

August 1, 2025

Ahmednur Isse, Authorized Agent
Golden Moon Home Health Care Inc.
1821 University Avenue West, Suite 107-1
Saint Paul, Minnesota 55104-2801

License Number: 1107644 (245D – HCBS)

CORRECTION ORDER

Dear Ahmednur Isse:

On July 15, 2025, a licensing review of Golden Moon Home Health Care Inc., located at 1821 University Avenue West, 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 245D.05, subdivision 1.

Violation: For one of one person whose record was reviewed (P1), the license holder did not document health service needs as required.

The license holder was assigned responsibility for meeting health service needs in P1's support plan. The license holder did not document in P1's support plan addendum how the 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; and
- assist with or coordinate medical, dental, and other health service appointments.

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

- include in P1's support plan addendum the procedures to be followed in order to provide medication assistance and assist with or coordinate medical, dental, and other health service appointments;
- train all staff that provide services to P1 on the updated support plan addendum; and
- maintain documentation of the training in the personnel file including the date the training was provided, the number of hours per subject area, and the name of the trainer or instructor.

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

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

Violation: For one person whose record was reviewed (P1), the license holder did not provide services in response to the person's identified needs, interests and preferences as required.

The license holder did not document in P1's support plan addendum how and when services would be provided and the person responsible for overseeing the delivery and coordination of services.

Corrective Action Ordered: Within 30 days of receiving this order, you must review and update P1's support plan addendum with the information listed above. Compliance with this order will be reviewed at an upcoming compliance monitoring visit. On an ongoing basis, you must maintain compliance as required in this subdivision.

3. Citation: Minnesota Statutes, section 245D.095, subdivision 2 and 3.

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

- a. The license holder did not maintain a written or electronic register, listing in chronological order the dates and names of all persons served by the program who have been admitted, discharged, or transferred, including service terminations initiated by the license holder and deaths.
- b. The license holder did not maintain progress or daily log notes for P1 that were recorded by the program.

Corrective Action Ordered: Compliance with this order will be reviewed at an upcoming compliance monitoring visit. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

Violation: For one person whose record was reviewed (P1), the license holder did not inform the case manager of policies and procedures as required.

The license holder initiated services with P1 on January 4, 2024. The license holder did not inform P1's case manager and provide copies of the policies and procedures affecting P1's rights within five working days of service initiation, including:

- grievance policy and procedures; and
- service suspension and termination policy and procedure.

The license holder provided P1's case manager with the required policies and procedures on February 26, 2024.

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

5. Citation: Minnesota Statutes, section 245D.09, subdivision 4.

Violation: For one of two staff persons whose record was reviewed (SP2), the license holder did not provide orientation as required.

The license holder did not provide and ensure completion of orientation to SP2 within 60 days of hire in the following areas:

- the job description and how to complete specific job functions, including:
 - responding to and reporting incidents as required under Minnesota Statutes, section 245D.06, subdivision 1; and
 - following safety practices established by the license holder as required in section 245D.06, subdivision 2;
- the license holder's current policies and procedures required under Minnesota Statutes, chapter 245D, including their location and access, and staff responsibilities related to implementation of those policies and procedures;
- data privacy requirements according to Minnesota Statutes, section 13.01 to 13.10 and 13.24, the federal Health Insurance Portability and Accountability Act of 1996 (HIPPA), and staff responsibilities related to complying with data privacy practices;
- the service recipient rights, and staff responsibilities related to ensuring the exercise and protection of those rights according to the requirements in Minnesota Statutes, section 245D.04;
- sections 245A.65 and 6266.557 governing maltreatment reporting for and service planning for vulnerable adults, and staff responsibilities related to protecting persons from maltreatment and reporting maltreatment;

- the principles of person-centered planning and delivery as identified in Minnesota Statutes, section 245D.07, subdivision 1a, and how they applied to direct support services provided by the staff person;
- the safe and correct use of manual restraint on an emergency basis according to the requirements in section 245D.061 and what constitutes the use of restraints, time out, and seclusion, including chemical restraint;
- staff responsibilities related to prohibited procedures under section 245D.06, subdivision 5; why such procedures are not effective for reducing or eliminating symptoms or undesired behavior, and why such procedures are not safe;
- basic first aid; and
- strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities.

Corrective Action Ordered: Within 30 days of receipt this order you must provide SP2 the training detailed above. Additionally, you must document this training in SP2's personnel record according to Minnesota Statutes, section 245D.095, subdivision 5. Compliance with this order will be reviewed at an upcoming compliance monitoring visit. On an ongoing basis, you must maintain compliance as required in this subdivision.

6. Citation: Minnesota Statutes, section 245D.09, subdivision 4a.

Violation: For one staff person whose record was reviewed (SP2), the license holder did not provide orientation to individual service recipient needs as required.

The license holder did not provide the following orientation to SP2 before having unsupervised direct contact with a person served by the program:

- 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 this order, you must provide the orientation listed above to SP2 for each service recipient that the staff person provides direct support services to. Compliance with this order will be reviewed at an upcoming compliance monitoring visit. On an ongoing basis, you must maintain compliance as required in this subdivision.

7. Citation: Minnesota Statutes, section 245D.09, subdivision 5.

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

- a. The license holder did not provide annual training to SP1 in 2024 on the following topics:
- data privacy requirements according to Minnesota Statutes, sections 13.01 to 13.10, and 13.46, the federal Health Insurance Portability and Accountability Act of 1996 (HIPPA), and staff responsibilities related to complying with data privacy practices;
 - the service recipient rights, and staff responsibilities related to ensuring the exercise and protection of those rights according to the requirements in Minnesota Statutes, section 245D.04;
 - sections 245A.65 and 626.557, governing maltreatment reporting and service planning for vulnerable adults, and staff responsibilities related to protecting persons from maltreatment and reporting maltreatment;
 - the principles of person-centered service planning and delivery as identified in Minnesota Statutes, section 245D.07, subdivision 1a, and how they applied to direct support provided by the staff person;
 - the safe and correct use of manual restraints on an emergency basis according to the requirements in section 245D.061 and what constitutes the use of restraints, time out, and seclusion, including chemical restraint;
 - staff responsibilities related to prohibited procedures under section 245D.06, subdivision 5, why such procedures are not effective for reducing or eliminating symptoms or undesired behavior, and why such procedures are not safe;
 - basic first aid; and
 - strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities.
- b. The license holder did not provide annual training to SP2 in 2024 on the following topics:
- data privacy requirements according to Minnesota Statutes section 13.01 to 13.10 and 13.46, the federal Health Insurance Portability and Accountability Act of 1996 (HIPPA), and staff responsibilities related to complying with data privacy practices;
 - the service recipient rights, and staff responsibilities related to ensuring the exercise and protection of those rights according to the requirements in Minnesota Statutes, section 245D.04;
 - the principles for person-centered service planning and delivery as identified in Minnesota Statutes, section 245D.07, subdivision 1a, and how they applied to direct support service provided by the staff person;
 - the safe and correct use of manual restraint on an emergency basis according to the requirements in section 245D.061, and what constitutes the use of restraints, time out, and seclusion including chemical restraint;
 - staff responsibilities related to prohibited procedures under section 245D.06, subdivision 5, why such procedures are not effective for reducing or eliminating symptoms or undesired behavior, and why such procedures are not safe;
 - basic first aid; and

- strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities.

Corrective Action Ordered: Within 30 days of receiving this order, you must provide SP1 and SP2 the training detailed above. Additionally, you must document this training in SP1's and SP2's personnel record according to Minnesota Statutes, section 245D.095, subdivision 5. Compliance with this order will be reviewed at an upcoming compliance monitoring visit. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

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

The license holder did not maintain a personnel record for SP1 and SP2 that included the date of SP1's and SP2's first date of supervised and unsupervised direct contact with a person served by the program.

Corrective Action Ordered: 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
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.

Ahmednur Isse

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

Erin White, Home and Community Based Services Licensor

Licensing Division

Office of Inspector General

651-431-4821