

September 30, 2025

Fahima Abdulkadir Mohamud, Authorized Agent
Best Care Ever LLC
1405 Lilac Drive North Suite 250H
Golden Valley, Minnesota 55422-4509

License Number: 1104104 (245D – HCBS)

CORRECTION ORDER

Dear Fahima Abdulkadir Mohamud:

On September 3, 2025, a licensing review of Best Care Ever LLC, located at 1405 Lilac Drive North, Golden Valley, 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.65, subdivision 2.

Violation: For one of two persons whose records were reviewed (P1), the license holder did not develop 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.

The license holder did not develop an IAPP for P1 that included an accurate individualized assessment of P1’s susceptibility of abuse. The license holder developed P1’s IAPP and indicated P1 was not susceptible to any type of abuse. This assessment

was not consistent with information maintained elsewhere in P1's record. The support plan addendum the license holder developed for P1 documented that P1 is unable to identify dangerous situations, unable to respond to emergency situations, and unable to maintain their health and personal safety.

Additionally, the license holder did not review the IAPP annually with P1's expanded support team. The IAPP was reviewed with P1 and their expanded support team in January 2023 and in October 2024.

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

- review and revise P1's IAPP;
- review P1's IAPP with P1 and P1's expanded support teams;
- maintain this documentation in P1's record; and
- train all staff that provide services to P1 on the revised IAPP.

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

2. Citation: Minnesota Statutes, section 245D.04, subdivision 1 and 3.

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

- a. The license holder did not provide P1 with a written notice that identified the service recipient rights annually in 2024.
- b. The license holder did not provide P2's legal representative with a written notice that identified the service recipient rights annually in 2022, 2023, and 2024.
- c. The license holder did not provide P1 and P2 with a written notice that included the right to have access to the person's personal possessions at any time, including financial resources.

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

- revise your program's written notice that identifies the service recipient rights to include the above-mentioned service recipient right;
- provide all service recipients with a written notice that identifies the service recipient rights in subdivisions 2 and 3, and an explanation of those rights to each person receiving services under your 245D license or their legal representative, if applicable; and
- maintain documentation of the person or person's legal representative's receipt of a copy of these rights in the person's record.

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

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

Violation: For one person whose record was reviewed (P2), the license holder did not document health service needs as required.

The license holder indicated at the licensing review that direct care staff assisted P2 with g-tube feedings while providing services. The license holder did not document on how P2's needs would be met, including a description of the procedures the license holder would follow in order to meet these health needs.

Corrective Action Ordered: Within 30 days of receiving this order, you must document how P2's health needs will be met including a description of the procedures the license holder will follow in order to assist with g-tube feedings. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

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

The license holder did not conduct annual meetings with P1 and P1's expanded support team as was documented in P1's support plan addendum. The license holder initiated services for P1 in January 2023 and participated in a service planning meeting in October 2024.

Additionally, the license holder did not include P1's case manager in the service planning meeting held in October 2024.

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

5. Citation: Minnesota Statutes, section 245D.07, subdivision 3.

Violation: For one person whose record was reviewed (P1), the license holder did not provide written reports as required.

The license holder did not provide written reports to P1's expanded support team on an annual basis as requested. The license holder initiated services for P1 in January 2023 and provided the first written report in October 2024.

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

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

Violation: For one person whose record was reviewed (P2), the license holder did not maintain service recipient records as required.

The license holder did not obtain a signed statement authorizing the license holder to act in a medical emergency when the P2's legal representative cannot be reached or is delayed in arriving.

Corrective Action Ordered: Within 30 days of receiving this order, you must obtain a signed statement from P2's legal representative authorizing the license holder to act in a medical emergency. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

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

The license holder did not inform and provide copies of the following to P1'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 restraint policy and procedure.

Corrective Action Ordered: Within 30 days of receiving this order, you must provide the above-mentioned policies and procedures to P1's case manager. On an ongoing basis, you must maintain compliance as required in this subdivision.

8. Citation: Minnesota Rules, 9544.0030 subpart 1.

Violation: For two persons whose records were reviewed (P1 and P2), the license holder did not evaluate positive support strategies as required.

The license holder did not evaluate the identified positive support strategies with P1 and P2 at least every six months.

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

- evaluate the identified positive support strategies with P1 and P2 and document the evaluation in P1's and P2's service recipient records; 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.

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

9. Citation: Minnesota Statutes, section 245A.65, subdivision 1 and 245A.66, subdivision 4.

Violation: The license holder did not establish policies and procedures for internal reporting of alleged or suspected maltreatment of vulnerable adults and minors as required.

The license holder did not establish policies and procedures on internal reporting of alleged or suspected maltreatment of vulnerable adults and minors that included the following:

- met all the requirements identified for the optional internal reporting policies and procedures in section 626.557, subdivision 4a;
- identified the 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 as defined in section 626.5572, subdivision 5. The secondary person must be involved when there is reason to believe that the primary person was involved in the alleged or suspected maltreatment;
- established that an internal review was completed within 30 calendar days and that corrective action was taken as necessary to protect the health and safety of vulnerable adults when the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made. The review must include:
 - an evaluation of whether related policies and procedures were followed, whether the policies and procedures were adequate, whether there was a need for additional staff training, whether the reported event was similar to past events with the vulnerable adults or the services involved, and whether there was a need for corrective action by the license holder to protect the health and safety of vulnerable adults. Based on the results of this review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or the license holder, if any;
 - identified the primary and secondary person or position who will ensure that, when required, internal reviews were completed. The secondary person shall be involved when there was reason to believe that the primary person was involved in the alleged or suspected maltreatment; and
 - document and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

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

- develop a policy and procedures regarding the reporting procedures of alleged or suspected maltreatment of vulnerable adults and minors that includes the information detailed above;
- provide an orientation to the internal and external reporting procedures to all persons served and notify legal representatives, if applicable, of this orientation;

- provide written notice to all persons or their legal representatives and case managers to explain that a revision was made and include a copy of the revised policy and procedure; and
- train all staff on the updated policy and procedures regarding the reporting procedures of alleged or suspected maltreatment of vulnerable adults and minors.

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

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

Violation: For one of three staff person whose record was reviewed (SP2), the license holder did not provide orientation to program requirements as required.

The license holder did not provide the following orientation training to SP2 within 60 days of hire:

- the job description and how to complete specific job functions;
- the safe and correct use of manual restraint on an emergency basis according to the requirements in 245D.061 or successor provisions, and what constitutes as the use of restraints, time out, and seclusion, including chemical restraint;
- basic first aid; and
- strategies to minimize sexual violence, including concepts of health relationships, consent, and bodily autonomy of people with disabilities.

Corrective Action Ordered: Within 30 days of receiving this order, you must provide SP2 with the above-mentioned trainings. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

Violation: For one staff person whose record was reviewed (SP1), the license holder did not provide orientation to individual service recipient needs as required.

The license holder did not provide SP1 with instruction on the safe and correct operation of medical equipment used by P2 to sustain life that could becoming life threatening without proper use of the medical equipment. The license holder did not ensure that SP1 received the training necessary to provide assistance to P2 with the use of feeding tubes.

Additionally, the license holder did not ensure SP1 reviewed and received instruction on P2's support plan or support plan addendum as it related to the responsibilities assigned to the license holder and P2's individual abuse prevention plan, to achieve and demonstrate an understanding of P2 as a unique individual, and how to implement those plans prior to having unsupervised direct contact with P2. The license holder

allowed SP1 to provide unsupervised direct care to P2 on August 16, 2020, and orientation to individual service recipient needs was completed on August 22, 2020.

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

- provide training to all staff that provide services to P2 from a licensed health care professional or manufacturer's representative on feeding tubes;
- complete an observed skill assessment to ensure staff demonstrate the ability to safely and correctly operate the feeding tubes;
- maintain documentation of the training and observed skill assessment in their personnel file; and
- submit all training provided to staff that provide services to P2 to your licensor.

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

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

Violation: For one person whose record was reviewed (SP1), the license holder did not provide orientation to individual service recipient needs as required.

The license holder did not provide training to SP1 on basic first aid in 2024. SP1's basic first aid certification expired on January 5, 2023. Additionally, the license holder did not provide SP1 with strategies to minimize sexual violence, including concepts of health relationships, consent, and bodily autonomy of people with disabilities in 2024.

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

- provide SP1 the above-mentioned training;
- audit all staff training records to ensure all required trainings have been provided; and
- train all staff on according to the audit completed

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

13. 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 personnel records as required.

- a. The license holder did not maintain staff qualifications in the personnel records for SP1 and SP2.
- b. The license holder did not ensure the training documentation for SP2 included the date the training was completed, the number of hours per subject area, and the name of the training or instructor.

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.

Submissions required as part of a corrective action ordered must be sent to your Licensor at:

1. By secure email at jolene.reinke@state.mn.us; or
2. If you are unable to submit corrective action ordered securely through email, you can mail or fax using the information below:

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

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 me as soon as possible.

Jolene Reinke, HCBS Licensor
Licensing Division
Office of Inspector General
651-431-5928