

January 30, 2026

Libin Hassan Hashi, Authorized Agent
Otter Tail Health Care Services, LLC
441 Old Highway 8 NorthWest STE 213
New Brighton, Minnesota 55112

License Number: 1103487 (245D – HCBS)

CORRECTION ORDER

Dear Libin Hassan Hashi:

On November 24, 2025, a licensing review of Otter Tail Health Care Services, LLC, located at 441 Old Highway 8 NorthWest STE 213, New Brighton, 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 two persons whose record was reviewed (P2), the license holder did not provide orientation to the internal and external reporting procedures of alleged or suspected maltreatment of vulnerable adults as required.

The license holder did not provide P2 with orientation to the internal and external reporting procedures of alleged or suspected maltreatment of vulnerable adults within 24 hours of admission. The license holder admitted P2 for individualized home supports with training services on August 7, 2023, individualized home supports without training

services on October 13, 2024, and night supervision services on November 11, 2024. The license holder provided the above orientation to P2 on November 15, 2024.

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 one person whose record was reviewed (P2), the license holder did not develop an individual abuse prevention plan (IAPP) as required.

The license holder did not develop an IAPP for P2 that included statements of measures with specific actions the program would take to minimize the identified risks of abuse within the scope of the licensed services. In addition, the license holder did not review P2's IAPP with P2's interdisciplinary team at least annually in 2023.

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 a written notice that identified the service recipient's rights and explanation of those rights as required.

- a. The license holder initiated P1's services on May 24, 2023, and initiated an additional service on January 21, 2025. The license holder only provided P1 with a written notice of the service recipient rights and explanation of those rights on February 10, 2025. The license holder did not provide P1 a written notice within five working days of service initiation. In addition, the license holder did not provide P1 with a written notice on an annual basis in 2024 for the services initiated on May 24, 2023.
- b. The license holder initiated P2's services on August 7, 2023, October 13, 2024, and November 11, 2024. The license holder only provided P2 with a written notice of the service recipient rights and explanation of those rights on February 22, 2025. The license holder did not provide P2 with a written notice that identified the service recipient's rights and explanation of those rights within five working days of service initiation.

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

4. 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 responsible for providing medication setup to P2. The license holder did not document the following in P2's medication administration record when the license holder setup P2's medications:

- dates of setup;
- name of medication;
- quantity of dose;
- times to be administered; and
- route of administration at time of setup.

Corrective Action Ordered: Within 30 days of receiving this order, you must begin documenting the above information in P2's medication administration record when you set up medication for P2. On an ongoing basis, you must maintain compliance as required in this subdivision.

5. Citation: Minnesota Statutes, section 245D.07, subdivision 2, paragraph (d).

Violation: For one person whose record was reviewed (P2), the license holder did not provide basic service planning 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 participate in service planning and support team meetings following the timelines established in P2's support plan addendum. The license holder documented that they would participate in annual meetings for P2. The license holder participated in service planning and support team meetings for P2 in June 2023, and in November 2024.

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

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

Violation: For two persons whose records were reviewed (P1 and P2), the license holder did not provide copies of policies and procedures that affect a person's rights as required.

- a. The license holder initiated P1's services on May 24, 2023, and initiated an additional service on January 21, 2025.. The license holder did not provide P1's copies of the

following policies and procedures that affect a person's rights within five working days of service initiation to P1 for the service initiated on January 21, 2025, and to P1's case manager for services initiated on May 24, 2023, and January 21, 2025;

- b. The license holder did not provide copies of the policies and procedures that affect a person's rights within five working days of service initiation to P2 and P2's case manager for the service initiated on August 7, 2023, and the service initiated on October 13, 2024. The license holder provided the policies and procedures to P2 and P2's case manager on November 15, 2024.

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

- provide P1 and P1's case manager with copies of the above-mentioned policies and procedures and maintain documentation that you provided the policies in P1's service recipient record; and
- obtain written acknowledgement from P that they have been notified of the license holder's emergency use of manual restraint policy as required in Minnesota Rules, part 9544.0080, and maintain the written acknowledgement in P1's service recipient record.

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

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

Violation: For two of three staff persons whose records were reviewed (SP2 and SP3), the license holder did not provide orientation training as required.

- a. The license holder did not provide SP2 with training on the following orientation topics:
 - the safe and correct use of manual restraint on an emergency basis according to the requirements in section 245D.061 and what constitutes the use of restraints, time out, and seclusion, including chemical restraint;
 - 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;
 - why such procedures are not safe;
 - strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities; and
 - basic first aid.
- b. The license holder did not provide SP3 with training on the following orientation topics:
 - the safe and correct use of manual restraint on an emergency basis according to the requirements in section 245D.061 and what constitutes the use of restraints, time out, and seclusion, including chemical restraint;
 - 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;
- why such procedures are not safe; and
- strategies to minimize the risk of sexual violence, including concepts of healthy relationships, consent, and bodily autonomy of people with disabilities.

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

- provide SP2 with the above-mentioned trainings; and
- maintain documentation of this training in SP2's personnel record.

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

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

Violation: For one staff person whose record was reviewed (SP3), the license holder did not provide annual training as required.

SP3's date of hire was January 4, 2024. The license holder did not provide annual training to SP3 on the following topics in 2025:

- the service recipient rights and staff responsibilities related to ensuring the exercise and protection of those rights according to the requirements in Minnesota Statutes, section 245D.04; and
- the safe and correct use of manual restraint on an emergency basis according to the requirements in section 245D.061 and what constitutes the use of restraints, time out, and seclusion, including chemical restraint.

Corrective Action Ordered: Within 30 days of receiving this order, you must provide SP3 with the above-mentioned training. You must maintain documentation of this training in SP3's personnel record. 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:

Libin Hassan Hashi

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January 30, 2026

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.

Kate Spenger, Human Services Licenser
Licensing Division
Office of Inspector General
651-431-5757