

September 12, 2025

Katie Perzel, Authorized Agent  
Volunteers of America of Minnesota  
10300 Flanders Street NE  
Blaine, Minnesota 55449

License Number: 1049979  
Report Number: 202408434

## CORRECTION ORDER

Dear Katie Perzel:

On June 27, 2025, a Department of Human Services (DHS) licensor conducted a licensing investigation at your facility located at 10300 Flanders Street NE, Blaine, Minnesota 55449. As a result of this investigation, DHS determined that you are in violation of one of the Minnesota rules. As a result, DHS is issuing this order which requires you to take the correction action as described below. Details of our findings are provided below. Our next steps and your options are also detailed.

### LICENSING VIOLATIONS

DHS determined that your program failed to follow licensing rules and statutes, as described below.

#### Resident File

Violation: One resident file reviewed did not meet no eject requirements (resident file numbered 1). Documentation did not demonstrate that the license holder conferred with other interested persons to review the issues involved in the decision, nor to develop additional strategies to resolve the issue.

Rule Violated: Minnesota Rules, chapter 2960.0090, subpart 2

Corrective Action Required: Immediately and on an ongoing basis, the license holder must ensure that no eject documentation meets all applicable requirements.

#### Written Response Required

If you fail to correct the violation(s) 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.

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Submissions required as part of the corrective action ordered must be sent to your licensor by email (hannah.horsch@state.mn.us) or mail:

Commissioner, Department of Human Services  
ATTN: Alyssa Nelson  
Licensing Division  
PO Box 64242  
St. Paul, MN 55164-0242

## **YOUR RIGHT TO REQUEST RECONSIDERATION**

You have the right to request reconsideration of this order in writing. Your request must:

1. Specify the parts of the correction order that are alleged to be in error;
2. Explain why they are in error; and
3. Include documentation to support the allegation of error.

If you are mailing your request, it must be received by DHS within 20 calendar days from when you received this order. If you do not meet this deadline, you lose your right to request reconsideration. The timeline to appeal began when you received this order. Please send it to:

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

### **Legal authority for this licensing action**

- This action is taken under Minnesota Statutes, section 245A.06, subdivision 1.
- This Children's Residential Facility must maintain compliance with the licensing statutes and rules, specifically Minnesota Rules, chapter 2960.
- The timeline to request reconsideration of the order is provided in Minnesota Statutes, section 245A.06, subdivision 2.

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## Questions

If you have any further questions regarding this matter, you may contact me at 651-431-5909.

Sincerely,

Michael Cihla, Senior Licensor

Licensing Division

Office of Inspector General