

July 2, 2025

CERTIFIED MAIL

Tsegaab D Terfa, Authorized Agent
Ambel Adult Care
1858 Deer Hills Trail
Eagan, Minnesota 55122-2251

License Application Number 1115527 (245D - HCBS)

ORDER OF LICENSE DENIAL

Dear Tsegaab D Terfa:

The Department of Human Services (DHS) is denying your application for a 245D - HCBS license at 1858 Deer Hills Trail, Eagan, Minnesota. This denial is based on failure to submit a substantially complete application. Details of our findings are provided below. Our next steps and your options are also detailed.

REASON FOR LICENSE DENIAL

1. Failure to submit a substantially complete application

You submitted an application for a license to provide home and community-based services, at 1858 Deer Hills Trail, Eagan Minnesota. On April 14, 2025, DHS sent you a Notice of Incomplete Application, notifying you that your application was incomplete and that you had 45 days to submit additional information. On May 22, 2025, DHS contacted you via email and telephone to remind you of the 45 day deadline. DHS determined your application continues to be substantially incomplete in the following ways:

- You did not provide an active assumed business name filing with the Minnesota Secretary of State;
- You did not provide a qualified Designated Coordinator and Designated Manager ("DC and DM") as required under Minnesota Statutes, section 245D.081;
- You did not complete background studies for all controlling individuals;
- The organizational chart you provided did not state the controlling individuals;
- Your Minnesota Workers' Compensation policy was deficient.

- In the application you submitted, you requested to provide Adult Foster Care Services. You did not provide information to DHS that you have obtained a foster care license through your county.

Legal Authority: 245A.05, subdivision (a)(1).

2. **Commissioner's evaluation of program**

Before issuing, denying, suspending, revoking, or making conditional a license, the commissioner shall evaluate information gathered under Minnesota Statutes, section 245A.04, subdivision 6. The commissioner's evaluation shall consider the applicable requirements of statutes and rules for the program or services for which the applicant seeks a license including, disqualification standards set forth in chapter 245C. The commissioner shall evaluate facts, conditions, or circumstances concerning the programs operation; the well-being of persons served; available evaluations of the program by persons receiving services; the qualifications of personnel employed by the applicant; and applicant's ability to demonstrate competent knowledge of applicable statutes and rules.

Your inability to complete the licensing application calls into question your competency to operate a program; to ensure the well-being of persons served, to hire qualified personnel, and to demonstrate competent knowledge of laws and rules. You did not have qualified personnel for the DC and DM positions, which are required for every licensed HCBS program. These positions provide management and oversight of the program and are responsible for ensuring the program operates in compliance with the licensing rules and statutes. Further, you did not complete background studies on all controlling individuals as required by Minnesota Statutes, section 245C.03, subdivision 1, paragraph (a). Background studies are necessary to ensure the safety of the vulnerable people you seek to serve. Your inability to complete the application indicates that you are either unable or unwilling to comply with the licensing requirements. As a result, DHS is concerned about your ability to provide for the health and safety of vulnerable persons you seek to serve. DHS has determined that the denial of your license is appropriate based on the violations identified above and the program evaluation.

Legal Authority: Minnesota Statutes, section 245A.04, subdivision 6.

Due to the serious and chronic nature of these violations, which impact the health and safety of persons in your care, your license to provide 245D services is denied.

YOUR RIGHT TO APPEAL

You have the right to appeal the denial. Your request must be in writing and clearly state that you are requesting a contested case hearing for this matter. Your request must be made before the deadlines provided below. If you do not meet this deadline, you lose your right to an administrative appeal. The timeline to appeal began when you received this order.

If you are mailing your request, it must be sent by certified mail and postmarked within 20 calendar days from when you received this order. Please send it 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

If your request is being personally delivered, it must be received by DHS within 20 calendar days from when you received this order. Please bring it to:

Commissioner, Department of Human Services
Office of Inspector General
Legal Counsel's Office
Attention: Licensing Legal Unit
444 Lafayette Road North
St. Paul, MN 55155

Upon DHS' receipt of your timely appeal, your case would be scheduled for a contested case hearing in front of an Administrative Law Judge. Following this hearing, the Commissioner of DHS will issue a final order. If you do not appeal or if the order is affirmed by the Commissioner following a hearing, DHS is prohibited from issuing you and the controlling individuals a license for two years.

Legal representation at the contested case hearing:

You do not need a lawyer to appeal. However, a lawyer can help you with your appeal. The state or county will not get you a lawyer and will not pay for a lawyer. If you cannot afford a lawyer, you may be able to get free legal advice or help with your appeal. To find out if free help is available, contact: Volunteer Lawyers Network at 612-752-6677; Central Minnesota Legal Services at 612-332-8151; Southern Minnesota Legal Services at 651-222-4731; or go to www.lawhelpmn.org to find a local legal services program that may be able to help you.

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You can also find information on contested cases from the Office of Administrative Hearings website at <https://mn.gov/oah/self-help>. Click on Administrative Law Overview, then click on Administrative Law Contested Case Hearing Guide for a list of frequently asked questions.


Legal authority for this licensing action

- This action is taken under Minnesota Statutes, section 245A.05, subdivision (a), which describes under which conditions DHS may deny a license.
- License holders have a right to appeal licensing actions and request a contested case hearing, under Minnesota Statutes, chapter 14 and Minnesota Rules, parts 1400.8505 to 1400.8612.
- Under Minnesota Statutes, section 245A.04, subdivision 7, paragraph (d), clause (2), the commissioner shall not issue or reissue a license if the applicant, license holder, or controlling individual has been denied a license under this chapter within the past two years.

Questions

If you have any further questions regarding this matter, you may contact Renae Dressel, Supervisor, at 651-431-6541.

Sincerely,

A handwritten signature in black ink on a light-colored background. The signature is cursive and appears to read "Christala Culhane".

Christala Culhane, Unit Manager
Licensing Division
Office of Inspector General