

October 3, 2025

Mohamed Mohamoud Isse, Authorized Agent  
Hobbs Home Health Care LLC  
1821 University Avenue West, Suite 292  
Saint Paul, Minnesota 55104

License Number: 1105939 (245D – HCBS)

### **CORRECTION ORDER**

Dear Mohamed Mohamoud Isse:

On August 18, 2025, a licensing review of Hobbs Home Health Care LLC, 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 245A.65, subdivision 2.

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

The license holder developed an IAPP for P1 that assessed P1 to be vulnerable to abuse. The license holder did not develop an IAPP for P1 that included a statement of measures to be taken to minimize the risk of abuse for P1.

Corrective Action Ordered: Within 30 days of receipt of this order, you must review and revise P1's individual abuse prevention plan to include specific measures to be taken to minimize the risk of abuse for P1. Additionally, you must provide orientation on the updates to P1's individual abuse prevention plan to all staff that provide direct support to P1. On an ongoing basis, you must maintain compliance as required in this subdivision.

**Repeat Violation:** In a Correction Order that DHS issued on May 26, 2023, you were previously found in violation of this same statute.

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

**Violation:** For two persons whose records were reviewed (P1 and P2), the license holder did not meet service planning and delivery as required.

- a. The license holder provided individualized home supports with training to P1. The license holder did not identify how the individualized home support services would be provided in P1's support plan addendum, including how, when, by whom and the person(s) responsible for overseeing the delivery and coordination.
- b. The license holder provided individualized supports with training and respite services to P2. The license holder did not identify how each service would be provided in P2's support plan addendum, including how, when, and by who and the person(s) responsible for overseeing the delivery and coordination.

**Corrective Action Ordered:** Within 30 days of receipt this order, you must review and update P1's and P2's support plan addendums to include the information listed above for each service the person is receiving. On an ongoing basis, you must maintain compliance as required with this subdivision.

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

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

- a. The license holder did not maintain progress or daily log notes that were recorded by the program for P1 and P2.
- b. The license holder did not maintain documentation to show a signed statement authorizing the license holder to act in a medical emergency when the person's legal representative could not be reached or is delayed in arriving for P1 and P2.

**Corrective Action Ordered:** Immediately, you must begin maintaining progress or daily log notes for all service recipients. Within 30 days of receiving this order, you must maintain documentation to show a signed statement authorizing the license holder to act in a medical emergency when the person's legal representative cannot be reached or is delayed in arriving for P1 and P2. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

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

The license holder did not inform P1's case manager of the policies and procedures affecting P1's rights under section 245D.04, and provide copies of the following policies and procedures, within five working days of service initiation:

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

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

5. Citation: Minnesota Rule, 9544.0030, subpart 1.

Violation: For one person whose record was reviewed (P2), the license holder did not evaluate positive support strategies as required.

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

Corrective Action Ordered: Within 30 days of receiving this order, you must evaluate with P2 the identified positive support strategies. Based upon the evaluation with P2, determine whether changes are needed in the positive support strategies used when providing services to P2. On an ongoing basis, you must maintain compliance as required in this subpart.

Repeat Violation: In a Correction Order that DHS issued on May 26, 2023, you were previously found in violation of this same statute.

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

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

- a. The license holder did not provide SP1 the following orientation training within 60 days of hire. SP1 was hired on December 5, 2025:
  - 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;
  - the license holder's current policies and procedures required under this chapter, including their location and access, and staff responsibilities related to implementation of those policies and procedures;
  - data privacy requirements according to sections 13.01 to 13.10 and 13.26, the federal Health Insurance Portability and Accountability Act of 1996 (HIPPA), and staff responsibilities related to complying with data privacy practices. This was completed on June 18, 2025;

- the service recipient rights and staff responsibilities related to ensuring the exercise and protection of those rights according to the requirements in section 245D.04. This was completed on June 18, 2025;
  - sections 245A.65, 245A.66, and 626.557 and chapter 260E governing maltreatment reporting and service planning children and vulnerable adults, and staff responsibilities related to protecting persons from maltreatment and reporting maltreatment. This orientation must be provided within 72 hours of first providing direct contact services and annually thereafter according to section 245D.65, subdivision 3. This was completed on June 17, 2025;
  - 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 or successor provisions, and what constitutes the use of restraints, time out, and seclusion, including chemical restraint. This was completed on June 18, 2025;
  - staff responsibilities related to prohibited procedures under section 245D.06, subdivision 5, or successor provisions, why such procedures are not effective for reducing or eliminating symptoms or undesired behavior, and why such procedures are not safe. This was completed on June 18, 2025;
  - basic first aid. This was completed on June 18, 2025; 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 SP2 the following orientation training within 60 days of hire. SP2 was hired on January 15, 2025:
- 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;
  - the license holder's current policies and procedures required under this chapter, including their location and access, and staff responsibilities related to implementation of those policies and procedures;
  - data privacy requirements according to sections 13.01 to 13.10 and 13.26, the federal Health Insurance Portability and Accountability Act of 1996 (HIPPA), and staff responsibilities related to complying with data privacy practices. This was completed on June 13, 2025;
  - the service recipient rights and staff responsibilities related to ensuring the exercise and protection of those rights according to the requirements in section 245D.04. This was completed on June 13, 2025;
  - sections 245A.65, 245A.66, and 626.557 and chapter 260E governing maltreatment reporting and service planning children and vulnerable adults, and staff responsibilities related to protecting persons from maltreatment and reporting maltreatment. This orientation must be provided within 72 hours of first providing direct contact services and annually thereafter according to section 245D.65, subdivision 3. This was completed on June 12, 2025;

- 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. This was completed on June 13, 2025;
  - the safe and correct use of manual restraint on an emergency basis according to the requirements in section 245D.061 or successor provisions, and what constitutes the use of restraints, time out, and seclusion, including chemical restraint. This was completed on June 13, 2025;
  - staff responsibilities related to prohibited procedures under section 245D.06, subdivision 5, or successor provisions, why such procedures are not effective for reducing or eliminating symptoms or undesired behavior, and why such procedures are not safe. This was completed on June 13, 2025;
  - basic first aid. This was completed on June 13, 2025; and
  - strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities. This was completed on June 13, 2025.
- c. The license holder did not provide SP3 the following orientation training within 60 days of hire. SP3 was hired on July 28, 2024:
- 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;
  - the license holder's current policies and procedures required under this chapter, including their location and access, and staff responsibilities related to implementation of those policies and procedures;
  - 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 or successor provisions, 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, or successor provisions, why such procedures are not effective for reducing or eliminating symptoms or undesired behavior, and why such procedures are not safe.

Corrective Action Ordered: Within 30 days of receipt of this order, you must provide SP1-SP3 with the above orientation, except for the trainings above that the license holder subsequently provided after 60 days of SP1-SP3's date of hire. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

Violation: For three staff persons whose records were reviewed (SP1 through 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 SP1 and SP3 before having unsupervised direct contact with a person served by the program:
  - the person's support plan or support plan addendum as it related 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 SP2 with orientation the person's support plan or support plan addendum as it related to the responsibilities assigned to the license holder before having unsupervised direct contact with a person served by the program.

Corrective Action Ordered: Within 30 days of receipt of this order, you must provide the orientation listed above to SP1-SP3 for each service recipient that SP1-SP3 provides direct support services to. On an ongoing basis, you must maintain compliance as required with this subdivision.

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

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

The license holder did not maintain a personnel record for SP1-SP3 that included the date of the employee's first unsupervised contact with a person served by the program.

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

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

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

The license holder did not establish policies and procedures related to the internal and external reporting procedures of alleged or suspected maltreatment of vulnerable adults that 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; and
- the primary and secondary person or position who will ensure that, when required, internal reviews are completed.

Corrective Action Ordered: Within 30 days of receipt of this order, you must establish policies and procedures related to alleged or suspected maltreatment of vulnerable adults that includes the above requirements. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

Violation: The license holder did not establish policies and procedures related to grievances as required.

The license holder did not establish policies and procedure related to grievances that provided the name, address and telephone number of the highest level of authority.

Corrective Action Ordered: Within 30 days of receipt of this order, you must establish policies and procedures related to grievances that provides the name, address and telephone number of the highest level of authority. 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  
Office of Inspector General  
Legal Counsel's Office  
Attention: Licensing Legal Unit  
PO Box 64953  
St. Paul, MN 55164-0953

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 at 651-431-3661 as soon as possible.

Amber Nielsen, Home and Community-Based Services Licensor  
Licensing Division  
Office of Inspector General