

November 24, 2025

Makia Camara, Authorized Agent
Angel Healthcare Staffing LLC
301 76th Avenue North
Minneapolis, Minnesota 55444-2545

License Number: 1098738 (245D-Home and Community-Based Services)

CORRECTION ORDER AND NOTICE OF NONCOMPLIANCE WITH TERMS OF A CONDITIONAL LICENSE

Dear Makia Camara:

On December 16, 2024, the Commissioner of the Department of Human Services (DHS) issued an Order of Conditional License to Angel Healthcare Staffing LLC, located at 301 76th Avenue North Minneapolis, Minnesota.

On October 15, 2025, a licensing review of Angel Healthcare Staffing LLC was conducted to determine compliance with state and federal laws and rules governing the provision of home and community-based services (HCBS) to persons with disabilities and age 65 and older under Minnesota Statutes, Chapter 245D and the terms of the Order of Conditional License issued on December 16, 2024. As a result of this licensing review, a Correction Order and Noncompliance with the Terms of a Conditional License is being issued.

Notice of Noncompliance with the terms of Conditional Order

On October 15, 2025, DHS determined that you did not follow one of five terms of the Order of Conditional License that is in place from December 16, 2024, to December 16, 2026.

Term #5: You were ordered to not admit new participants to your program from December 16, 2024 until you have successfully demonstrated to DHS compliance with the terms of the conditional license and have maintained substantial compliance with all licensing standards. At a minimum, you were ordered to not admit new participants to your program for a period of six months from the date of the conditional license. Prior to admitting any new participant during the duration of the conditional license, you must notify your licensor and receive prior approval.

At the time of review, DHS licensors noted the license holder admitted one new participant (P5), in July 2025.

A. 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 four of five persons whose records were reviewed (P1, P2, P3, and P4), the license holder did not review individual abuse prevention plans (IAPP) as required.

- a. The license holder did not review P1's, P2's, and P3's revised IAPPs with their interdisciplinary teams.
- b. The license holder did not review P4's IAPP with P4's interdisciplinary team annually in 2025.

Corrective Action Ordered: Within 30 days of receiving this order, you must review P1's, P2's, P3's, and P4's IAPPs with their interdisciplinary teams including their case managers and maintain this documentation in their records. Compliance with this order will be reviewed onsite. On an ongoing basis, you must maintain compliance as required in this subdivision.

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, and a Correction Order and Noncompliance with Terms of a Conditional License 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 three persons whose records were reviewed (P1, P2, and P4), the license holder did not provide service recipient rights as required.

- a. The license holder did not provide P1 with a written notice that identified the service recipient rights annually.
- b. The license holder did not provide P2 with a written notice that identified the service recipient rights within five working days of service initiation.

- c. The license holder did not provide P4 with a written notice that identified the service recipient rights annually in 2025. The license holder most recently provided P4 with a written notice in January 2024.

Corrective Action Ordered: Within 30 days of receiving this order, you must provide P1, P2, and P4 with a written notice that identifies the service recipient rights in subdivision 2 and 3 and an explanation of those rights and maintain documentation of the person's receipt of a copy and an explanation of the rights in the person's record. Compliance with this order will be reviewed onsite. On an ongoing basis, you must maintain compliance as required with this subdivision.

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, and a Correction Order and Noncompliance with Terms of a Conditional License 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 (P4), the license holder did not document health service needs as required.

The license holder did not maintain documentation on how P4's health needs would be met including a description of the procedures the license holder would follow in order to provide medication assistance and assist with or coordinate medical, dental, and other health service appointments.

Corrective Action Ordered: Within 30 days of receiving this order, you must document how you will meet P4's health needs as stated above. Compliance with this order will be reviewed onsite. On an ongoing basis, you must maintain compliance as required in this subdivision.

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, and a Correction Order and Noncompliance with Terms of a Conditional License that DHS issued on July 11, 2025, you were previously found in violation of this same statute.

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

Violation: For one person whose record was reviewed (P3), the license holder did not complete service planning for basic support services as required.

The license holder did not review and revise P3's preliminary support plan addendum to document the services that would be provided including the person responsible for overseeing the delivery and coordination of services.

Corrective Action Ordered: Within 30 days of receiving of this order, you must review and revise P3's support plan addendum to document the person responsible for overseeing the delivery and coordination of services. Compliance with this order will be reviewed onsite. On an ongoing basis, you must maintain compliance as required in this subdivision.

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, and a Correction Order and Noncompliance with Terms of a Conditional License that DHS issued on July 11, 2025, you were previously found in violation of this same statute.

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

Violation: For one person whose record was reviewed (P2), the license holder did not provide policies and procedures as required.

The license holder did not inform and provide copies to P2's case manager of the following policies and procedures within five working days of service initiation:

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

Corrective Action Ordered: Within 30 days of receiving of this order, you must provide the above-mentioned policies and procedures to P2's case manager and maintain documentation of this in P2's record. Compliance with this order will be reviewed onsite. On an ongoing basis, you must maintain compliance as required in this subdivision.

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, and a Correction Order and Noncompliance with Terms of a Conditional License that DHS issued on July 11, 2025, you were previously found in violation of this same statute.

6. **Citation:** Minnesota Statutes, section 245D.081, subdivisions 1 and 3.

Violation: The license holder did not fulfill the responsibility for program management and oversight 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 7 citations. The license holder did not complete corrective action for citation numbers 1, 2, 3, 4 and 6.

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

Repeat Violation: In an Order of Conditional License that DHS issued on December 16, 2024, you were previously found in violation of this same statute.

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

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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 64242
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 Katie Hoard at 651-431-2656 as soon as possible.

Katie Hoard, HCBS Licensor
Office of Inspector General