



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 6, 2025

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

RE: License #: AS580415884
Investigation #: 2025A0116038
Vineyard Home

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) 456-0439.

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

License #:	AS580415884
Investigation #:	2025A0116038
Complaint Receipt Date:	07/10/2025
Investigation Initiation Date:	07/11/2025
Report Due Date:	09/08/2025
Licensee Name:	Progressive Residential Services Inc
Licensee Address:	Suite # 265 6001 N. Adams Road Bloomfield Hills, MI 48304
Licensee Telephone #:	(248) 641-7200
Administrator:	Janice Hurst
Licensee Designee:	Janice Hurst
Name of Facility:	Vineyard Home
Facility Address:	15127 South Dixie Hwy. Monroe, MI 48161
Facility Telephone #:	(734) 230-2110
Original Issuance Date:	08/02/2023
License Status:	REGULAR
Effective Date:	02/02/2024
Expiration Date:	02/01/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

		Violation Established?
Complainant reported that home manager, Renee Heath, yells at Resident A and staff are mean to him.		No
Additional Findings		Yes
<i>*All allegations reported were not addressed as they are not rule related.*</i>		

III. METHODOLOGY

07/10/2025	Special Investigation Intake 2025A0116038
07/10/2025	APS Referral Made by complainant.
07/11/2025	Special Investigation Initiated - On Site Resident A-C, staff Jalissa Stevenson, Summer McKenna, and Guardian A1.
07/11/2025	Referral - Recipient Rights
07/11/2025	Inspection Completed-BCAL Sub. Compliance
07/17/2025	Contact - Telephone call made Home manager, Renee Heath.
07/17/2025	Contact - Telephone call made Complainant.
07/28/2025	Exit Conference Licensee designee, Jan Hurst.

ALLEGATION:

Complainant reported that home manager, Renee Heath, yells at Resident A and staff are mean to him.

INVESTIGATION:

On 07/11/25, I conducted an unscheduled onsite inspection and interviewed Residents A-C, staff Jalissa Stevenson, Summer McKenna, and Guardian A1. Resident A denied that home manager, Renee Heath yells and him, but reported that she will sometimes raise her voice when he yells or raises his voice at her. Ms. Heath corrects him when he's doing something wrong, and he does not like that. He reported he would need to ask "Lacey" about some of the other things that are going on in the home. I asked Resident A who "Lacey" is, and he reported that she is his Dad's girlfriend. Resident A denied that the staff are mean to him and reported that they treat him really good.

I interviewed Resident B and C both denied ever observing/hearing Ms. Heath yell at Resident A or any of the other residents. They both reported that Ms. Heath is stern with Resident A and has to redirect him a lot when he is having a behavior. Resident C reported that the home is laid back, the staff are A-1, and he has no complaints. Resident B reported that the staff are good to them, and he isn't going anywhere.

I interviewed staff, Jalissa Stevenson and Summer McKenna and they denied the allegations. They both denied hearing Ms. Heath yell at Resident A and reported the staff is not mean to any of the residents. They both reported that this is a family matter that unfortunately has Resident A in the middle. Ms. Stevenson reported that Resident A has been in the home for two years and has done well.

I interviewed Guardian A1 as she arrived at the home to pick up Resident A. Guardian A1 reported that this has been an ongoing issue with the girlfriend of Resident A's stepdad calling in false complaints to any and everyone who will lend a ear. She only wants Resident A because he comes with a check. It has gotten so bad that she has decided not to allow Resident A to visit his stepdads home. The girlfriend is telling/coaching Resident A to say things about the home and staff that is not true, thinking it will get him moved and possibly in her care. The staff at the home are really good with Resident A and she knows that Ms. Heath is not yelling at him and the staff are not mean to him. Resident A tells her everything and has yet to mention anything concerning mistreatment by anyone at the home. Additionally, the only time there is a complaint about anything is after Resident A leaves his stepdad's home.

On 07/17/25, I interviewed home manager, Renee Heath, and she reported that the allegations are false, and she knows they are coming from Resident A's stepdad's girlfriend. The girlfriend does not like her or the staff and when she was allowed at the home, she made an issue about everything. Ms. Heath is stern with Resident A and the other residents who also have behavior plans in place, often re-directing them to curb the behavior. The staff is not mean to Resident A and are doing their job when redirecting him. The stepdad's girlfriend coaches Resident A to say things as she knows he will try to repeat things she has told him to say that aren't happening and aren't true. Ms. Heath is hopeful that things will die down since

Resident A will no longer be returning to his stepdad's home. It's unfortunate as Resident A loves his stepdad and he has been in his life since he was a young child.

On 07/17/25, I interviewed the complainant and she reported that Resident A's guardian doesn't care about him or her other kids and at this point she is asking herself why should she. Complainant has contacted several agencies and departments and nothing happens. Complainant had nothing further to add.

On 07/28/25, I conducted the exit conference with licensee designee, Janice Hurst, and informed her of the findings of the investigation. Ms. Hurst agreed with the findings.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following: (f) Subject a resident to any of the following: (i) Mental or emotional cruelty. (ii) Verbal abuse. (iii) Derogatory remarks about the resident or members of his or her family. (iv) Threats.
ANALYSIS:	<p>Based on the findings of the investigation, there is insufficient evidence to substantiate the allegations that Ms. Heath yells at Resident A and staff are mean to him.</p> <p>Resident A denied that staff are mean to him and reported that Ms. Heath will raise her voice, when he raises his voice or yells at her, but denied that she yells at him. He reported he would have to ask "Lacey" about the other things that are going on in the home.</p> <p>Resident's B-C also denied hearing Ms. Heath yell at Resident A and denied that staff are mean to any of the residents.</p> <p>Ms. Heath denied yelling at Resident A but admits to being stern with him when re-directing him while having a behavior. She denied that she or the staff are mean to him.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:**INVESTIGATION:**

On 07/11/25, I conducted an unscheduled onsite inspection and observed a gate installed in the hallway leading into Resident A's bedroom. Staff, Jalissa Stevenson, reported that they had the gate installed to prevent the cat from going into Resident A's room as he does not like the cat. I informed Ms. Stevenson that the gate needs to be removed as it prevents unobstructed egress. Ms. Stevenson will notify her manager and ensure that it is taken down.

On 07/17/25, I interviewed home manager, Renee Heath, and she reported that the gate has been removed and that she was not aware that gates could not be used. She reported that it would not happen again.

On 07/28/25, I conducted the exit conference with licensee designee, Janice Hurst and informed her of the findings of the investigation and the specific rule cited. Ms. Hurst reported an understanding and confirmed that the gate had been taken down.

APPLICABLE RULE	
R 400.14507	Means of egress generally.
	(2) A means of egress shall be arranged and maintained to provide free and unobstructed egress from all parts of a small group home.
ANALYSIS:	<p>Based on the findings of the investigation, which included my observation of the gate, there is sufficient evidence to substantiate this rule violation.</p> <p>On 07/11/25, I observed a gate installed in the hallway leading to Resident A's bedroom that prevents unobstructed egress from all parts of the home.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



Pandrea Robinson
Licensing Consultant

07/31/25
Date

Approved By:



08/06/25

Ardra Hunter
Area Manager

Date