



September 23, 2025

Ikram Mohamed Hassan, Authorized Agent
Client Center Services Inc.
1180 Cushing Circle, Apartment 111
Saint Paul, MN 55108

License Number: 1112062 (245D – Home and Community-Based Services)

Dear Ikram Mohamed Hassan:

The Minnesota Department of Human Services (DHS), Division of Licensing, received your request for reconsideration regarding Citation 9 in the Correction Order issued to you on July 2, 2025. After an independent review of the record, the Commissioner has determined that there is sufficient evidence to support the citation.

Reconsideration Determination

Citation 9

Citation 9 was issued because the license holder did not ensure the designated coordinator (DC) met minimum qualifications as required. Specifically, the license holder failed to verify that the DC minimally had:

- A baccalaureate degree in a field related to human services, education, or health and one year of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older, or equivalent work experience providing care or education to vulnerable adults or children;
- An associate degree in a field related to human services, education, or health and two years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older, or equivalent work experience providing care or education to vulnerable adults or children;
- A diploma in a field related to human services, education, or health from an accredited postsecondary institution and three years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older, or equivalent work experience providing care or education to vulnerable adults or children; or
- A minimum of 50 hours education and training related to human services and disabilities; and
- A minimum of four years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older under the supervision of a staff person who meets the qualifications identified above.

Applicable Law

Minnesota Statutes, section 245D.081, subdivision 2, paragraph (b), states:

The license holder must ensure that the designated coordinator is competent to perform the required duties identified in paragraph (a) through education, training, and work experience relevant to the primary disability of persons served by the license holder and the individual persons for whom the designated coordinator is responsible. The designated coordinator must have the skills and ability necessary to develop effective plans and to design and use data systems to measure effectiveness of services and supports. The license holder must verify and document competence according to the requirements in section 245D.09, subdivision 3. The designated coordinator must minimally have:

- (1) a baccalaureate degree in a field related to human services, education, or health and one year of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older, or equivalent work experience providing care or education to vulnerable adults or children;
- (2) an associate degree in a field related to human services, education, or health and two years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older, or equivalent work experience providing care or education to vulnerable adults or children;
- (3) a diploma in a field related to human services, education, or health from an accredited postsecondary institution and three years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older or equivalent work experience providing care or education to vulnerable adults or children; or
- (4) a minimum of 50 hours of education and training related to human services and disabilities; and
- (5) four years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older under the supervision of a staff person who meets the qualifications identified in clauses (1) to (3).

Minn. Stat § 245D.081, subd. 2(b).

Your Response

You contend that the citation was issued in error and that you were not given the chance to provide the information at the time of the licensing review. You also contend that at the time of the licensing review, the DC you used from Libra Consultation Services had not had the chance to update their resume to include their role as a 245D designated manager. In your reconsideration, you included a copy of the updated resume for the DC. The resume shows that the DC has experience as a CADI Case Manager with Fraser from May 2023 to March 2025, and as a Designated Manager/Consultant with Libra Consultation Services from March 2025 to the present.

Reconsideration Determination

On reconsideration, the person designated as the DC still does not meet the qualifications for a DC. Minnesota Statutes, section 245D.081, subdivision 2, paragraph (b), clause (1), states that the DC must minimally have a baccalaureate degree in a field related to human services, education, or health and one year of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older, or equivalent work experience providing care or education to vulnerable adults or children. Although the person designated as the DC has a baccalaureate degree, they do not have one year full-time work experience providing direct care to person with disabilities or persons age 65 and older, or equivalent work experience providing care to vulnerable adults or children. Although the resume shows that the DC has case management experience, the DC does not have direct care experience. Case management experience is not the same as direct care experience. The DC's duties with Libra Consultation Services and Fraser show, for example, that they (1) provided quality assurance; (2) conducted and managed all phases of client meetings and documentation; (3) maintained open and positive communication channels with clients, families, and service providers; and (4) monitored waiver budgets. The duties, however, do not show that the DC provided direct care. For the above reasons, Citation 9 is affirmed.

Disposition

The Commissioner has reviewed the relevant laws and all of the information you submitted in response to the Correction Order. Citation 9 is affirmed. This is a final agency decision.

Sincerely,



James Song, Attorney
Legal Counsel's Office
Office of Inspector General