

April 2, 2025

Shafici Ali, Authorized Agent
International Home Care Inc.
7 West Franklin Avenue, Suite 103
Minneapolis, Minnesota 55404-2416

License Number: 1113447 (245D – HCBS)

CORRECTION ORDER

Dear Shafici Ali:

On March 12, 2025, a licensing review of International Home Care Inc., located at 7 West Franklin Avenue, Minneapolis, 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 3.

Violation: For one of two staff persons whose records were reviewed (SP1), the license holder did not provide orientation as required.

SP1 was hired on November 8, 2023. SP1's first date of unsupervised contact with persons served was November 9, 2023. SP1 was provided orientation on November 18, 2023. The license holder failed to provide SP1 with an orientation to the following topics within 72 hours of first providing direct contact services as defined in section 245C.02, subdivision 11, to a vulnerable adult as required:

- the license holder's program abuse prevention plan; and
- all internal policies and procedures related to the prevention and reporting of maltreatment of individuals receiving services.

Corrective Action Ordered: On an ongoing basis, you must maintain compliance as required in this subdivision.

2. Citation: Minnesota Statutes, section 245D.04, subdivision 1.

Violation: For one of two persons whose records were reviewed (P2), the license holder did not provide the person with a written notice that identified the service recipient rights and an explanation of those rights as required.

Minnesota Statutes, section 245A.02, subdivision 2b defines "annual" or "annually" to mean prior to or within the same month of the subsequent calendar year.

P2's services were initiated on August 1, 2023. The license holder provided P2 with a written notice that identified the service recipient rights and an explanation of those rights prior to service initiation on July 20, 2023. The license holder provided P2 with the written notice on September 16, 2024, which was outside of the annual timeframe. The license holder failed to provide P2 with the service recipient rights on an annual basis.

Corrective Action Ordered: On an ongoing basis, you must maintain compliance as required in this subdivision.

3. Citation: Minnesota Statutes, section 245D.09, subdivision 4.

Violation: For one staff person whose record was reviewed (SP2), the license holder did not provide orientation training as required.

SP2 was hired in December 2023 and was provided basic first aid training in August 2024. The license holder failed to provide basic first aid training to SP2 within 60 calendar days of hire.

Corrective Action Ordered: On an ongoing basis, you must maintain compliance as required in this subdivision.

4. Citation: Minnesota Statutes, section 245D.09, subdivision 4a, paragraph (a).

Violation: For one staff person whose record was reviewed (SP1), the license holder did not provide orientation to individual service recipient needs as required.

The license holder failed to provide SP1 with orientation to individual service recipient needs prior to SP1 having direct contact with persons served. The license holder's personnel record for SP1 listed November 9, 2023, as SP1's date of first unsupervised contact with persons served. The license holder did not provide orientation to individual service recipient needs until November 18, 2023.

Corrective Action Ordered: On an ongoing basis, you must maintain compliance as required in this subdivision.

5. Citation: Minnesota Statutes, section 245D.09, subdivision 5.

Violation: For one staff person whose record was reviewed (SP1), the license holder did not provide annual training as required.

The license holder failed to provide SP1 with annual training in 2024 on the following topics identified in subdivision 4, clauses (3) to (11) as required:

- data privacy requirements according to sections 13.01 to 13.10 and 13.46, the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), and staff responsibilities related to complying with data privacy practices;
- the service recipient rights and staff responsibilities related to ensuring the exercise and protection of those rights according to the requirements in section 245D.04;
- sections 245A.65, 245A.66, and 626.557 and chapter 260E governing maltreatment reporting and service planning for children and vulnerable adults, and staff responsibilities related to protecting persons from maltreatment and reporting maltreatment. This orientation must be provided within 72 hours of first providing direct contact services and annually thereafter according to section 265A.65, subdivision 3;
- the principles of person-centered service planning and delivery as identified in section 245D.07, subdivision 1a, and how they apply to direct support service provided by the staff person;
- the safe and correct use of manual restraint on an emergency basis according to the requirements in section 245D.061 or successor provisions, and what constitutes the use of restraints, time out, and seclusion, including chemical restraint;
- staff responsibilities related to prohibited procedures under section 245D.06, subdivision 5, or successor provisions, why such procedures are not effective for reducing or eliminating symptoms or undesired behavior, and why such procedures are not safe;
- basic first aid; and
- strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities.

Corrective Action Ordered: Within 30 days of receiving this order, you must provide SP1 with the annual trainings detailed above. On an ongoing basis, you must maintain compliance as required in this subdivision.

6. Citation: Minnesota Statutes, section 245D.095, subdivision 3.

Violation: For one person whose record was reviewed (P2), the license holder did not maintain service recipient records as required.

P2 receives multiple services from the license holder. The license holder failed to maintain daily log notes for each individual service.

Corrective Action Ordered: Immediately, you must begin maintaining daily log notes for each service provided to a service recipient. On an ongoing basis, you must maintain compliance as required in this subdivision.

7. Citation: Minnesota Statutes, section 245D.095, subdivision 5, paragraph (a), clause (2).

Violation: For one staff person whose record was reviewed (SP2), the license holder did not maintain personnel records as required.

The license holder failed to maintain documentation in SP2's personnel record that included the number of hours of training per subject area.

Corrective Action Ordered: 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.

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 me as soon as possible.

Dylan Sobota, HCBS Licensor
Licensing Division
Office of Inspector General
651-431-2690