



November 22, 2023

Prosper K Dzameshie, Authorized Agent
Family First Home Care Inc
1821 University Avenue West Suite S142
Saint Paul, MN 55104

License Number: 1071196 (245D – HCBS)

NOTICE OF NONCOMPLIANCE AND CORRECTION ORDER

Dear Prosper K Dzameshie:

On August 15, 2023, a Correction Order was issued to Family First Home Care Inc, located at 1821 University Avenue West Suite S142, Saint Paul, Minnesota , as a result of a licensing review. You were ordered to submit evidence of corrective action taken for violations determined under citations number 16 and 17 within 30 days of receipt of the order. On November 9, 2023, a review of your submissions received on October 14, 2023 and October 26 2023 was concluded. It has been determined that corrective action for citations 16 and 17 has not been achieved. As a result, this notice of noncompliance and Correction Order is being issued.

I. CORRECTION ORDER

A. Reason for Correction Order

Pursuant to Minnesota Statutes, section 245A.06, if the Commissioner of the Department of Human Services (DHS) finds that a 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 following a review of submissions required under the August 15, 2023 Correction Order. Corrective action for each violation is required by Minnesota Statutes, section 245A.06 and is hereby ordered by the Commissioner of Human Services.

16. Citation: Minnesota Statutes, section 245D.081, subdivision 2.

Violation: The license holder did not ensure the delivery and evaluation of services provided were coordinated by the designated staff person as required.

The designated coordinator identified by the license holder (SP4) failed to provide supervision, support, and evaluation of activities that include:

- oversight of the license holder's responsibilities assigned in the person's service and support plan and the service and support plan addendum;
- taking the necessary action to facilitate the accomplishment of the outcomes according to the requirements in section 245D.07;
- instruction and assistance to direct support staff implementing the support plan and the service outcomes; including direct observation of service delivery sufficient to assess staff competency; and
- evaluation of the effectiveness of service delivery, methodologies, and progress on the person's outcomes based on the measurable and observable criteria for identifying when the desired outcome has been achieved according to the requirements in section 245D.07

The failure to provide coordination and evaluation of individual service delivery is evidenced in citations 1 through 16.

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

- designate a person other than SP4 to be appointed as the designated coordinator, who is responsible for delivery and evaluation of services provided by the license holder;
- submit the name, contact information and qualifications of the person(s) you have designated and have ensured is competent to perform the duties of the designated coordinator as required in this section; and
- submit a signed acknowledgement that the newly designated person has reviewed and understands the responsibilities of a designated coordinator according to 245D.081, subdivision 2, paragraph (a).

License Holder Response: On October 14, 2023 you submitted a designated coordinator and designated manager verification form identifying SP1 as designated coordinator. On October 26, 2023 you submitted a designated coordinator and designated manager verification form identifying SP2 as designated coordinator.

DHS Response: The designated coordinator and designated manager verification form submitted on October 14, 2023 identifying SP1 as designated coordinator was reviewed and it was determined SP1 did not meet the required qualifications. You were notified and told to submit someone that does meet the qualifications. After reviewing the designated coordinator and designated manager verification form you submitted on October 26, 2023 it was determined that SP2 did not meet the qualifications in Minnesota Statutes, section 245D.081. You did not provide any documentation that SP2 had any full time experience providing direct care, which is required. Additionally, you did not provide a signed acknowledgement that the newly designated person has reviewed and understands the responsibilities of a designated coordinator.

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

- designate a person, other than SP1 and SP2 as the designated coordinator, who is responsible for delivery and evaluation of services provided by the license holder;
- submit the name, contact information and qualifications of the person you have designated and ensured is competent to perform the duties of the designated coordinator as required in this section; and
- submit a signed acknowledgement that the newly designated person has reviewed and understands the responsibilities of designated coordinator according to 245D.081, subdivision 3, paragraph (a).

17. Citation: Minnesota Statutes, section 245D.081, subdivision 3.

Violation: The license holder did not ensure that the designated managerial staff person provided program management and oversight of the services provided as required.

The designated manager identified by the license holder (SP4) failed to provide program management and oversight of the services provided by being responsible for the following:

- maintaining a current understanding of the license requirements sufficient to ensure compliance throughout the program;
- ensuring the duties of the designated coordinator are fulfilled; and
- ensuring staff competency requirements are met.

The failure to provide program management and oversight of services provided is evidenced in citations 1 through 16.

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

- designate a person, other than SP4 to be appointed as the designated manager, who is responsible for delivery and evaluation of services provided by the license holder;
- submit the name, contact information and qualifications of the persons(s) you have designated and ensured is competent to perform the duties of the designated manager as required in this section; and
- submit a signed acknowledgement that the newly designated person has reviewed and understands the responsibilities of designated manager according to 245D.081, subdivision 3, paragraph (a).

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

License Holder Response: On October 14, 2023 you submitted a designated coordinator and designated manager verification form identifying SP1 as designated manager. On October 26, 2023 you submitted a designated coordinator and designated manager verification form identifying SP2 as designated manager.

DHS Response: The designated coordinator and designated manager verification form submitted on October 14, 2023 identifying SP1 as designated manager was reviewed and it was

determined SP1 did not meet the required qualifications. You were notified and told to submit someone that does meet the qualifications. After reviewing the designated coordinator and designated manager verification form you submitted on October 26, 2023 it was determined that SP2 did not meet the qualifications in Minnesota Statutes, section 245D.081. You did not provide any documentation that SP2 had any full time experience providing direct care, which is required. Additionally, you did not provide a signed acknowledgement that the newly designated person has reviewed and understands the responsibilities of a designated coordinator.

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

- designate a person, other than SP1 and SP2 as the designated manager, who is responsible for delivery and evaluation of services provided by the license holder;
- submit the name, contact information and qualifications of the person you have designated and ensured is competent to perform the duties of the designated manager as required in this section; and
- submit a signed acknowledgement that the newly designated person has reviewed and understands the responsibilities of designated manager according to 245D.081, subdivision 3, paragraph (a).

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

Commissioner, Department of Human Services
ATTN: Robert Romani
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
ATTN: Legal Unit
Licensing Division
PO Box 64242
St. Paul, MN 55164-0242

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.

Robert Romani

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If you have any questions regarding this Correction Order, please contact me as soon as possible.

Robert Romani, Senior Human Services Licenser

Licensing Division

Office of Inspector General

651-431-3658