



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

January 13, 2025

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

RE: License #: AS810078995-Judd Home  
Investigation #: 2025A0575013

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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) 284-9720.

Sincerely,

A handwritten signature in blue ink that reads "Jeffrey J. Bozsik".

Jeffrey J. Bozsik, Licensing Consultant  
Bureau of Community and Health Systems  
(734) 417-4277

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS810078995
<b>Investigation #:</b>	2025A0575013
<b>Complaint Receipt Date:</b>	01/06/2025
<b>Investigation Initiation Date:</b>	01/06/2025
<b>Report Due Date:</b>	02/05/2025
<b>Licensee Name:</b>	Progressive Residential Services Inc
<b>Licensee Address:</b>	6001 N. Adams Road, Ste. 265 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>	Judd Home
<b>Facility Address:</b>	1035 Judd Road Saline, MI 48176
<b>Facility Telephone #:</b>	(248) 641-7200
<b>Original Issuance Date:</b>	11/10/1997
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/27/2023
<b>Expiration Date:</b>	10/26/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	PH; DD

## II. ALLEGATION(S)

	Violation Established?
Home manager, Lamore Morton, physically hit Resident A on the back and was yelling at her.	Yes

## III. METHODOLOGY

01/06/2025	Special Investigation Intake-2025A0575013
01/06/2025	APS Referral-received
01/06/2025	Special Investigation Initiated – Telephone with Home manager, Lamore Morton
01/07/2025	Contact - Telephone call made-(a) APS worker; (b) home manager, Lamore Morton; and (c) Resident A's guardian
01/08/2025	Contact- Telephone call made- complainant
01/09/2025	Contact - Document Received-Resident A's behavior plan
01/09/2025	Inspection Completed On-site
01/09/2025	Inspection Completed-BCAL Sub. Compliance
01/09/2025	Corrective Action Plan Requested
01/09/2025	Exit Conference with licensee designee Janice Hurst

**ALLEGATION: Home manager Lamore Morton physically hit Resident A on the back and was yelling at her on 12/19/2024.**

### INVESTIGATION:

Resident A was not interviewed because she is nonverbal and cognitively impaired.

An APS referral was received. On 1/7/2025, the APS worker stated that she determined that home manager, Lamore Morton, slapped Resident A on the back when Resident A was choking on food and didn't physically hit Resident A for no

reason. Also, she determined that Lamore Morton's communication style is "loud", so that she may have been loud talking to Resident A but she didn't think it was verbal abuse.

On 1/7/2025, I interviewed home manager, Lamore Morton. She stated that when she went to visit Resident A in the hospital on 12/19/2024, she found her soiled, disheveled and not being fed her regular diet. She stated that she complained and filed an APS complaint against the hospital staff. She stated that when Resident A attempted to eat, she began to choke, so she slapped on the back to dislodge the food. She stated that no hospital staff were in the room to witness what transpired. She stated that since the hospital had taken Resident A off her psychotropic meds, her behaviors were aggressive, and she had to redirect her in a stern voice. Finally, she stated that she has a "loud" communication style, such that people who don't know her may think she's being too verbally aggressive.

On 1/7/2025, I interviewed Resident A's guardian. She stated that she was disappointed with the care Resident A received in the hospital. She stated she fully supports Lamore Morton, does not believe that she hit Resident A, who she believes was choking on a piece of food, and is fully satisfied with her placement and care at the Judd home.

On 1/8/2025, I interviewed the complainant. He stated that the hospital has policies posted regarding aggressive verbal and physical behavior by patients and visitors to reduce the occurrence and severity of these types of incidents. He stated that he does not feel that Lamore Morton was physically excessive or abusive to Resident A and she has no bruises/marks on her. He stated he heard what sounded like a slap on the back, but he did not witness it and stated that there was food on the floor, but it looked like it was spilled on the floor, not chewed and spit out. Furthermore, he heard Lamore Morton making verbal threats, but did not state what the threats were, and witnessed her pointing her finger at Resident A, so he felt she was being too verbally aggressive with her. He stated that another hospital staff 2 rooms away heard Lamore Morton's verbal altercation with Resident A.

On 1/9/2025, I reviewed Resident A's current behavior plan. It states that Resident A's target behaviors include physical aggression, verbal aggression, property destruction, and self-injurious behavior. When staff becomes aware that Resident A's body language is showing signs of stress, anger, etc. staff are supposed to redirect her with verbal prompts in a calm, neutral voice.

On 1/9/2025, I conducted an exit conference with Janice Hurst.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.</b>
<b>ANALYSIS:</b>	Since Resident A's behavior plan states that staff are to use a calm and neutral voice and Lamore Morton admits that her communication style is "loud" as corroborated by the complainant, then she did not follow Resident A's behavior plan, thereby mistreating Resident A as described by this rule.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

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



Jeffrey J. Bozsik  
Licensing Consultant

Date: 1/9/2025

Approved By:



Ardra Hunter  
Area Manager

Date: 1/13/2025