



May 28, 2025

Abdi Dahir Ali, Authorized Agent
AARON CARE INC
4020 Minnehaha Avenue Suite 1065
Minneapolis, MN 55406

License Number: 1106148 (245D-HCBS)

Dear Abdi Dahir Ali:

The Minnesota Department of Human Services (DHS), Division of Licensing, received your request for reconsideration regarding the citations in the Correction Order issued to you on April 1, 2025. After an independent review of the record, the Commissioner has determined there is sufficient evidence to support the citations.

Reconsideration Determination

Citation 1

The citation was issued because, for one person whose record was reviewed (P1), the license holder did not enforce their policies and procedures for service termination as required.

Specifically, the license holder provided Individualized Home Supports (HIS) with training to P1 beginning on October 1, 2024. On January 15, 2025, the license holder terminated P1's services. The license holder failed to do the following prior to terminating P1's services:

- consult with P1's support team or expanded support team to identify and resolve issues leading to issuance of the termination notice; and
- request intervention services identified in section 245D.03, subdivision 1, paragraph (c), clause (1), or other professional consultation or intervention services from the case manager to support P1 in the program.

Also, the license holder failed to notify P1 or P1's legal representative and case manager in writing of the intended service termination 60 days prior to the termination of all services.

Applicable Law

Under Minnesota Statutes, section 245D.10, subdivision 1, a license holder providing either basic or intensive supports and services must establish, enforce, and maintain policies and procedures as required in this chapter, chapter 245A, and other applicable state and federal laws and regulations governing the provision of home and community-based services licensed according to this chapter. A license holder must use forms provided by the commissioner to report service suspensions and service terminations under subdivisions 3 and 3a.

Under subdivision 3a, paragraph (a), the license holder must establish policies and procedures for temporary service suspension that promote continuity of care and service coordination with the person and the case manager and with other licensed caregivers, if any, who also provide support to the person. The policy must include specified requirements.

Subdivision 3a, paragraph (c) requires that, prior to giving notice of service termination, the license holder must document actions taken to minimize or eliminate the need for termination. Action taken by the license holder must include, at a minimum: (1) consultation with the person's support team or expanded support team to identify and resolve issues leading to issuance of the termination notice; and (2) a request to the case manager for intervention services identified in section 245D.03, subdivision 1, paragraph (c), clause (1), or other professional consultation or intervention services to support the person in the program.

Subdivision 3a, paragraph (e) requires that notice of the proposed termination of service must be given at least 60 days prior to termination when a license holder is providing intensive supports and services identified in section 245D.03, subdivision 1, paragraph (c), which include individualized home support with training services.

Your Response

Your attorney submitted a letter on your behalf and included communication between the license holder and a caseworker. The reconsideration letter indicated the license holder attempted to resolve the issue, including notifying the caseworker that P1 had refused to sign the timesheets. You also submitted training documentation.

Reconsideration Determination

The applicable law requires that the program consult with the person's support team prior to giving notice of service termination to identify and resolve issues leading to the issuance of the termination notice. The program is also required to provide notice of the proposed termination of service at least 60 days prior to termination. You did not provide documentation to demonstrate that the program met requirements.

During a conversation between you and the DHS licensor on March 27, 2025, when asked about the circumstances related to P1 no longer receiving services, you indicated there had been issues related to P1 not picking up after his/her pet, residents complaining about P1's behavior, and P1 not signing timesheets. You also stated the program had called the case manager to indicate the program would no longer serve P1, but a termination notice was not issued and the program did not consult with the case manager prior to terminating services. The email from the program dated January 8, 2025, and submitted with the reconsideration request indicated the program contacted the case manager on that date to advise the program no longer worked with P1 as of two days prior to the email.

Because the license holder did not consult with P1's support team prior to giving notice of service termination and did not provide notice of the proposed termination of service at least 60 days prior to termination, citation 1 is affirmed.

Citation 2

The citation was issued because, for one person whose record was reviewed (P1), the license holder did not maintain the service recipient records as required.

Specifically, P1's support plan addendum documented P1 received 40 hours of HIS training over seven days a week. SP1 stated P1 received services every day from October 1, 2025, to December 31, 2024. The license holder failed to maintain daily progress notes on the following days: October 9, 2024, November 2, 3, 5, 9, 10, 2024, December 24, 25 and 31, 2024.

Applicable Law

Under Minnesota Statutes, section 245D.095, subdivision 3, paragraph (b), clause (11), the license holder must maintain the following for each person: copies of written reports regarding the person's status when requested according to section 245D.07, subdivision 3, progress review reports as required under section 245D.071, subdivision 5, progress or daily log notes that are recorded by the program, and reports received from other agencies involved in providing care or services to the person.

Your Response

Your attorney submitted a letter on your behalf and included complete and missing progress notes for P1 for required dates in 2024. The letter indicated the documents have now been compiled and are included for review. The request also included training documentation.

Reconsideration Determination

Although you corrected the violation by providing missing progress notes with the reconsideration request, the notes were not available at the time of the licensing review. The reconsideration letter indicates the documents have "now been compiled." When you were asked about the missing dates during the licensing review, you acknowledged to the licensor that the program forgot to do progress reports for those days. Because the progress notes were not maintained as required, citation 2 is affirmed.

Disposition

The Commissioner has reviewed the relevant laws and all the information you submitted in response to the Correction Order. The record supports the citations, and they are affirmed. This is a final agency decision.

Abdi Dahir Ali, Authorized Agent

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Sincerely,

A handwritten signature in black ink that reads "Frances Simon Standing". The signature is written in a cursive, flowing style.

Frances Simon Standing, Attorney

Legal Counsel's Office

Office of Inspector General

cc: Patrick D. Boyle, Attorney