

January 13, 2026

Heban Mohamed, Authorized Agent
Global Health Care LLC
1433 East Franklin Avenue Suite 15A
Minneapolis, Minnesota 55404-7703

License Number: 1115080 (245D – HCBS)

CORRECTION ORDER

Dear Heban Mohamed:

On January 7, 2026, a licensing review of Global Health Care LLC, located at 1433 East Franklin Avenue, Minneapolis, 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.

Violation: For two of two persons whose records were reviewed (P1 and P2), the license holder did not develop an individual abuse prevention plan (IAPP) as required.

The license holder did not develop an IAPP for P1 and P2 as part of the initial individual program plan or service plan. The license holder initiated services for P1 on October 6, 2025. The license holder developed an IAPP for P1 on November 5, 2025. The license holder initiated services for P2 on October 1, 2025. The license holder developed an IAPP for P2 on November 10, 2025.

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

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

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

The license holder did not maintain a description of the procedures the license holder would follow in order to:

- provide medication set up, assistance, or administration according to this chapter;
- monitor health conditions according to written instructions from a licensed health professional; and
- assist with or coordinate medical, dental, and other health service appointments.

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

- update the support plan addendum for P1 to include a description of the procedures you will follow in order to:
 - provide medication set up, assistance or administration;
 - monitor health conditions according to the written instructions from a licensed health professional; and
 - assist with or coordinate medical, dental, and other health service appointments;
- provide the updated support plan addendum to P1 and P1's case manager for review; and
- provide training to all staff that work with P1 on the updated support plan addendum and maintain documentation of this training in the personnel record including the date the training is completed, the number of hours per subject area, and the name of the trainer or instructor.

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 as assigned in the support plan.

The license holder did not provide services to P1 as assigned in the support plan from the case manager. The support plan indicated that P1 was to receive assistance six days per week to assist with daily health needs. The license holder reported that they are only providing services two days per week resulting in P1's daily health needs going unmet.

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

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

Violation: For one person whose record was reviewed (P1), the license holder did not complete initial basic service planning as required

The license holder did not review, and revise as needed P1's preliminary support plan addendum to document the services that would be provided to P1 including how and when services would be provided.

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

- update P1's support plan addendum to include how and when services will be provided to P1; and
- provide training to all staff that work with P1 on the updated support plan addendum and maintain documentation of this training in the personnel record including the date the training is completed, the number of hours per subject area, and the name of the trainer or instructor.

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

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

Violation: For one person whose record was reviewed (P1), the license holder did not make available policies and procedures as required.

The license holder did not inform P1's case manager of the policies and procedures affecting P1's rights and provide copies of those policies and procedures within five working days of service initiation. The license holder initiated services for P1 on October 6, 2025. P1's case manager signed receipt of the policies and procedures on November 17, 2025

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

6. 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 to the program as required.

The license holder did not provide SP1 and SP2 with an orientation within 60 calendar days of hire that included a review of and instruction in the following areas:

- how to complete specific job functions including:
 - responding to and reporting incidents as required under 245D.06, subdivision 1; and

- following safety practices established by the license holder and as required in section 245D.06, subdivision 2; and
- the license holder's current policies and procedures required under this chapter including their location, access, and staff responsibilities related to implementation of those policies and procedures.

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

- provide SP1 and SP2 with the trainings outlined above; and
- maintain documentation of the training provided in the personnel file including the date the training is provided, the number of hours per subject area, and the name of the trainer or instructor.

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

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

Violation: For two staff persons whose records were reviewed (SP1 and SP2), the license holder did not provide orientation to individual service recipient needs as required.

- a. The license holder did not ensure SP1 reviewed and received instruction on the person's support plan or support plan addendum as it relates to the responsibilities assigned to the license holder, prior to having unsupervised direct contact. Additionally, the license holder did not ensure SP1 reviewed and received instruction on medication set up, assistance or administration procedures established for the person.
- b. The license holder did not ensure SP2 reviewed and received instruction on the person's support plan or support plan addendum as it relates to the responsibilities assigned to the license holder prior to having unsupervised direct contact.

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

- provide SP1 with instruction on the support plan or support plan addendum as it relates to the responsibilities assigned to you and the medication set up, assistance, or administration procedures established for the person;
- provide SP2 with instruction on the support plan or support plan addendum as it relates to the responsibilities assigned to you; and
- maintain documentation of this training in the personnel record including the date the training is completed, the number of hours per subject area, and the name of the trainer or instructor.

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

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

Violation: For two staff persons whose records were reviewed (SP1 and SP2), the license holder did not maintain a personnel record as required.

The license holder did not maintain a personnel record for SP1 and SP2 that documented SP1's and SP2's first supervised direct contact with a person served by the program and the date of SP1's and SP2's first unsupervised direct contact with a person served by the program.

Corrective Action Ordered: 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

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.

Erin White, Home and Community Based Services Licensor
Licensing Division
Office of Inspector General
651-431-4821