

November 25, 2025

Joyce Mogeni, Authorized Agent  
Divine Healing Home Care LLC  
7240 Brooklyn Boulevard Suite 230B  
Brooklyn Center, Minnesota 55429-1274

License Number: 1082433 (245D – HCBS)  
1122449 (CRS)

### **CORRECTION ORDER**

Dear Joyce Mogeni:

On October 22, 2025, a licensing review of Divine Healing Home Care LLC, located at 7240 Brooklyn Boulevard, Suite 230B, Brooklyn Center, 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 1.

Violation: For one of three persons whose record was reviewed (P2), the license holder did not provide an orientation to the internal and external reporting procedures for suspected or alleged maltreatment of a vulnerable adult within 24 hours of admission as required.

The license holder did not provide P2 with an orientation to the internal and external reporting procedures for suspected or alleged maltreatment of a vulnerable adult within 24 hours of admission. The license holder initiated P2's services on July 1, 2024, and provided P2 with the orientation on January 9, 2025.

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

2. Citation: Minnesota Statutes, section 245A.65, subdivision 2.

Violation: For two persons whose records were reviewed (P1 and P2), the license holder did not meet the requirements for abuse prevention plans.

Minnesota Statutes, section 245A.02, subdivision 2b defines “annual” or “annually” to mean prior to or within the same month of the subsequent calendar year.

- a. The license holder did not provide an orientation to the program abuse prevention plan (PAPP) within 24 hours of P1’s admission to integrated community supports services on May 20, 2023. The license holder provided this orientation to P1 on October 5, 2023.
- b. The license holder did not provide P2 with an orientation to the PAPP within 24 hours of admission into the license holder’s community residential setting (CRS) on July 1, 2024. The license holder provided this orientation to P2 on January 9, 2025.
- c. The license holder did not review and evaluate P1’s individual abuse prevention plan (IAPP) with P1’s interdisciplinary team annually in 2025. The license holder reviewed P1’s IAPP in July 2024 and August 2025.
- d. The license holder did not develop an IAPP for P2 prior to the license holder initiating services to P2 on July 1, 2024. The license holder developed an IAPP for P2 on January 9, 2025.

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

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

Violation: For two persons whose records were reviewed (P1 and P2), the license holder did not provide service recipient rights as required.

Minnesota Statutes, section 245A.02, subdivision 2b defines “annual” or “annually” to mean prior to or within the same month of the subsequent calendar year.

- a. The license holder did not provide P1 or P2 with a written notice that identified the service recipient rights and an explanation of those rights within five working days of service initiation. The license holder initiated P1’s services on May 20, 2023, and

provided the written notice to P1 on October 5, 2023. The license holder initiated P2's services on July 1, 2024, and provided the written notice to P2 on January 9, 2025.

- b. The license holder did not provide P1 with a written notice that identified the service recipients and an explanation of those rights annually in 2025. The license holder provided P2 with a written notice on July 30, 2024, and August 6, 2025.

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

4. Citation: Minnesota Statutes, section 245D.04, subdivisions 2 and 3.

Violation: For one person whose record was reviewed (P2), the license holder did not ensure the exercise and protection of the person's rights in the service provided as required.

The license holder did not ensure the exercise and protection of the service recipient rights when the license holder maintained "House Rules" posted in community residential setting (CRS, license number 1122449), that restricted the following service and protection related rights for persons:

- personal privacy, including the right to use the lock on the person's bedroom or unit door;
- access to personal possessions at any time;
- engage in chosen activities; and
- choose the person's visitors and time of visits and have privacy for visits with the person's spouse, next of kin, legal counsel, religious adviser, or others, in accordance with section [363A.09](#) of the Human Rights Act, including privacy in the person's bedroom.

Additionally, the "House Rules" document stated, "failure to comply will constitute a material breach of this agreement and may constitute a just cause for service and lease termination."

Corrective Action Ordered: Immediately upon receiving this order, you must ensure the service and protection related rights for P2 and all others receiving services in your program. On an ongoing basis, you must maintain compliance as required in this subdivision.

5. Citation: Minnesota Statutes, section 245D.05, subdivision 1, paragraph (b).

Violation: For one person whose record was reviewed (P2), the license holder did not document health needs as required.

The license holder was responsible for meeting P2's health needs. The license holder did not document a description of the procedures the license holder would follow in order to:

- provide medication setup, assistance, or administration according to this chapter;
- monitor health conditions according to written instructions from a licensed health professional;
- assist with or coordinate medical, dental, and other health service appointments; or
- use medical equipment, devices, or adaptive aides or technology safely and correctly according to written instructions from a licensed health professional.

Corrective Action Ordered: Within 30 days of receiving this order, you must document the above information in P2's support plan addendum. On an ongoing basis, you must maintain compliance as required in this subdivision.

6. Citation: Minnesota Statutes, section 245D.05, subdivision 1a.

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

The license holder was assigned the responsibility of medication administration for P2. The license holder set up medications for P2 as part of medication administration. The license holder did not document the dates the medications were setup in P2's medication administration record.

Violation: Within 30 days of receiving this order, you must ensure you are documenting the dates that medications were setup for P2 in P2's medication administration record. On an ongoing basis, you must maintain compliance throughout your program, as required in this subdivision.

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

Violation: For one person whose record was reviewed (P2), the license holder did not review medications as required.

The license holder did not ensure that the information maintained in P2's medication administration record was regularly reviewed to identify medication administration errors at a minimum of every three months. Based on the results of the review, the license holder was to develop and implement a plan to correct patterns of medication administration errors when identified.

Corrective Action Ordered: Within 30 days of receiving this order, you must conduct medication administration record reviews as described above for P2 from January 1, 2025, through October 31, 2025. You must maintain documentation of these reviews. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

Violation: For two persons whose records were reviewed (P1 and P3), the license holder did not provide services according to the federal waiver plan as required.

The Community-Based Services Manual (CBSM) page titled "Integrated community supports (ICS)" states that ICS services cover "training/habilitation and support to meet the person's individualized assessed needs and goals in at least one of the community living service categories." Household management is a community living service category that includes cueing, guidance, supervision, training or instructional support to complete routine household care and maintenance.

- a. The license holder provided integrated community support services to P1. The license holder would enter P1's apartment to complete babysitting tasks for P1 while P1 was not present. The license holder did not provide services according to the federal waiver plan when the license holder completed household care and maintenance for P1 without cueing, guidance, supervision, training or instructional support.
- b. The license holder maintained log notes and timecards for staff persons who provided support to P3. The log notes and timecards identified dates in June 2025 where the license holder billed for services despite P3 being in the hospital. The license holder did not provide services according to the federal waiver plan when the license holder provided services to P3 while they were in the hospital.

Corrective Action Ordered: Immediately, you must provide services according to the federal waiver plan. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

Violation: For two persons whose records were reviewed (P1 and P2), the license holder did not provide written reports as required.

Minnesota Statutes, section 245A.02, subdivision 2b defines "annual" or "annually" to mean prior to or within the same month of the subsequent calendar year.

- a. The license holder did not provide written reports following the semi-annual timelines documented in P1's support plan addendum dated October 5, 2023.
- b. The license holder did not provide written reports following the semi-annual timelines documented in P2's support plan addendum dated January 9, 2025.

Corrective Action Ordered: Within 30 days of receiving this order, you must provide written reports to P1's and P2's support teams that includes the following information required in 245D.071, subdivision 5, paragraph (g):

- a summary of the person's status and progress toward achieving the identified outcomes;
- recommendations; and
- the rationale for changing, continuing, or discontinuing implementation of supports and methods identified in 245D.071, subdivision 4.

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

10. Citation: Minnesota Statutes, section 245D.071, subdivision 3, paragraph (c).

Violation: For two persons whose records were reviewed (P1 and P2), the license holder did not meet initial service planning and delivery requirements as required.

The license holder did not meet with P1's and P2's support team or expanded support team within 45 days of service initiation to determine:

- the scope of the services to be provided to support the person's daily needs and activities;
- the person's desired outcomes and the supports necessary to accomplish the person's desired outcomes;
- the person's preferences for how services and supports are provided, including how the provider will support the person to have control of the person's schedule;
- whether the current service setting is the most integrated setting available and appropriate for the person;
- how services must be coordinated across other providers licensed under this chapter serving the person and members of the support team or expanded support team to ensure continuity of care and coordination of services for the person;
- a discussion of how technology might be used to meet the person's desired outcomes. The coordinated service and support plan or support plan addendum must include a summary of this discussion. The summary must include:
  - a statement 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.

The license holder initiated P1's intensive services on May 20, 2023, and determined the above information with P1, P1's case manager, and other members of the support team on October 5, 2023. The license holder initiated P2's intensive services on July 1, 2024, and determined the above information with P2, P2's case manager, and other members of the support team on February 15, 2025.

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

11. Citation: Minnesota Statutes, section 245D.071, subdivision 3, paragraph (b).

Violation: For one person whose record was reviewed (P2), the license holder did not complete assessments as required.

The license holder initiated P2's services on July 1, 2024. The license holder did not meet the requirements for completing assessments in the following ways:

- the license holder did not complete the assessments for P2 within 60 calendar days of service initiation. The license holder initiated P2's services on July 1, 2024, and completed the assessments for P2 on February 19, 2025; and
- the license holder did not maintain information about P2 in the assessments that was accurate and consistent with other information found in P2's support plan and support plan addendum, including the following:
  - special dietary needs. P1 required a low sugar diet due to a history of diabetes;
  - chronic health conditions. P1's log notes referenced chronic constipation and diabetes. This information was not assessed by the license holder; and
  - medical appointments. P1's log notes indicated P1 was terminated from receiving care from a medical provider due to P1's aggressive behavior.

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

- review and revise P2's assessments to ensure that the assessments contain accurate and consistent information;
- provide P2's support team with an opportunity to review the revised assessments;
- train all staff persons who provide direct support to P2 on the revised assessments and maintain documentation that this was completed in the staff persons' personnel files.

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

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

Violation: For two persons whose records were reviewed (P1 and P2), the license holder did not complete service plan review and evaluation for intensive services as required.

Minnesota Statutes, section 245A.02, subdivision 2b defines "annual" or "annually" to mean prior to or within the same month of the subsequent calendar year.

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- a. The license holder did not participate in progress review meetings following the annual timelines documented in P1's support addendum dated July 30, 2024. The license holder participated in annual meetings for P1 on July 30, 2024, and August 6, 2025.
- b. The license holder did not participate in progress review meetings following the semi-annual timelines documented in P2's support plan addendum dated January 9, 2025. The license holder most recently held a progress review meeting with P2's support team on February 15, 2025.

Corrective Action Ordered: Within 30 days of receiving this order, you must hold a service plan review meeting with P2's support team. On an ongoing basis, you must maintain compliance as required in this subdivision.

13. Citation: Minnesota Statutes, section 245D.095, subdivision 4.

Violation: For one person whose record was reviewed (P2), the license holder did not ensure access to the person's record as required.

The license holder did not ensure that staff persons providing direct support to P2 had access to the information relevant to carrying out P2's support plan and support plan addendum.

Corrective Action Ordered: Within 30 days of receiving this order, you must ensure that staff persons providing direct support to P2 have access to the information in P2's support plan and support plan addendum. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

Violation: For two person whose record was reviewed (P1 and P2), the license holder did not inform and provide 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, P2, and the person's case manager within five working days of service initiation. The license holder initiated P1's intensive services on May 20, 2023, and provided P1 and P1's case manager these policies on October 5, 2023. The license holder initiated P2's intensive services on July 1, 2024, and provided P2 and P2's case manager these policies and procedures on January 9, 2025.

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

15. Citation: Minnesota Rules, part 9544.0030, subpart 1.

Violation: For one person whose records were reviewed (P1 and P3), the license holder did not meet the requirements for positive support strategies and person-centered planning as required.

The license holder did not evaluate with P1 and P3 the identified positive support strategies at least every six months.

Corrective Action Ordered: Within 30 days of receiving this order, you must document the positive support strategies for P1 and P3 as required in this subpart. On an ongoing basis, you must evaluate with the person, at least every six months, whether the identified positive support strategies currently meet the standards in subpart 2 and determine whether changes are needed in the positive support strategies used based upon the results of the evaluation, and if so, make appropriate changes. On an ongoing basis, you must maintain compliance as required in this part.

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

Violation: For one person whose record was reviewed (P2), the license holder did not enforce and maintain policies and procedures for safe medication administration as required.

The license holder's medication administration policy stated, "staff will, beginning with the highest number, push the correct dose [from the bubble pack] into a medication cup, and write the date and their initials on the card next to the dose popped out." The license holder did not to enforce this policy when the license holder did not document on the bubble packs when staff administered medication to P2.

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

- re-train all staff persons who administer medication on your program's safe medication policy; and
- maintain documentation of this training in the staff persons' personnel records.

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

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

Violation: For two of three staff persons whose records were reviewed (SP1 and SP2), the license holder did not provide orientation and training as required.

- a. The license holder hired SP1 on June 20, 2024. The license holder did not provide the following orientation training 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. The license holder provided this training to SP1 on August 24, 2025;

- 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. The license holder provided this training to SP1 on September 1, 2025; and
- staff responsibilities related to prohibited procedures under section 245D.06, subdivision 5, why such procedures are not effective for reducing or eliminating symptoms or undesired behavior, and why such procedures are not safe. The license holder provided this training to SP1 on August 21, 2025.

b. The license holder hired SP2 on January 9, 2025. The license holder did not provide the following orientation training 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. The license holder provided this training to SP2 on April 13, 2025;
- the principles of person-centered service planning and delivery as identified in Minnesota Statutes, section 245D.07, subdivision 1a, and how they applied to direct support service provided by the staff person. The license holder provided this training to SP2 on April 13, 2025;
- staff responsibilities related to prohibited procedures under section 245D.06, subdivision 5, why such procedures are not effective for reducing or eliminating symptoms or undesired behavior, and why such procedures are not safe. The license holder provided this training to SP2 on April 13, 2025; and
- strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities. The license holder provided this training to SP2 on April 13, 2025.

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

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

Violation: For one staff person whose record was reviewed (SP1), the license holder did not provide annual training as required.

Minnesota Statutes, section 245A.02, subdivision 2b defines “annual” or “annually” to mean prior to or within the same month of the subsequent calendar year.

The license holder did not provide the following annual trainings to SP1:

- data privacy requirements according to Minnesota Statutes, section 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 and data privacy

practices. The license holder provided this training to SP1 on June 24, 2024, and August 24, 2025;

- sections 245A.65 and 626.557 governing maltreatment of vulnerable adults and staff responsibilities related to protecting person from maltreatment and reporting maltreatment. The license holder provided this training to SP1 on June 25, 2024, and September 1, 2025;
- the program abuse prevention plan according to the requirements in 245A.65, subdivision 3. The license holder provided this training on June 20, 2024, and August 16, 2025;
- basic first aid. The license holder provided this training to SP1 on June 27, 2024, and August 24, 2025; and
- strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities. The license holder provided this training to SP1 on June 20, 2024, and September 1, 2025.

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

19. Citation: Minnesota Statutes, section 245D.081, subdivision 3.

Violation: The license holder did not ensure program management and oversight as required.

The license holder did not ensure the designated manager (SP3) provided program management and oversight of the services provided by the license holder including:

- maintaining a current understanding of the licensing requirements sufficient to ensure compliance throughout the program as identified in section 245A.04, subdivision 1;
- ensuring the duties of the designated coordinator are fulfilled according to the requirements in subdivision 2; and
- ensuring staff competency requirements are met according to the requirements in section 245D.09, subdivision 3, and ensuring staff orientation and training is provided according to the requirements in section 245D.09, subdivisions 4, 4a, and 5.

Corrective Action Ordered: Within 30 days of receiving this order, you must submit to your assigned licensor a corrective action plan for bringing the program into compliance with licensing requirements and ensuring the designated manager provides program management and oversight of services provided as required. On an ongoing basis, you must maintain compliance as required in this subdivision.

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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 [lacey.l.walshvik@state.mn.us](mailto:lacey.l.walshvik@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: Lacey Walshvik  
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  
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 me as soon as possible.

Lacey Walshvik, HCBS Human Services Licensor  
Licensing Division  
Office of Inspector General  
651-431-3667