

July 11, 2025

Makia Camara, Authorized Agent
Angel healthcare staffing LLC
301 76th Avenue North
Minneapolis, Minnesota 55444--2545

License Number: 1098738 (245D-Home and Community-Based Services)

CORRECTION ORDER AND NONCOMPLIANCE WITH TERMS OF A CONDITIONAL LICENSE

Dear Makia Camara:

On December 16, 2024, the Commissioner of the Department of Human Services (DHS) issued an Order of Conditional License to Angel healthcare staffing LLC, located at 301 7th Avenue North Minneapolis, Minnesota.

On May 15, 2025, a licensing review of Angel healthcare staffing LLC was conducted to determine compliance with state and federal laws and rules governing the provision of home and community-based services (HCBS) to persons with disabilities and age 65 and older under Minnesota Statutes, Chapter 245D and the terms of the Order of Conditional License issued on December 16, 2024. As a result of this licensing review and the licensing complaint investigation, a Correction Order and Noncompliance with the Terms of a Conditional License is being issued.

A. Reason for Correction Order and Noncompliance with the terms of Conditional 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 and maltreatment investigations. 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.

Violation: For five of five persons whose records were reviewed (P1-P5), the license holder did not establish and enforce individual abuse prevention plans (IAPP) 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.

- a. The license holder failed to review P1's-P3's revised IAPPs with their interdisciplinary teams. The license holder was ordered to complete this within 60 days of an order dated December 16, 2024. The license holder failed to complete the corrective action as ordered.
- b. The license holder maintained an IAPP for P4 dated November 14, 2024, that documented that P4 was susceptible to self-abuse and sexual abuse. The license holder failed to include specific measures to be taken to minimize abuse in these areas.
- c. The license holder failed to review P5's IAPP with P5's interdisciplinary team annually. The license holder most recently reviewed P5's IAPP on September 8, 2023.

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, you were previously found in violation of this same statute.

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

- review P1's-P5's IAPPs with their interdisciplinary teams including their case managers and maintain this documentation in their records; and
- revise P4's IAPP to include specific measures for the above-mentioned areas.

Compliance with this order will be reviewed onsite. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

Violation: For four persons whose records were reviewed (P1, P2, P3, and P5), the license holder did not provide service recipient rights as required.

- a. The license holder failed to provide P1-P3 with a written notice that identified the service recipient rights in subdivision 2 and 3, and an explanation of those rights. The license holder was ordered to provide the written notice within 60 days of an order dated December 16, 2024. The license holder failed to complete the corrective action ordered.
- b. The license holder failed to provide P5 with a written notice that identified the service recipient rights in subdivision 2 and 3, and an explanation of those rights annually in 2024. The license holder most recently provided P5 with a written notice on September 8, 2023.

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, you were previously found in violation of this same statute.

Corrective Action Ordered: Within 30 days of receiving this order, you must provide P1, P2, P3, and P5 with a written notice that identifies the service recipient rights in subdivision 2 and 3 and an explanation of those rights and maintain documentation of the person's receipt of a copy and an explanation of the rights in the person's record. Compliance with this order will be reviewed onsite. On an ongoing basis, you must maintain compliance as required with this subdivision.

3. Citation: Minnesota Statutes, section 245D.05 subdivision 1.

Violation: For two persons whose records were reviewed (P4 and P5), the license holder did not meet health service needs as required.

- a. The license holder failed to maintain documentation on how P4's health needs will be met including a description of the procedures the license holder will follow in order to provide medication assistance and assist with or coordinate medical, dental, and other health service appointments.
- b. The license holder failed to maintain documentation on how P5's health needs will be met including a description of the procedures the license holder will follow in order to assist with or coordinate medical, dental, and other health service appointments.

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, you were previously found in violation of this same statute.

Corrective Action Ordered: Within 30 days of receiving this order, you must document how you will meet P4's and P5's health needs. Compliance with this order will be reviewed onsite. On an ongoing basis, you must maintain compliance as required in this subdivision.

4. Citation: Minnesota Statutes, section 245D.07, subdivision 2.

Violation: For two persons whose records were reviewed (P4 and P5), the license holder did not complete service planning for basic support services as required.

The license holder failed to review and revise P4's and P5's preliminary support plan addendums to document the services that would be provided including how, when, and by whom services would be provided, and the person responsible for overseeing the delivery and coordination of services.

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, you were previously found in violation of this same statute.

Corrective Action Ordered: Within 30 days of receiving of this order, you must review and revise, as needed, P4's and P5's support plan addendums to meet the above requirements. Compliance with this order will be reviewed onsite. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

Violation: For five persons whose records were reviewed (P1-P5), the license holder did not maintain service recipient records as required.

The license holder failed to maintain progress or daily log notes for P1-P5. The license holder was ordered to begin maintaining log notes for all service recipients within 60 days of an order dated December 16, 2024, for P1-P3. The license holder failed to complete the corrective action ordered.

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, you were previously found in violation of this same statute.

Corrective Action Ordered: Immediately upon receiving this order, you must begin maintaining progress or daily log notes for all service recipients. Compliance with this order will be reviewed onsite. On an ongoing basis, you must maintain compliance as required in this subdivision.

6. Citation: Minnesota Statutes, section 245D.10, subdivision 4.

Violation: For four persons whose records were reviewed (P2-P5), the license holder did not provide policies and procedures as required.

- a. The license holder failed to inform P2's and P3's case managers of the following policies and procedures and failed to provide copies within five working days of service initiation:
 - grievance policy and procedure;
 - service suspension policy and procedure; and
 - service termination policy and procedure.

The license holder was ordered to provide these policies and procedures within 60 days of an order dated December 16, 2024. The license holder failed to complete the corrective action ordered.

- b. The license holder failed to inform P4's and P5's case managers of the following policies and procedures and failed to provide copies within five working days of service initiation:
 - grievance policy and procedure;
 - service suspension policy and procedure; and
 - service termination policy and procedure.

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, you were previously found in violation of this same statute.

Corrective Action Ordered: Within 30 days of receiving of this order, you must provide these policies and procedures to P2's-P5's case managers. Compliance with this order will be reviewed onsite. On an ongoing basis, you must maintain compliance as required in this subdivision.

7. Citation: Minnesota Rules, Part 9544.0030, subpart 1.

Violation: For two persons whose records were reviewed (P4 and P5), the license holder did not incorporate positive support strategies as required.

The license holder failed to incorporate in writing positive support strategies for P4 and P5.

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, you were previously found in violation of this same rule.

Corrective Action Ordered: Within 30 days of receiving of this order, you must incorporate into writing positive support strategies for P4 and P5. You must review these positive support strategies with the person at least every six months and based upon the results of the evaluation, you must determine whether changes are needed in the positive support strategies used, and, if so, make appropriate changes. Compliance with this order will be reviewed onsite. On an ongoing basis, you must maintain compliance as required with this subpart.

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 Katie Gillman at 651-431-2656 as soon as possible.

Katie Gillman, HCBS Licensor
Office of Inspector General