

November 22, 2023

Amira Abdullahi, Authorized Agent
Hope Health Services LLC
7800 Metro Parkway Suite 300
Bloomington, MN 55425

License Number: 1104474 (245D – HCBS)

CORRECTION ORDER

Dear Amira Abdullahi:

On October 20, 2023, a licensing review of Hope Health Services LLC, located at 7800 Metro Parkway, Bloomington, Minnesota, was conducted to determine compliance with state and federal laws and rules governing the provision of home and community-based services to persons with disabilities and age 65 and older under Minnesota Statutes, Chapter 245D. As a result of this licensing review a Correction Order is being issued.

A. Reason for Correction Order

Pursuant to Minnesota Statutes, section 245A.06, if the Commissioner of the Department of Human Services (DHS) finds that the license holder has failed to comply with an applicable law or rule and this failure does not imminently endanger the health, safety, or rights of the persons served by the program, the Commissioner may issue a Correction Order to the license holder.

The following violation(s) of state or federal laws and rules were determined as a result of the licensing review. Corrective action for each violation is required by Minnesota Statutes, section 245A.06 and is hereby ordered by the Commissioner of Human Services.

1. Citation: Minnesota Statutes, section 245A.65, subdivision 2, paragraph (b).

Violation: For two of two persons whose records were reviewed (P1 and P2), the license holder did not develop an individual abuse prevention plan (IAPP) as required.

The license holder failed to include statements of measures that included specific actions the program would take to minimize the risk of abuse within the scope of the licensed service in P1 and P2's IAPP.

Corrective Action Ordered: Within 30 days of receiving this order, you must review and revise P1 and P2's IAPP to include statements of measures that include specific actions the program will take to minimize the risk of abuse within the scope of the licensed service. On an ongoing basis, you must maintain compliance as required in this subdivision.

2. Citation: Minnesota Statutes, section 245D.071, subdivisions 3 and 4.

Violation: For two persons whose records were reviewed (P1 and P2), the license holder did not meet service planning and delivery requirements for intensive support services.

- a. The license holder failed to complete assessments before providing 45 days of service or within 60 calendar days of service initiation for P1 and P2 in the following areas:
 - the ability to self-manage health and medical needs to maintain or improve physical, mental and emotional well-being, including, when applicable, allergies, seizures, choking, special dietary needs, chronic medical conditions, self-administration of medication or treatment orders, preventative screening, and medical and dental appointments;
 - the ability to self-manage personal safety to avoid injury or accident in the service setting, including, when applicable, risk of falling, mobility, regulating water temperature, community survival skills, water safety skills, and sensory disabilities; and
 - the ability to self-manage symptoms or behavior that may otherwise result in an incident as defined in section 245D.02, subdivision 11, clauses (4) to (7), suspension or termination of services by the license holder, or other symptoms or behaviors that may jeopardize the health and welfare of the person or others.

- b. The license holder failed to meet with P1, P1's case manager, and other members of the support team within 60 calendar days of service initiation to determine the following requirements:
 - the desired outcomes and the supports necessary to accomplish the desired outcomes;
 - P1's preferences for how services and supports are provided, including how the provider will support them to have control of their schedules;
 - whether the current service setting is the most integrated setting available and appropriate for P1;
 - how services must be coordinated across other providers licensed under this chapter serving P1 and members of the support team or expanded support team to ensure continuity of care and coordination of services for P1; and
 - have a discussion of how technology might be used to meet P1's desired outcomes, including any decision that was made regarding the use of technology and a description of any further research that needed to be completed before a decision regarding the use of technology could be made.

- c. The license holder failed to meet with P2, P2's case manager, and other members of the support team within 60 calendar days of service initiation to determine the following requirements:
 - the scope of services to be provided to support P2's daily needs and activities;
 - the desired outcomes and the supports necessary to accomplish the desired outcomes;
 - P2's preferences for how services and supports are provided, including how the provider will support them to have control of their schedules;
 - whether the current service setting is the most integrated setting available and appropriate for P2;
 - how services must be coordinated across other providers licensed under this chapter serving P2 and members of the support team or expanded support team to ensure continuity of care and coordination of services for P2; and
 - have a discussion of how technology might be used to meet P2's desired outcomes, including any decision that was made regarding the use of technology and a description

of any further research that needed to be completed before a decision regarding the use of technology could be made.

- d. The license holder failed to develop a service plan for P1 and P2 that documented the following supports and methods to be implemented to support P1 and P2 and accomplish outcomes related to acquiring, retaining, or improving skills and physical, mental, and emotional health and well-being:
- the methods or actions that will be used to support P1 and P2 and to accomplish the service outcomes, including information about:
 - any changes or modifications to the physical and social environments necessary when the service supports are provided;
 - any equipment and materials required; and
 - techniques that are consistent with P1 and P2's communication mode and learning style;
 - the measurable and observable criteria for identifying when the desired outcome has been achieved and how data will be collected;
 - the projected starting date for implementing the supports and methods and the date by which progress towards accomplishing the outcomes will be reviewed and evaluated; and
 - the names of the staff or position responsible for implementing the supports and methods.

Corrective Action Ordered: Within 30 days of receiving this order, you must:

- complete the assessments required in part "a" of this citation;
- meet with P1, P2, their case managers, and other members of the support teams to:
 - review the assessments required in part "a" of this citation;
 - document the information required in parts "b" and "c" of this citation; and
 - have a discussion with P1, P2, their case managers, and other members of the support teams of how technology might be used to meet their desired outcomes and maintain a summary of these discussions in their support plan addendums;
- within 10 working days of meeting with P1, P2 and their case managers, develop a service plan that documents the requirements in part "d" of this citation; and
- within 20 working days of this meeting, submit to and obtain dated signatures from P1, P2 and their case managers to document completion and approval of the assessments and support plan addendums.

Within 60 days of receiving this order, you must submit the following to your licensor:

- the assessments required in part "a" of this citation;
- the information required in parts "b" and "c" of this citation;
- copies of the service plan that documents the requirements in part "d" of this citation; and
- dated signatures from P1, P2, and their case managers documenting the completion and approval of their support plan addendums.

On an ongoing basis, you must maintain compliance as required in this subdivision.

If you fail to correct the violations specified in the Correction Order within the prescribed time lines the Commissioner may issue an Order of Conditional License or may impose a fine and order other licensing sanctions pursuant to Minnesota Statutes, sections 245A.06 and 245A.07.

Submissions required as part of a corrective action ordered must be sent to your Licensor at:

1. By secure email at kristopher.oberg@state.mn.us; or
2. If you are unable to submit corrective action ordered securely through email, you can mail or fax using the information below:

Commissioner, Department of Human Services
ATTN: Kristopher Oberg
Licensing Division
PO Box 64242
St. Paul, MN 55164-0242

B. Right to Request Reconsideration

If you believe any of the citations are in error, you have the right to request that the Commissioner of Human Services reconsider the parts of the Correction Order that you believe to be in error. The request for reconsideration must be in writing and received by the Commissioner within 20 calendar days after receipt of this report. Your request for reconsideration must be sent to:

Commissioner, Department of Human Services
Office of Inspector General
Legal Counsel's Office
Attention: Licensing Legal Unit
PO Box 64953
St. Paul, MN 55164-0953

Please note that a request for reconsideration does not stay any provisions or requirements of the Correction Order. The Commissioner's disposition of a request for reconsideration is final and not subject to appeal under Minnesota Statutes, chapter 14.

If you have any questions regarding this Correction Order, please contact Kris Oberg at 651-431-6589 as soon as possible.

Brittany Raddatz, Supervisor
Licensing Division
Office of Inspector General