

June 5, 2025

Jato Chabsi, Authorized Agent
Multiple Health Services
1001 Westgate Drive Suite D112
Saint Paul, Minnesota 55114

License Number: 1102640 (245D – HCBS)

CORRECTION ORDER

Dear Jato Chabsi:

On June 4, 2025, a licensing review of Multiple Health Services, located at 1001 Westgate Drive Suite D112, Saint Paul, 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 one of one person whose record was reviewed (P1), the license holder did not establish an individual abuse prevention plan (IAPP) as required.

The license holder failed to develop an IAPP for P1 that included an individualized assessment of P1's susceptibility to abuse according to Minnesota Statutes, section 626.557, subdivision 14, and include statements of measures with specific actions the program would take to minimize the risk of abuse within the scope of the licensed services. P1's IAPP, developed by the license holder on April 30, 2025, stated P1 was not susceptible to sexual abuse; however, this assessment was inconsistent with other information maintained in P1's record.

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

- review and revise P1's IAPP to include:

- an assessment of P1's susceptibility to abuse by other individuals, including other vulnerable adults and the person's risk of abusing other vulnerable adults; and
- statements of measures, with specific actions, your program will take to minimize the risk of abuse within the scope of the licensed service(s);
- review P1's revised IAPP with P1, P1's legal representative, and P1's case manager; and
- maintain documentation of this review in P1's record.

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

2. Citation: Minnesota Statutes, section 245D.05, subdivision 1, paragraph (b)

Violation: For one person whose record was reviewed (P1), the license holder did not maintain documentation on how the person's health needs would be met as required.

The license holder was assigned responsibility for meeting P1's health service needs in P1's support plan addendum. The license holder failed to maintain documentation on how P1's health needs would be met that included a description of the procedures the license holder would follow in order to assist with or coordinate medical, dental, or other health service appointments.

Corrective Action Ordered: Within 30 days of receiving this order, you must maintain documentation on how P1's health needs will be met that includes a description of the procedures you will follow in order to assist with or coordinate medical, dental, or other health service appointments. On an ongoing basis, you must maintain compliance as required in this subdivision.

3. Citation: Minnesota Statutes, section 245D.071, subdivision 3, paragraph (b).

Violation: For one person whose record was reviewed (P1), the license holder did not complete assessments as required.

The license holder developed and maintained a document in P1's record titled "Intensive Support Self-Management Assessment (Annual)" that included the completed assessments in the areas required in clauses (1) through (3). The license holder failed to ensure the assessments completed produced information that described P1's overall strengths, functional skills, and abilities.

Corrective Action Ordered: Within 30 days of receiving this order, you must revise the assessments completed for P1 to include information that describes their overall strengths, functional skills, and abilities and maintain these assessments in P1's record. On an ongoing basis, you must maintain compliance as required in this subdivision.

4. Citation: Minnesota Statutes, section 245D.095, subdivision 5.

Violation: For two of two staff persons whose records were reviewed (SP1 and SP2), the license holder did not maintain personnel records as required.

SP1 and SP2 provided direct support to multiple people that received services from the license holder. The license holder failed to maintain personnel records for SP1 and SP2 that

documented their orientation and training to the individual service recipient needs for each person they provided direct support services to.

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

5. Citation: Minnesota Statutes, section 245D.10, subdivision 4, paragraph (a).

Violation: The license holder did not review and update written policies and procedures as required.

The license holder failed to review and update their policy and procedure on service termination following statutory revisions to subdivision 3a, effective July 1, 2022.

Corrective Action Ordered: Within 30 days of receiving this order, you must review and update your policy and procedure on service termination to include the statutory revisions effective July 1, 2022. 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.

Krista Hastings, HCBS Licensor
Licensing Division
Office of Inspector General
651-431-4825