlement, specifically if they determine that theft by former employee Jennifer Brown occurred within the City of Grand Rapids.

Detective Ray also noted that GRPD would need information regarding Hope Network's internal policies in handling residents' funds and debit cards, including requirements for receipts and financial documentation. She added that due to the significant amount of time that has passed (more than 1.5 years) since the concerns began, it is unlikely that any relevant ATM camera footage involving Mrs. Brown would still be available.

On 04/22/26, I conducted an exit conference with Regional Operations Director Laura Amenta, Licensee Designee Daniyel Baer, and administrator Michaelle Fant.

They were informed of the investigative findings and made aware that a corrective action plan (CAP) needs to be completed within 15 days of receipt of this report. Mrs. Amenta confirmed that several internal policy changes have been implemented since December 2025 to prevent a similar incident from occurring. These changes, along with a specific date to reimburse Resident A for the lost funds, will be included in the CAP.

APPLICABLE RULE	
R 400.637	Handling of resident funds and valuables.
	(11) A licensee, staff, volunteers, members of the household, and their family members cannot accept, take, or borrow money, resident funds, or valuables from a resident, even with the consent of the resident.
ANALYSIS:	Former licensee designee Jennifer Brown had exclusive access to Resident A's ATM card and pin number to withdraw funds on her behalf. According to Mrs. Amenta, more than \$15,000 is unaccounted for. Mrs. Amenta confirmed that Hope Network will reimburse Resident A the full amount. Based on the information obtained, there is a preponderance of evidence to support a violation of this applicable licensing rule.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no changes to the current license status.

Anthony Mullins

04/22/2026

 Anthony Mullins Date
 Licensing Consultant

Approved By:

Jerry Hendrick

04/22/2026

 Jerry Hendrick Date
 Area Manager