

November 18, 2025

Aisha Roble, Authorized Agent
Prosperity Housing Services LLC
1821 University Avenue West Suite 164
Saint Paul, Minnesota 55104-2803

License Number: 1112531 (245D – HCBS)

CORRECTION ORDER

Dear Aisha Roble:

On October 23, 2025, a licensing review of Prosperity Housing Services LLC, located at 1821 University Avenue West Suite 164 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, paragraph (a).

Violation: For one of three persons whose record was reviewed (P2), the license holder did not provide orientation to the program abuse prevention plan (PAPP) as required.

The license holder did not provide orientation to P2 on the PAPP within 24 hours of admission.

Corrective Action Ordered: The license holder is no longer providing services to P2. On an ongoing basis, you must maintain compliance as required in this subdivision.

Repeat Violation: In a Correction Order that DHS issued on July 11, 2025, you were previously found in violation of this same statute.

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

Violation: For one person whose record was reviewed (P2), the license holder did not provide the person with a written notice that identified the service recipient rights and explanation of those rights as required.

The license holder did not provide P2 with a written notice that identified the service recipient rights and an explanation of those rights within five working days of service initiation.

Corrective Action Ordered: The license holder is no longer providing services to P2. On an ongoing basis, you must maintain compliance as required in this subdivision.

Repeat Violation: In a Correction Order that DHS issued on July 11, 2025, you were previously found in violation of this same statute.

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

Violation: For one person whose record was reviewed (P1), the license holder did not document health service needs as required.

The license holder did not maintain documentation on how P1's health needs would be met including a description of the procedures the license holder would follow in order to provide medication assistance.

Corrective Action Ordered: The license holder is no longer providing services 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 July 11, 2025, you were previously found in violation of this same statute.

4. **Citation:** Minnesota Statutes, section 245D.06, subdivision 1.

Violation: For two persons whose records were reviewed (P1 and P3), the license holder did not report incidents and maltreatment as required.

- a. The license holder did not report an incident of suspected maltreatment of P1 within 24 hours of receiving knowledge of the incident, as required in the license holder's Maltreatment of Vulnerable Adults Mandated Reporting Policy. The suspected maltreatment was reported to the license holder on September 5, 2025. The license holder reported the suspected maltreatment to the Minnesota Adult Abuse Reporting Center (MAARC) on September 8, 2025.
- b. The license holder did not report an incident involving P3 that occurred on March 13, 2024, to P3's designated emergency contact within 24 hours of the incident.

Corrective Action Ordered: The license holder is no longer providing services to P1 and P3. On an ongoing basis, you must maintain compliance as required in this subdivision.

Repeat Violation: In a Correction Order that DHS issued on July 11, 2025, you were previously found in violation of this same statute.

5. Citation: Minnesota Rules, 9544.0080, subpart 1.

Violation: For one person whose record was reviewed (P2), the license holder did not obtain written acknowledgement of the license holder's policy on the emergency use of manual restraints as required.

The license holder did not obtain a written acknowledgement from P2 indicating they had been notified of the license holder's emergency use of manual restraints policy and their rights under this chapter and Minnesota Statutes, sect. 245D.04 when the license holder provided P2 with the program's policy on the emergency use of manual restraints at the time of service initiation.

Corrective Action Ordered: The license holder is no longer providing services to P2. On an ongoing basis, you must maintain compliance as required in this subpart.

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

Violation: For one of two staff persons whose record was reviewed (SP1), the license holder did not maintain a personnel record as required.

The license holder did not maintain documentation in SP1's personnel record that included the number of hours of training per subject area.

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

Repeat Violation: In a Correction Order that DHS issued on July 11, 2025, you were previously found in violation of this same statute.

7. Citation: Minnesota Statutes, section 245D.11, subdivision 2.

Violation: The license holder did not establish policies and procedures that promoted health and welfare as required.

- a. The license holder did not have a plan for ensuring the safety of persons served by the program in emergencies, including fires and power failures, that included designated meeting places and contact phone numbers. The license holder's "Emergency Response, Reporting & Review Policy," stated:
 - "When evacuating outside, the designated meeting place is [insert the name of the designated meeting place]"; and
 - "Report power failures to [insert name of power company] at [insert telephone number of power company]. Use emergency supplies (flashlights, battery-operated radio) which are located [insert location]."
- b. The license holder did not have a plan for responding to all incidents that included contact phone numbers, and the name of the person or position staff were to contact. The license holder's "Incident Response, Reporting and Review Policy," stated:

- in regard to a mental health crisis, “When staff believes that a person is experiencing a mental health crisis, they must call 911 or the mental health crisis intervention team at [insert the name of the mental health crisis intervention team]”;
- in regard to requiring 911, law enforcement, or fire department:
 - “For non-emergency incidents requiring law enforcement, staff will call [insert telephone number]”; and
 - “For non-emergency incidents requiring the fire department, staff will call [insert telephone number]”; and
- in regard to unauthorized or unexplained absence, “After contacting law enforcement, staff will notify [insert the name and/or title of a staff person] who will determine if additional staff are needed to assist in the search.

Corrective Action Ordered: Immediately upon receiving this order, you must establish:

- a plan for ensuring the safety of persons served by the program in emergencies, including fires and power failures, as detailed above; and
- a plan for responding to all incidents as detailed above.

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

Repeat Violation: In a Correction Order that DHS issued on July 11, 2025, you were previously found in violation of this same statute.

8. **Citation:** Minnesota Statutes, section 245D.081, subdivisions 2 and 3.

Violation: The license holder did not provide program coordination and evaluation as required.

The license holder did not ensure the designated manager took corrective action when ordered by the commissioner. The commissioner issued a correction order to the license holder on July 11, 2025, and was ordered to take corrective action for 17 citations. The license holder did not complete corrective action for citation numbers 1, 4, 5, 6, 16, and 17.

Additionally, at the time of the licensing review on October 23, 2025, the license holder did not maintain a designated coordinator and designated manager. The license holder employed SP2 in these roles from June 3, 2025, to September 26, 2025.

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

- identify a designated coordinator and designated manager for your program that meets requirements in section 245D.081, subdivisions 2 and 3;
- submit the name(s) and verifiable qualifications of the individual(s) who will be acting in the designated coordinator and designated manager roles to your licensor for approval; and
- maintain a signed document that the designated coordinator and designated manager have acknowledged their responsibilities as required in Minnesota Statutes, section 245D.081, subdivisions 2 and 3 in your program’s records.

On an ongoing basis, you must maintain compliance as required in these subdivisions.

Repeat Violation: In a Correction Order that DHS issued on July 11, 2025, you were previously found in violation of this same statute.

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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 katie.hoard@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: Katie Hoard
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
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.

Katie Hoard, HCBS Licensor
Licensing Division
Office of Inspector General
651-431-2656