



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 5, 2026

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

RE: License #: AS250395712
Investigation #: 2026A0779038
Hegel Home

Dear Don 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.
- 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 dark ink, reading "Christopher A. Holvey". The signature is written in a cursive style with a large, stylized 'C' and 'H'.

Christopher Holvey, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 899-5659

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT
THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS250395712
Investigation #:	2026A0779038
Complaint Receipt Date:	06/30/2026
Investigation Initiation Date:	07/01/2026
Report Due Date:	08/29/2026
Licensee Name:	Hope Network, S.E.
Licensee Address:	PO Box 190179 Burton, MI 48519
Licensee Telephone #:	(517) 256-2939
Administrator:	Will 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:	01/31/2026
Expiration Date:	01/30/2028
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On 6/29/2026, home manager Cathy Bell yelled at Resident A and was disrespectful to Resident A.	Yes

III. METHODOLOGY

06/30/2026	Special Investigation Intake 2026A0779038
07/01/2026	Special Investigation Initiated - Telephone Spoke to ORR.
07/02/2026	APS Referral Complaint referred to APS centralized intake.
07/07/2026	Inspection Completed On-site
07/17/2026	Contact - Telephone call made Spoke to staff person, Briann Dukes.
07/17/2026	Contact - Telephone call made Spoke to staff person, Jalayah Lay.
07/22/2026	Inspection Completed On-site
07/22/2026	Contact - Telephone call made Spoke to staff person, Kathleen Nedson.
07/22/2026	Contact - Telephone call made Spoke to Resident A's case manager.
08/04/2026	Contact - Telephone call made Spoke to ORR.
08/04/2026	Exit Conference Held with licensee designee, Don King.

ALLEGATION:

On 6/29/2026, home manager Cathy Bell yelled at Resident A and was disrespectful to Resident A.

INVESTIGATION:

On 7/1/2026, a phone call was made to ORR (Office of Recipient Rights) investigator Pat Shepard, who confirmed that she was investigating the same allegations. ORR Shepard stated that she had already spoken to Resident A by phone and that Resident A did not offer information or provide details, but he did answer specific questions. ORR Shepard stated that Resident A claims that home manager, Kathy Bell, yelled at him, slammed the door in his face and called him “stinky ass.” ORR Shepard reported that she is not sure if Resident A was speaking about one incident and that Resident A acted like “stinky ass” is just a name HM Bell has for him.

On 7/7/2026, an on-site inspection was conducted, but Resident A was not present in the home. Multiple other residents were observed to be clean, well-groomed and appeared to be doing well.

On 7/7/2026, an interview was conducted with Resident B, who is the only other resident besides Resident A, who is able to effectively communicate and provide information. ORR Shepard was present and participated in the interview. Resident B stated that Resident A does things to make HM Bell mad. Resident A stated that HM Bell talks mean to Resident A, but he had a difficult time providing examples as to how. When asked about how HM Bell interacts with him, Resident B reported that HM Bell interrupts him a lot and says, “you’re still talking”. Resident B claimed that HM Bell has a mean and nasty attitude most of the time. Resident B stated that he has never heard HM Bell cuss or call Resident A “stinky ass”.

On 7/7/2026, staff person, Latrice Johnson, was interviewed. Staff Johnson stated that Resident A likes to argue a lot when he doesn’t get his way, especially with HM Bell. Staff Johnson reported that she has never heard HM Bell yell at or disrespect any resident. Staff Johnson stated that she has never heard HM Bell call Resident A “stinky ass.”

On 7/7/2026, home manager, Kathy Bell, stated that Resident A has a history of making up stories when he gets upset or doesn’t get his way. HM Bell claimed that Resident A’s guardian talks negatively about her to Resident A and that causes problems between her and Resident A. HM Bell denied ever yelling at Resident A or slamming a door in his face. HM Bell stated that she has never called Resident A “stinky ass” and that she does not know why Resident A tells lies about her.

On 7/17/2026, a phone call was made to staff person, Briann Dukes, who confirmed that she worked with HM Bell on 6/29/2026. Staff Dukes stated that Resident A was upset and was charging at HM Bell from across the home and HM Bell simply closed

her office door. Staff Dukes stated that Resident A was not close to the door when it closed. Staff Dukes reported that she remembered their interaction that morning and stated that HM Bell and Resident A were both yelling at each other. Staff Dukes stated that there have been multiple occasions where HM Bell has raised her voice to Resident A and that HM Bell can be borderline disrespectful to Resident A by saying things like, "I am not going to talk to you." Staff Dukes stated that she has never heard HM Bell call Resident A "stinky ass."

On 7/17/2026, a phone call was made with staff person, Jalayah Lay, who confirmed that she worked with HM Bell on 6/29/2026. Staff Lay stated that she and Staff Dukes work most 1st shifts with HM Bell. Staff Lay stated that she does not remember HM Bell yelling at or slamming a door in Resident A's face. Staff Lay reported that she has never heard HM Bell call Resident A "stinky ass." Staff Lay stated that HM Bell and Resident A do not get along and that she thinks they trigger each other. When asked if she has ever witnessed HM Bell disrespect Resident A, all Staff Lay would say is "no comment".

On 7/22/2026, a second on-site inspection was conducted and Resident A was interviewed. Resident A said that he will not lie by saying that HM Bell calls him "stinky ass". It was clarified with Resident A that HM Bell did not call him that. Resident A stated that HM Bell did slam the door in his face and that she yelled at him, but he could not provide examples as to what she said to him. Resident A stated that HM Bell yells at him and Resident B all the time.

On 7/22/2026, a phone call was received from staff person, Kathleen Nedson, who stated that she works 3rd shift and does not work shifts with HM Bell. Staff Nedson stated that she has never witnessed HM Bell disrespect or yell at Resident A. Staff Nedson reported that it is Resident A who yells at and disrespects staff. Staff Nedson stated that she has never heard of HM Bell calling Resident A "sinky ass".

On 7/22/2026, a phone conversation took place with Resident A's case manager, Sierra Banks. CM Banks stated that Resident A has complained about HM Bell in the past, but that Resident A has a history of making up stories and that it is difficult to tell when he is telling the truth. CM Banks reported that she is the case manager for four other residents in this home and that she has not received any complaints regarding HM Bell being disrespectful to them.

On 8/4/2026, a phone call was made to ORR Shepard, who stated that she received that same information during her interviews with Staff Dukes and Staff Lay. ORR Shepard stated that she spoke to Resident A's Limited Licensed Psychologist (LLP), who was aware of the difficulties between HM Bell and Resident A. ORR Shepard stated that the LLP told her that she has been working with HM Bell on her approach and better ways to talk to and relate to Resident A.

On 8/4/2026, an exit conference was held with licensee designee, Don King. LD King was informed of the outcome of this investigation. LD King stated that this is not the

first time they have had to speak with HM Bell about how she interacts with residents and that he thought things had gotten better. LD King reported that they will address this issue regarding HM Bell and reinforce with staff the importance of reporting any disrespect of residents and cooperating with investigations.

Special Investigation Report #2026A0576013 dated February 2, 2026, cited licensing rule 681 (1), after a preponderance of evidence was found to prove that home manager, Kathy Bell, is short and abrasive and does not always treat residents with dignity and respect. On February 5, 2026, a corrective action plan (CAP) was submitted by licensee designee, Don King. The CAP stated that a written warning was provided to home manager, Kathy Bell, and that she would participate in “working with People” training.

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:	It was alleged that Staff Bell yelled at Resident A and was disrespectful to Resident A. Resident A said that home manager, Kathy Bell, does not call him “stinky ass”, but that she did slam the door in the face and does yell at him and Resident B all the time. Resident B stated that HM Bell interrupts him a lot when he is talking, that she talks mean to Resident A and that she has a mean and nasty attitude most of the time. Staff Person, Briann Dukes, stated that HM Bell and Resident A were yelling at each other on 6/29/2026. Staff Dukes further stated the HM Bell is borderline disrespectful to Resident A and has raised her voiced toward Resident A on more than one occasion. When asked if HM Bell disrespects Resident A, staff person, Jalayiah Lay, said “no comment”, giving the impression that she had information to report but was not comfortable answering the question. There was sufficient evidence found to prove that home manager, Kathy Bell, has not treated Resident A with dignity and respect.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED SIR #2026A0576013 dated February 2, 2026

IV. RECOMMENDATION

Upon receipt of an approved written corrective action plan, it is recommended that the status of this home's license remain unchanged.

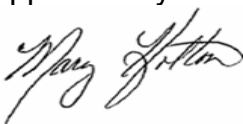


8/5/2026

Christopher Holvey
Licensing Consultant

Date

Approved By:



8/5/2026

Mary E. Holton
Area Manager

Date