

October 30, 2025

Muna Omar
Preferred Care Services LLC
7841 Wayzata Boulevard Suite 210
Minneapolis, Minnesota 55426

License Number: 1110351 (245D – Home and Community-Based Services)

CORRECTION ORDER

Dear Muna Omar:

On June 24, 2025, a licensing review of Preferred Care Services LLC, located at 7841 Wayzata Boulevard, Minneapolis, 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 245D.071, subdivision 3.

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

The license holder initiated an intensive service for P1 on June 1, 2023. The license holder did not hold an initial service planning meeting with P1's support team within 45 days of providing service to P1. The license holder later held the required initial service planning meeting with P1 and P1's legal representative on September 21, 2023.

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

2. Citation: Minnesota Statutes, section 245D.071, subdivision 4.

Violation: For one person whose record was reviewed (P1), the license holder did not develop outcomes and supports as required.

- a. The license holder did not develop a service plan that documented the service outcomes and supports for P1 within 10 days of the initial planning meeting. P1's initial service planning meeting was held on September 21, 2024. The license holder documented P1's outcomes and supports on April 30, 2024.
- b. The license holder did not implement the supports and methods to support P1 and accomplish outcomes that were identified in P1's support plan addendum. The license holder did not maintain any data or evidence that P1's identified outcomes had been implemented.

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

3. Citation: Minnesota Statutes, section 245D.10, subdivision 4, paragraph b.

Violation: For two persons whose records were reviewed (P1 and P2), the license holder did not inform and provide copies of the policies and procedures as required.

The license holder did not inform and provide copies of the policies and procedures affecting a person's rights to P1's and P2's case manager within five working days of service initiation. The license holder initiated services for P1 on April 26, 2023 and provided P1's case manager the required policies on January 19, 2024. The license holder initiated services for P2 on August 26, 2024 and provided P2's case manager the required policies on September 7, 2024.

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

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

Violation: For two staff person whose record was reviewed (SP1 and SP2), the license holder did not provide orientation training as required.

- a. The license holder did not provide SP1, with a hire date of January 18, 2024, with orientation training on the following required topics within 60 days of hire:
 - 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. Training on this topic was provided in June 2024;
 - 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. Training on this topic was provided in August 2024;
 - 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. Training on this topic was provided in June 2024;
- 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. Training on this topic was provided in June 2024;
 - basic first aid. Training on this topic was provided in June 2024; and
 - strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities. Training on this topic was provided in June 2024.
- b. The license holder did not provide SP2, with a hire date of January 8, 2024, with orientation training on the following required topics within 60 days of hire:
- 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. Training on this topic was provided in May 2024; and
 - 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. Training on this topic was provided in May 2024.

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

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

Violation: For two staff persons whose records were reviewed (SP1 and SP2), the license holder did not provide orientation to individual service recipient needs as required.

Before having unsupervised direct contact with a person served by the program, the license holder did not provide SP1 and SP2 with a review and instruction on the person's support plan or support plan addendum as it related to the responsibilities assigned to the license holder, including 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.

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

- provide SP1 and SP2 with an orientation to the individual service recipient needs for each person to whom SP1 and SP2 provide direct support services, as described above;
- ensure all staff persons in your program receive an orientation to the individual service recipient needs for each person to whom they provide direct support services; and
- maintain documentation in the staff's personnel file that this orientation training was provided, including a description of the orientation that identifies the person to whom they were trained on.

You must also ensure that anytime a person's support plan or support plan addendum is revised, the staff person providing direct support services to that person receives an orientation to the revised plans.

On an ongoing basis, you must maintain compliance throughout your program, 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 64953
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.

Tiffany Solano, HCBS Licensur
Licensing Division
Office of Inspector General
651-431-6649