

September 5, 2025

Aamino Warsame
Holistic Home Healthcare Inc.
1821 University Avenue West Suite S230
St. Paul, Minnesota 55104-2895

License Number: 1092001 (245D – Home and Community Based Services)

CORRECTION ORDER

Dear Aamino Warsame:

On July 10, 2025, a licensing review of Holistic Home Health Care LLC, located at 1821 University Avenue West Suite S230 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.04, subdivision 7a, paragraph (b).

Violation: The license holder did not notify the commissioner in a manner prescribed by the commissioner and obtain the commissioner's approval before making a change to their license as required.

The license holder did not notify the commissioner, in a manner prescribed by the commissioner before making a change to their license. At the time of the licensing review, the license holder stated there as a change to the following information in January 2023:

- the license holder's authorized agent as defined in section 245A.02, subdivision 3b; and
- the license holder's controlling individual as defined in section 245A.02, subdivision 5a.

Corrective Action Ordered: Within 15 days of receiving this order, you must submit the following information to DHS licensing:

- a completed change in licensing information form. A copy of this form was emailed to you on August 20, 2025; and
- current organizational chart.

2. Citation: Minnesota Statutes, section 245D.10, subdivision 2.

Violation: The license holder did not maintain grievance policies and procedures as required.

The license holder did not have an established policy and procedure that provided the name, address and telephone number of the highest level of authority in the program that a service recipient and their legal representative have rights to bring the complaint to if the grievance cannot be resolved by other staff members.

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

- update your policy to include the information above;
- provided the updated policy to all service recipients and their legal representatives;
- provide training on the updated policy to all staff persons providing direct care; and
- maintain documentation according to Minnesota Statutes, section 245D.095.

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

3. Citation: Minnesota Statutes, section 245A.65, subdivision 1.

Violation: The license holder did not establish written policies and procedures related to suspected or alleged maltreatment as required.

The license holder did not ensure the program's written policies and procedures allowing the internal reporting of alleged or suspected maltreatment identified a primary and secondary person or position to whom internal reports may be made and the primary and secondary person or position responsible for forwarding internal reports to the common entry point.

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

- ensure your program's written policies and procedures identify a primary and secondary person or position as outlined above;
- provide the updated policy to all service recipients and their legal representatives;
- provide training on the updated policy to staff persons providing direct care;
- maintain documentation according to Minnesota Statutes, section 245D.095.

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

4. Citation: Minnesota Statutes, section 245A.65, subdivision 2.

Violation: For one of three persons whose records were reviewed (P1), the license holder did not develop an individual abuse prevention plan as required.

The license holder assessed P1 to be vulnerable to self-abuse in P1's individual abuse prevention plan. The license holder did not identify specific measures to be taken to minimize the risk of abuse for P1.

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

- revise P1's IAPP to include the specific measures to be taken to minimize the risk of abuse for P1;
- review P1's updated IAPP with P1's interdisciplinary team and document this review; and
- provide orientation on the updates to P1's IAPP to all staff that provide direct support to P1.

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

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

Violation: For one person whose record was reviewed (P1), the license holder did not provide a written notice that identified the service recipient rights 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.

The license holder did not provide P1 with a written notice that identified the service recipient rights, and an explanation of those rights annually in 2024. The license holder provided a written notice to P1 on January 25, 2025.

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

6. Citation: Minnesota Statutes, section 245D.07, subdivisions 2 and 3.

Violation: For one person whose record was reviewed (P1), the license holder did not complete service planning for basic support services as required.

- a. The license holder provided multiple services to P1. The license holder did not identify how each service would be provided in P1's support plan addendum, including how, when and by whom services would be provided, and the person responsible for overseeing the delivery and coordination of services for individualized home supports with training, night supervision, and homemaking.
- b. P1's support plan addendum required semi-annual written reports regarding P1's progress or status; however, the license holder failed to provide written reports semi-annually in 2024.

Corrective Action Ordered: Within 30 days of receiving this order, you must review and revise P1's preliminary support plan addendum to document the information detailed above. Additionally, you must provide orientation on the updates to P1's support plan addendum to all staff that provide direct support to P1. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

Violation: For one person whose record was reviewed (P1), the license holder did not evaluate positive support strategies as required.

The license holder did not evaluate the identified positive support strategies with P1 at least every six months. The license holder completed the evaluation with P1 in March 2023, but not again until February 2024.

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

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

Violation: For three persons whose record were reviewed (P1, P2 and P3), the license holder did not maintain service recipient records as required.

The license holder did not maintain progress or daily log notes for P1, P2 and P3 that were recorded by the program.

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

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

Violation: For one person whose record was reviewed (P2), the license holder did not inform and provide written or electronic copies of policies and procedures as required.

The license holder did not inform and provide copies of the following policies and procedures affecting a person's rights to P2'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

P2 initiated services on April 22, 2025, and the license holder provided P2's case manager with the above policies and procedures on May 15, 2025.

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

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

Violation: For three of three staff persons whose record were reviewed (SP1 - SP3), the license holder did not provide orientation training as required.

- a. The license holder did not provide and ensure completion of orientation for SP1, SP2, and SP3 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 section 245D.06, subdivision 1; and
 - following safety practices established by the license holder and as required in section 245D.06, subdivision 2; and

- the license holder's current policies and procedures required under this chapter, their location and access, and staff responsibilities related to implementation of those policies and procedures, including:
 - consumer grievance and complaint procedures;
 - consumer temporary service suspension and termination policy and procedure;
 - prohibition on drug and alcohol use;
 - safe medication assistance and administration;
 - safe transportation; and
 - service admission.

- b. The license holder did not provide and ensure completion of orientation for SP1 and SP3 within 60 days of hire in the following areas:
 - the license holder's current policies and procedures required under this chapter, their location and access, and staff responsibilities related to implementation of those policies and procedures, including:
 - use of universal precautions and sanitary practices;
 - emergency response, reporting, and reviewing; and
 - incident response, reporting, and reviewing.
 - the principles of person-centered service planning and delivery as identified in section 245D.07, subdivision 1a, and how they apply 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-SP3 with orientation as outlined above in (a);
- provide SP1 and SP3 the orientation on the license holder's current policies listed above in (b) and training on 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; and
- document this training in the staff persons personnel record according to Minnesota Statutes, 245D.095, subdivision 5.

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

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

Violation: For three staff persons whose records were reviewed (SP1 - SP3), the license holder did not provide orientation to individual service recipient needs as required.

- a. 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.
- b. The license holder did not provide SP1 and SP3 with review and instruction on the mental health crisis response, de-escalation techniques, and suicide interventions before having unsupervised direct contact with a person with a serious mental illness served by the program:

Corrective Action Ordered: Within 30 days of receiving of this order, you must provide the orientation listed above to SP1, SP2, and SP3 for each service recipient that the staff person provides direct support services to. Additionally, you must document this in the staff persons personnel record according to Minnesota Statutes, 245D.095, subdivision 5. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

Violation: For three staff persons whose records were reviewed (SP1 - SP3), the license holder did not maintain a personnel record as required.

The license holder did not maintain a personnel record for SP1, SP2, and SP3 that included documentation of the number of hours per subject area trained.

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

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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.

Coty Aust, HCBS Human Services Licensor

Licensing Division

Office of Inspector General

651-431- 4605