

June 6, 2025

Siham Abdulkadir Ahmed, Authorized Agent
Awin People Care LLC
4290 Radio Drive Apt 409
Woodbury, Minnesota 55129

License Number: 1113198 (245D – HCBS)

CORRECTION ORDER

Dear Siham Abdulkadir Ahmed:

On May 28, 2025, a licensing review of Awin People Care LLC, located at 4290 Radio Drive, Woodbury, 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 245D.05, subdivision 1, paragraph (b).

Violation: For one of four person whose record was reviewed (P2), the license holder did not maintain documentation of how the person's health needs would be met as required.

The license holder was assigned the responsibility of medication assistance in P2's support plan addendum. The license holder failed to maintain documentation on how P2's health needs would be met, including a description of the procedures the license holder would follow in order to provide medication assistance according to this chapter.

Corrective Action Ordered: Within 30 days of receiving this order, you must document in P2's support plan addendum a description of the procedures you will follow in order to provide medication assistance. On an ongoing basis, you must maintain compliance as required in this subdivision.

2. Citation: Minnesota Statutes, section 245D.10, subdivision 4, paragraph (b).

Violation: For four persons whose records were reviewed (P1-P4), the license holder did not inform and provide copies of the policies and procedures as required.

- a. The license holder failed to inform and provide copies of the following policies and procedures to P1's and P3's case manager within five working days of service initiation:
 - grievance policy and procedure;
 - service suspension and termination policy and procedure;
 - emergency use of manual restraints policy and procedure; and
 - data privacy.
- b. The license holder failed to inform and provide copies of the following policies and procedures to P2's and P4's case manager within five working days of service initiation:
 - grievance policy and procedure;
 - service suspension and termination policy and procedure; and
 - emergency use of manual restraints policy and procedure.

Corrective Action Ordered: Within 30 days of receiving this order, you must inform and provide copies of the policies detailed above to P1's-P4's case managers. On an ongoing basis, you must maintain compliance as required in this subdivision.

3. Citation: Minnesota Statutes, section 245D.081, subdivisions 2 and 3.

Violation: The license holder did not ensure the designated coordinator and designated manager met minimum qualifications as required.

- a. The license holder designated SP1 as the designated coordinator. The license holder failed to verify that SP1 minimally had:
 - one year of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older, or equivalent work experience providing care or education to vulnerable adults or children;
- b. The license holder designated SP2 as the designated manager. The license holder failed to verify that SP2 minimally:
 - met the education and training requirements identified in subdivision 2, paragraph (b); and

- had a minimum of three years of supervisory level experience in a program that provided care or education to vulnerable adults or children.

Corrective Action Ordered: Within 60 days of receiving this order, you must:

- designate a person other than SP1 to fulfill the role and duties as your designated coordinator;
- designate a person other than SP2 to fulfill the role and duties as your designated manager;
- submit to your licensor the name of the person or persons that you have identified to perform the duties of the designated coordinator and designated manager; and
- submit to your licensor the qualifications of your designated coordinator and designated manager according to the Minnesota Statutes, section 245D.081, subdivisions 2 and 3.

You must verify and document their competence according to the requirements in section 245D.09, subdivision 3, including the education and work qualifications in section 245D.081, subdivisions 2 and 3. On an ongoing basis, you must maintain compliance as required in these subdivisions.

4. Citation: Minnesota Statutes, section 245D.09, subdivisions 4 and 4a.

Violation: For four of six staff persons whose records were reviewed (SP3-SP6), the license holder did not provide orientation as required.

- a. The license holder failed to provide SP3-SP6 orientation in the following areas within 60 days of hire:
 - a job description and how to complete specific job functions, including:
 - responding to and reporting incidents as required under section 245D.06, subdivision 1; and
 - following safety practices established by the license holder and as required in section 245D.06, subdivision 2;
 - the license holder's current policies and procedures required under this chapter, including their location and access, and staff responsibilities related to implementation of those policies and procedures; and
 - basic first aid.
- b. The license holder failed to provide the orientation to individual service recipient needs to SP3-SP6 before having unsupervised direct contact with a person served by the program, including:
 - review and instruction on the person's support plan or support plan addendum as it relates to the responsibilities assigned to the license holder; and
 - the person's individual abuse prevention plan, to achieve and demonstrate an understanding of the person as a unique individual, and how to implement those plans.

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

- provide SP3, SP4, SP5, and SP6 with the above-mentioned training;
- ensure SP3, SP4, SP5 and SP6 have reviewed and received instruction on the requirements stated above for the service recipient(s) they are providing direct support services to; and
- maintain documentation of this training as required in section 245D.095, subdivision 5.

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

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

Violation: For four staff persons whose records were reviewed (SP3- SP6), the license holder did not maintain personnel records as required.

The license holder failed to maintain documentation of SP3's - SP6's training that included:

- the date the training was completed;
- the number of hours per subject area; and
- the name of the trainer or instructor.

Corrective Action Ordered: Immediately, you must begin maintaining a personnel record for SP3-SP6 that documents ongoing training. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

1. By secure email at Tammi Mitei; 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: Tammi Mitei
Licensing Division
PO Box 64242
St. Paul, MN 55164-0242

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
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.

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

Tammi Mitei, HCBS Human Services Licensor
Licensing Division
Office of Inspector General
651-431-6341