

November 14, 2025

Charlene Marie Carroll Hanisch, Authorized Agent
Charlene Carroll Hanisch, MS, LICSW Adult Foster Care
2214 Viking Drive
Saint Cloud, Minnesota 56301

License Number: 1084977 (245D – HCBS)

CORRECTION ORDER

Dear Charlene Marie Carroll Hanisch:

On November 5, 2025, a licensing review of Charlene Carroll Hanisch, MS, LICSW Adult Foster Care, located at 2214 Viking Drive, Saint Cloud, 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.04, subdivision 1.

Violation: For one of one person whose record was reviewed (P1), the license holder did not provide the service recipient rights as required.

The license holder did not provide P1's legal representative with a written notice that identified the service recipient rights, and an explanation of those rights annually.

Corrective Action Ordered: Within 30 days upon receiving this order, you must provide these rights to P1's legal representative. On an ongoing basis, you must maintain compliance as required in this subdivision.

2. Citation: Minnesota Statutes, section 245D.06, subdivision 4.

Violation: For one person whose record was reviewed (P1), the license holder did not meet the requirements for safeguarding and handling a person's funds and property, as required.

The license holder did not implement the preferences of P1's legal representative and case manager for receiving a statement that itemizes receipts and disbursement of funds on an annual basis.

November 14, 2025

Corrective Action Ordered: Within 30 days upon receiving this order, you must provide P1's legal representative and case manager with an itemized financial statement. On an ongoing basis, you must maintain compliance as required in this subdivision.

3. Citation: Minnesota Statutes, section 245D.07, subdivision 1.

Violation: For one person whose record was reviewed (P1), the license holder did not provide services in compliance with the requirements of this chapter and the federal waiver plans.

The license holder did not provide services in compliance with the requirements of this chapter and the federal waiver plan when they did not complete consents for the use of monitoring technology for P1.

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

- complete consents for the use of monitoring technology forms with P1's legal representatives and maintain in their records;
- consult with P1's case manager and legal representative regarding the use of cameras for supervision; and
- update P1's support plan addendum to include details regarding the use of cameras to supervise P1.

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

4. Citation: Minnesota Statutes, section 245D.071, subdivision 4 and 5.

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

- a. The license holder did not develop and document the following supports and methods to be implemented for P1 to support the person and accomplish outcomes related to acquiring, retaining, or improving skills and physical, mental, and emotional health and well-being within 10 working days of the 45-day planning meeting:
 - the methods or actions that will be used to support the person and accomplish the service outcomes, including information about:
 - any changes or modifications to the physical and social environments necessary when the service supports were provided;
 - any equipment and materials required; and
 - techniques that were consistent with the person's communication mode and learning style; and
 - the names of the staff persons or positions responsible for implementing the supports and methods.
- b. The license holder did not include a discussion of how technology might be used to meet P1's desired outcomes at P1's annual meeting and maintain a summary of this conversation in P1's support plan or support plan addendum that included a statement in the summary regarding any decision that is made regarding the use of technology and a description of any further research that needs to be completed before a decision regarding the use of technology can be made.

Corrective Action Ordered: Within 30 days upon receiving this order, you must document the information listed above and review with P1's expanded support team. On an ongoing basis, you must maintain compliance as required in this subdivision.

November 14, 2025

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

Violation: For one person whose record was reviewed (P1), the license holder did not maintain service recipient records as required.

The license holder did not maintain progress or daily log notes that are recorded by the program in P1's service recipient records.

Corrective Action Ordered: Within 30 days upon receiving this order, you must begin recording progress or daily notes for P1 and maintain them in P1's service recipient record. On an ongoing basis, you must maintain compliance as required in this subdivision.

6. Citation: Minnesota Rule 9544.0030, subpart 1.

Violation: For one person whose record was reviewed (P1), the license holder did not evaluate positive support strategies as required.

The license holder did not evaluate with P1 whether the identified positive support strategies currently met the standards in Minnesota Rules 9544.0030, subpart 2, as required at least every 6 months.

Corrective Action Ordered: Within 30 days upon receiving this order, you must evaluate with P1 the identified positive support strategies. On an ongoing basis, you must maintain compliance as required in this subpart.

7. Citation: Minnesota Rules, part 9544.0110, subpart C.

Violation: For one person whose record was reviewed (P1), the license holder did not use the behavior intervention reporting form (BIRF) to report incidents, as required by the commissioner.

The license holder did not use the BIRF to report the incidents that occurred on the following dates involving P1 that resulted in calls to 911 on the following dates:

- February 12, 2020
- December 17, 2024

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

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

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

- a. The license holder did not provide SP2 with an orientation to the following within 60 calendar days of hire:

- data privacy requirements according to sections 13.01 to 13.10 and 13.46, the federal Health Insurance Portability and Accountability Act of 1996 (HIPPA), and staff responsibilities related to complying with data privacy practices;
- 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;
- sections 245A.65, 245A.66, and 626.557 and chapter 260E governing maltreatment reporting and service planning for children and vulnerable adults, and staff responsibilities related to

November 14, 2025

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 245A.65, subdivision 3;

- the principles of person-centered service planning and delivery as identified in section 245D.07, subdivision 1a, and how they apply to direct support services 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;
- basic first aid;
- strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities;
- 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.

The license holder provided these trainings to SP2 at later date.

- b. The license holder did not provide SP2 with orientation training on sections 245A.65 and 626.557 governing maltreatment reporting and service planning for vulnerable adults, and staff responsibilities related to protecting persons from maltreatment and reporting maltreatment within 72 hours of first providing direct contact services. The license holder provided this training to SP2 at later date.

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

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

Violation: For one staff person whose record was reviewed (SP2), the license holder did not provide orientation to individual service recipient needs training as required.

The license holder did not provide SP2 with the following training before having unsupervised direct contact with P1:

- orientation to the individual service recipient needs;
- the person's support plan or support plan addendum; and
- the person's individual abuse prevention plan (IAPP), 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 upon receiving this order, you must ensure SP2 has reviewed and received instruction on the requirements identified above for P1. 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

Charlene Marie Carroll Hanisch

Page **5** of **2**

November 14, 2025

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 as soon as possible.

Kelly Bosch, HCBS Licensor
Licensing Division
Office of Inspector General
651-431-6621