

November 5, 2025

**CERTIFIED MAIL**

Michelle Newman, Authorized Agent  
Pathways to Community  
475 Cleveland Ave N Suite 100  
St Paul MN 55104-5031

License Number 1069743-HCBS (Home and Community-Based Services)  
License Number 1101673-H\_CRS (Home and Community-Based Services-Community Residential Setting)  
Report Number 202309517

## **DETERMINATION OF MALTREATMENT AND ORDER TO PAY A FINE**

Dear Michelle Newman:

The Department of Human Services (DHS) determined that Pathways to Community located at 8140 115<sup>th</sup> Lane N, Champlin, Minnesota, is responsible for serious maltreatment by neglect. Based on this determination, DHS is ordering you to pay a fine of \$5000. Details of our findings are provided below and in the enclosed Investigation Memorandum for report 202309517. Our next steps and your options are also detailed.

### **I. Determination of Maltreatment**

It was reported that a vulnerable adult (VA) went without medications for an unknown period that resulted in the VA being hospitalized from November 8 to 11, 2023.

Based on the maltreatment investigation, DHS determined that that Pathways to Community was responsible for neglect of the VA. See the enclosed Investigation Memorandum for more information.

Legal Authority: Minnesota Statutes, section 626.557, subdivision 9c.

Fine: \$5000

## Citations Related to the Maltreatment

1. Citation: Minnesota Statutes section 245D.11, subdivision 2, clause (2).

Violation: The license holder did not enforce their *Policy and Procedure on Safe Medication Assistant and Administration* and *Policy and Procedure on Health Services Coordination* as required.

Despite a client's (C) ongoing issues with his/her seizure management there was no information that anyone at the facility:

- Followed up with the C's neurologist. On June 21, 2022, the C had a virtual visit with his/her neurologist and it was ordered that the C have an in person follow up appointment within four months. The C went 17 months without a neurology appointment when s/he was admitted to the hospital; or
- Ensured the C's lamotrigine/Lamictal was refilled and administered as prescribed.

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

2. Citation: Minnesota Statutes, section 245D.05, subdivision 1, paragraph (a) and subdivision 4, paragraph (a).

Violation: The license holder did not meet the health care needs of the C or the C's medication administration as assigned in the C's support plan addendum.

- On June 21, 2022, the C had a virtual visit with his/her neurologist and it was ordered that the C have an in person follow up appointment within four months. However, The C did not follow up and went 17 months without a neurology appointment when s/he was admitted to the hospital.
- Multiple staff persons did not ensure the C's lamotrigine/Lamictal was refilled and administered for at least 14 days.

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

3. Citation: Minnesota Statutes, section 245D.05, subdivision 4, paragraph (b).

Violation: The license holder did not report medication administration errors to the C's legal representative and case manager as they occurred.

The C's lamotrigine/Lamictal was not administered for at least 14 days and the C's legal representative and case manager were not notified as they occurred.

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

4. Citation: Minnesota Statutes, section 245D.081, subdivision 2, clause (1), states that

Violation: The license holder must identify a designated coordinator to provide supervision, support and evaluation of the oversight of the license holder's responsibilities as assigned in the person's support plan and support plan addendum.

The license holder failed to ensure that a designated coordinator provided coordination of service delivery and evaluation for the C.

- The C's lamotrigine/Lamictal was not administered for at least 14 days.
- The C's legal representative and case manager were not notified as the medication errors occurred.
- On June 21, 2022, the C had a virtual visit with his/her neurologist and it was ordered that the C have an in person follow up appointment within four months. However, The C did not follow up and went 17 months without a neurology appointment when s/he was admitted to the hospital.

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

## **Additional Citations**

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

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

The license holder did not have documentation of P1's and P2's training on a consumer's (C's) individual service recipient needs that included the date of the training, the number of hours per subject area, and the name of the trainer or instructor.

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

## **II. Order to Pay a Fine**

Because DHS determined that Pathways to Community is responsible for serious maltreatment by neglect, you must pay a \$5000 fine. The act of maltreatment was determined to be serious because the VA was hospitalized from November 8 to 11, 2023, during which time s/he required the care of a physician to titrate his/her medication back to a therapeutic level.

Legal Authority: Minnesota Statutes, section 245A.07, subdivision 3, paragraph (c), subparagraph (4).

### **Billing and Payment of the Fine**

DHS will send you an invoice for the \$5000 fine. Payment must be made as directed on the invoice.

If you request a contested case hearing, as described below, do not pay the fine at this time. After the contested case hearing, the Commissioner of DHS will issue a final order.

Please note, you may not avoid payment of this fine by closing, selling, or otherwise transferring the license to a third party. If this occurs, each controlling individual is personally and jointly responsible for payment.

If you do not pay the fine on or before the date specified on the invoice and you did not request a contested case hearing, as described below, the Commissioner may issue a second fine, may not issue or reissue a license, or may suspend the license until the license holder pays the fine.

### **III. YOUR RIGHT TO APPEAL**

You have right to appeal the maltreatment determination and/or fine. Please see options below.

Should you exercise your rights to appeal send:

<b>Certified mail to:</b>	<b>Personal delivery to:</b>
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	Commissioner, Department of Human Services Office of Inspector General Legal Counsel's Office Attention: Licensing Legal Unit 444 Lafayette Road North St. Paul, MN 55155

#### **1. Right to appeal the fine and maltreatment determination**

You have the right to appeal the fine and maltreatment determination. Your request must be in writing and clearly state that you are requesting a contested case hearing for this matter. Your request must be made before the deadlines provided below. If you do not meet this deadline, you lose your right to an administrative appeal. The timeline to appeal began when you received this order.

If you are mailing your request, it must be sent by certified mail and postmarked within 15 calendar days from when you received this order. See address Section III.

If your request is being personally delivered, it must be received by DHS within 15 calendar days from when you received this order. See address Section III.

Upon DHS' receipt of your timely appeal, your case would be scheduled for a contested case hearing in front of an Administrative Law Judge. After this hearing, the Commissioner of DHS will issue a final order.

## **2. Request for reconsideration of the maltreatment determination only**

If you do not appeal the fine, you may still request reconsideration of the maltreatment determination. Your request must be made before the deadlines provided below. If you do not meet this deadline, you lose your right to request reconsideration. The timeline to request reconsideration began when you received this order.

Your request must:

- Be in writing
- Clearly state that you are requesting reconsideration of the maltreatment determination
- Identify what is inaccurate or incomplete about the information in the Investigation Memorandum
- Supply information that is accurate or more complete
- State why you believe the finding of maltreatment should be changed
- Be made before the deadlines provided below.

Your request must be postmarked within 15 calendar days from when you received this order. See address Section III.

A response to your reconsideration request will be mailed within 15 working days after DHS receives your request. You have the right to request a fair hearing if a response is not mailed within 15 working days.

## **3. Right to appeal the order to pay a fine only**

You have the right to only appeal the fine. Your request must be in writing and clearly state that you are requesting a contested case hearing for this matter. Your request must be made before the deadlines provided below. If you do not meet this deadline, you lose your right to an administrative appeal. The timeline to appeal began when you received this order.

If you are mailing your request, it must be sent by certified mail and postmarked within 10 calendar days from when you received this order. See address Section III.

If your request is being personally delivered, it must be received by DHS within 10 calendar days from when you received this order. See address Section III.

Upon DHS' receipt of your timely appeal, your case would be scheduled for a contested case hearing in front of an Administrative Law Judge. After this hearing, the Commissioner of DHS will issue a final order.

#### **4. Legal representation at the contested case hearing**

You do not need a lawyer to appeal. However, a lawyer can help you with your appeal. The state or county will not get you a lawyer and will not pay for a lawyer. If you cannot afford a lawyer, you may be able to get free legal advice or help with your appeal. To find out if free help is available, contact: Volunteer Lawyers Network at 612-752-6677; Central Minnesota Legal Services at 612-332-8151; Southern Minnesota Legal Services at 651-222-4731; or go to [www.justice4mn.org](http://www.justice4mn.org) to find a local legal services program that may be able to help you.

You can also find information on contested cases from the Office of Administrative Hearings website at <https://mn.gov/oah/self-help>. Click on Administrative Law Overview, then click on Administrative Law Contested Case Hearing Guide for a list of frequently asked questions.

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

- This action is taken under Minnesota Statutes, section 245A.07, subdivision 1, paragraph (a), which describes under which conditions DHS may impose a fine against a license.
- Minnesota Statutes, section 245A.07, subdivision 3, paragraph (c), clause (4), item (ii) provides that DHS may impose a \$5000 fine for each determination of maltreatment of a vulnerable adult under section 626.557 which meets the definition of serious maltreatment for which the license holder is determined responsible.
- In determining whether the facility, an individual, or both are responsible for substantiated maltreatment, DHS must consider the mitigating factors provided in Minnesota Statutes, section 626.557, subdivision 9c, paragraph (c).
- Minnesota Statutes, section 245A.07, subdivision 3, paragraph (c), clause (5) states that license holders may not avoid payment of a fine by closing, selling, or transferring a license.
- License holders have a right to appeal licensing actions and request a contested case hearing, under Minnesota Statutes, chapter 14 and Minnesota Rules, parts 1400.8505 to 1400.8612.
- License holders have a right to request reconsideration of a maltreatment determination, under Minnesota Statutes, section 626.557, subdivision 9d.
- Minnesota Statutes, section 245A.04, subdivision 7, paragraph (d), clause (4), states that DHS shall not issue or reissue a license if the applicant, license holder, or controlling individual has an outstanding debt related to a license fee, licensing fine, or settlement agreement for which payment is delinquent.
- Minnesota Statutes, section 245A.07, subdivision 3, paragraph (c), clause (2), states that that the license holder shall pay the fine assessed on or before the payment date specified, and if the license holder does not do so the commissioner may issue a second fine or suspend the license until the license holder complies.

#### **Questions**

If you have any further questions regarding this matter, you may contact Melanie Bridges, Supervisor, at 651-431-6559.

Michelle Newman, Authorized Agent  
November 5, 2025  
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Sincerely,

A handwritten signature in black ink that reads "Maggie Hanson". The signature is written in a cursive, flowing style.

Maggie Hanson, Intake & Investigations Unit Manager  
Licensing Division  
Office of Inspector General

Enclosure