



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

May 29, 2024

Janice Hurst  
Progressive Residential Services Inc  
Suite # 265  
6001 N. Adams Road  
Bloomfield Hills, MI 48304

RE: License #: AS580015119  
Investigation #: 2024A0116027  
Borg

Dear Mrs. Hurst:

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 (313) 456-0380.

Sincerely,

A handwritten signature in blue ink that reads "Pandrea Robinson". The signature is written in a cursive, flowing style.

Pandrea Robinson, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 319-9682

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS580015119
<b>Investigation #:</b>	2024A0116027
<b>Complaint Receipt Date:</b>	04/29/2024
<b>Investigation Initiation Date:</b>	04/29/2024
<b>Report Due Date:</b>	06/28/2024
<b>Licensee Name:</b>	Progressive Residential Services Inc
<b>Licensee Address:</b>	Suite # 265 6001 N. Adams Road Bloomfield Hills, MI 48304
<b>Licensee Telephone #:</b>	(248) 641-7200
<b>Administrator:</b>	Janice Hurst
<b>Licensee Designee:</b>	Janice Hurst
<b>Name of Facility:</b>	Borg
<b>Facility Address:</b>	1279 Borg Temperance, MI 48182
<b>Facility Telephone #:</b>	(734) 847-4474
<b>Original Issuance Date:</b>	05/18/1993
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/08/2022
<b>Expiration Date:</b>	05/07/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
William Chesney, State Operations Director with Progressive Residential Services, called and reported that it was just discovered that the home manager, Tara Kniffin, was stealing the resident's personal allowance.	Yes

**III. METHODOLOGY**

04/29/2024	Special Investigation Intake 2024A0116027
04/29/2024	Special Investigation Initiated - Telephone Interviewed William Chesney, State Operational Director, for Progressive Rehabilitation Services, Inc.
04/29/2024	APS Referral Referral made to APS and ORR by William Chesney on 04/25/24.
05/07/2024	Contact - Document Received Email from assigned rights investigator, Shelly Koyl.
05/09/2024	Contact - Document Received Email from William Chesney.
05/14/2024	Contact - Telephone call made Spoke with William Chesney.
04/16/2024	Inspection Completed-BCAL Sub. Compliance NOTE: Onsite was conducted during the course of renewal inspection on 04/16/24; home was cited for not being able to provide funds and valuables part II forms for the residents or any of their personal funds. Intake initiated due to William Chesney's self-report of explanation for the reason funds and valuables part II forms and personal funds were not provided.
05/14/2024	Exit Conference With licensee designee, Jan Hurst.

**ALLEGATION:**

**William Chesney, State Operations Director with Progressive Residential Services, called and reported that it was just discovered that the home manager, Tara Kniffin, was stealing the resident's personal allowance.**

## **INVESTIGATION:**

On 04/29/2024, I interviewed William Chesney, with Progressive Residential Services, and he reported that upon conclusion of an internal investigation conducted at the home he discovered that the home manager, Tara Kniffen, has been taking the resident's personal allowance. Mr. Chesney reported that Ms. Kniffen was terminated on 04/18/24, after continually failing to avail herself to discuss the matter or provide any plausible explanations as to where the funds were. Mr. Chesney reported that he is in the process of reviewing the financial statements and records of each of the residents to determine how much was taken so that the company can reimburse each affected resident. Mr. Chesney reported that he would contact me with totals once he completes the audit.

Mr. Chesney reported that he reported the allegations to APS and ORR on 04/25/24.

On 05/07/24, I received an email from Shelley Koyl, ORR investigator. Ms. Koyl confirmed that she was investigating the matter and inquired if at the 2022 renewal inspection, I had reviewed the funds for any of the residents. I responded back to Ms. Koyl and informed her that I had reviewed funds for two of the residents during that inspection and provided her the names of the residents. I informed her that during the 2022 inspection there were no issues relating to personal allowance.

On 05/09/24, I received an email from Mr. Chesney providing the audit findings and the amount that the company would be reimbursing each resident. The company owes Resident A \$4154.00, Resident B \$3947.36, Resident C \$1664.00, Resident D \$2640.00, Resident E \$392.00. No monies are owed to Resident F as Monarch of Monroe is her payee, and all of her monies are uploaded and purchases are tracked on her Truelink card.

On 05/14/24, I spoke with Mr. Chesney, and he confirmed the amounts owed and reported the company is now working on a plan of how to disburse the monies owed so that it will not negatively impact the resident's social security income. Mr. Chesney also reported that the way personal allowance is handled in all of the homes will be changing as a result of this unfortunate incident. Mr. Chesney reported that the guardians and case managers were all notified of the incident and the plan to reimburse each resident. Mr. Chesney further reported that he has filed a police report and is working with an officer.

On 05/14/24, I conducted the exit conference with licensee designee, Janice Hurst and informed her of the findings of the investigation. Ms. Hurst reported an understanding of the rule violation. Ms. Hurst reported each of the residents affected will be reimbursed. She also confirmed that a new process has been put in place for all of the homes relating to how resident funds will be handled in efforts to prevent a re-occurrence.

<b>APPLICABLE RULE</b>	
<b>R 400.14315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	This violation is established as the licensee designee determined through an internal investigation that the former home manager, Tara Kniffen, took a total of \$12,797.36 from Residents A-E. Ms. Kniffen was terminated as a result. Licensee designee, Janice Hurst, reported that the company would be disbursing checks to each resident to replace the money taken.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



Pandrea Robinson  
Licensing Consultant

05/22/24  
Date

Approved By:

A handwritten signature in black ink that reads "A. Hunter". The signature is written in a cursive style with a large initial "A" and a trailing flourish.

05/29/24

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Ardra Hunter  
Area Manager

Date