

January 22, 2026

Mustafa Ali  
931 Madison Ave. Ste 305  
Mankato, MN 51003

RE: Report No. 202503555  
Open Arms Care LLC  
License No. 1120398/1107587

Dear Mustafa Ali:

#### CORRECTION ORDER

An investigation of Open Arms Care LLC was completed regarding report number 202503555 which alleged violation of Minnesota Statutes, section 626.557, and Minnesota Statutes, Chapter 245D. This maltreatment allegation concerned neglect. The disposition of the investigation report is inconclusive. Three violations were noted.

#### VIOLATIONS AND CORRECTION ORDERS

The following violations of state and (or) federal laws and rules were observed. Corrective action for each violation is required by Minnesota Statutes, section 245A.06, and is hereby ordered by the Commissioner of Human Services. Failure to correct the violations within the prescribed amount of time may result in fines and/or action against your license, as provided for in Minnesota Statutes, sections 245A.06 and 245A.07.

1. Citation: Minnesota statutes section 245D.09, subdivision 4a.

Violation: The license holder did not provide a staff person (P) with instructions on the person's (C) support plan or support plan addendum as it relates to the responsibilities assigned to the license holder.

The license holder did not provide P with instruction on the person's support plan or support plan addendum prior to having unsupervised direct contact. On April 20, 2025, the P provided direct support to the C prior to being trained on the C's plans.

Correction Action Ordered: Correct immediately and on an ongoing basis, you must maintain compliance as required in this subdivision.

2. Citation: Minnesota statutes section 245A.65, subdivision 3.

Violation: The license holder did not provide the P with orientation to vulnerable adult reporting requirements and all policies and procedures related to the prevention and reporting of maltreatment within 72 hours of first providing direct contact services to a person.

The license holder did not provide an orientation on the Reporting of Maltreatment of Vulnerable Adults Act within 72 hours of P providing direct contact services to a person. On April 20, 2025, the P provided direct support to C. The license holder provided P the orientation on May 7, 2025.

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

3. Citation: Minnesota statutes section 245D.07, subdivision 1 and 245A.065, subdivision 2

Violation: The license holder did not provide services as assigned in the support plan and did not enforce the license holder's program abuse prevention plan.

The license holder did not provide services to the C as assigned in the support plan when the license holder did not have staff on site 24 hours a day. Additionally, the license holder did not enforce the program abuse prevention plan that stated the program would have 24-hour staffing with awake overnight coverage on site.

Correction Action Ordered: On an ongoing basis, you must maintain compliance as required in these subdivisions.

If you believe any of the citations are in error, you may ask the Commissioner of Human Services to reconsider the parts of the correction order that you believe to be in error. If you choose to exercise this right, your request for reconsideration must be in writing and received by the Commissioner within 20 calendar days after receipt of this letter. Your request for reconsideration must be sent to:

Commissioner

PO Box 64242 \* Saint Paul, Minnesota \* 55164-0242 \* An Equal Opportunity and Veteran Friendly Employer  
[mn.gov/dhs/licensing](http://mn.gov/dhs/licensing)

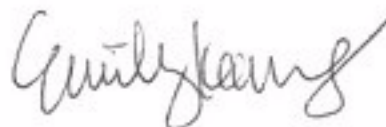
Mustafa Ali  
Page 3  
January 22, 2026

Minnesota Department of Human Services  
c/o Licensing Division  
PO Box 64242  
St. Paul, MN 55164-0242

You must include any and all information, documentation, or other evidence you have to support your request for reconsideration. Please note that a request for reconsideration does not stay any provisions of the correction order.

If you have any questions regarding the investigation, contact me immediately. If you have any questions regarding compliance with this Correction Order or applicable rules, contact your licensor, Rebecca DeYonge at 651-431-6351.

Sincerely,



Emily Kearns, Investigator  
Office of Inspector General  
Licensing Division  
emily.kearns.2@state.mn.us  
651-431-6513

Enclosure