

01/29/2026

Halimo Husein, Authorized Agent
Gateway Health Services Inc
16005 JOPLIN AVE
Lakeville, MN 55044-9483

License Number: 1119232 (IRTS/RCS)
Program Location: 16005 JOPLIN AVE, Lakeville, MN 55044-9483
Report Number: 202508337

CORRECTION ORDER

Dear Halimo Husein:

The Department of Human Services (DHS) conducted a licensing review and licensing investigation at Gateway Health Services Inc. Site visits took place on 11/17/2025, 11/18/2025 and 11/19/2025. DHS requires you to take the corrective action described below. Details of our findings, next steps, and your options are explained below.

Standards reviewed

The licensing review and licensing investigation determined compliance with the provisions governing intensive residential treatment services and residential crisis stabilization services under Minnesota Statutes, chapter 245I.

Licensing violations

DHS determined that your program failed to follow the standard(s) described below.

Physical Plant

1. Violation: The license holder's postings did not meet the following requirements:
 - a. The client rights and responsibilities were not posted in a place visible or accessible to clients;
and
 - b. The grievance procedure was not posted in a place visible to clients.

Citation: Minnesota Statutes, section 245I.12, subdivision 3 and subdivision 5, paragraph (c)

Corrective Action Required Correct immediately and maintain compliance.

Policies and Procedures

2. Violation: The license holder's procedure for storing and accounting for medication did not include the following

requirements:

- a. A method that allows a client who self-administers medications to keep a private medication supply;
- b. Medications stored by a client must be in a locked container in the client's private living area;
- c. Prescription medications stored by the client must have a written medication order from a licensed prescriber; and
- d. Prescription medications stored by the client include a prescriptions label that includes the client's name.

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

Corrective Action Required Correct immediately and maintain compliance. Within 30 days receipt of this order, submit a procedure that demonstrates compliance.

3. Violation: The license holder's medication administration procedures did not include the following required components:
 - a. Monitor for symptoms and signs of tardive dyskinesia;
 - b. Maintaining a record of incidents of deferring a client's medication;
 - c. Documenting any incident when a client's medication is omitted; and
 - d. Documenting when a client refuses to take medications as prescribed.

Citation: Minnesota Statutes, section 245I.11, subdivision 5, clauses (1) and (4)

Corrective Action Required Correct immediately and maintain compliance. Within 30 days receipt of this order, submit a procedure that demonstrates compliance.

4. Violation: The license holder's procedure for medication orders did not include the following:
 - a. All orders to accept, administer, or discontinue client medications are written by a licensed prescriber;
 - b. Non-written medication orders are accepted to administer client medications, and it was not an emergency circumstance; and
 - c. Obtaining a written order with the licensed prescriber's signature when the license holder accepts a non-written order to administer client medications.

Citation: Minnesota Statutes, section 245I.11, subdivision 4, paragraph (a)

Corrective Action Required Correct immediately and maintain compliance. Within 30 days receipt of this order, submit a procedure that demonstrates compliance.

Program Practices

5. Violation: The license holder's weekly team meetings did not meet requirements in the following ways:
 - a. The weekly team meeting was not held by a mental health professional
 - o For week(s) ending 07/05/2025
 - b. Documentation was not maintained for ancillary meetings held in the following weeks:
 - o 07/03/2025 and 11/06/2025

Citation: Minnesota Statutes, section 245I.23, subdivision 14, paragraphs (b) and (c)

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required Correct immediately and maintain compliance.

6. Violation: The license holder did not meet requirements governing key staff positions in the following ways:
- a. The license holder failed to notify the commissioner within five business days of a change in a key staff position.

Citation: Minnesota Statutes, section 245I.23, subdivision 9, paragraph (b)

Corrective Action Required Correct immediately and maintain compliance.

7. Violation: The license holder did not keep client files readily accessible for the commissioner's review. Licensors were not given access to client and staff files until the day after arrival.

Citation: Minnesota Statutes, section 245I.09, subdivision 1, paragraph (a)

Corrective Action Required Correct immediately and maintain compliance.

Client Records

8. Violation: 1 of 1 client files reviewed for the immediate needs assessment did not meet requirements in the following ways:
- a. The assessment did not include an evaluation of the client's immediate needs in the following areas:
 1. Legal issues (C3).

Citation: Minnesota Statutes, section 245I.23, subdivision 7, paragraph (a)

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required Correct immediately and maintain compliance.

9. Violation: 2 of 2 client files reviewed for the initial treatment plan did not meet requirements in the following ways:
- a. The plan, completed by a clinical trainee, was not approved by the treatment supervisor within ten business days of completion (C1);
 - b. The plan did not consider crisis assistance strategies that have been effective for the client in the past

(C1 and C3); and

- c. The initial treatment plan did not identify the following required components:
1. The client's initial treatment goals (C3);
 2. Measurable treatment objectives (C1 and C3);
 3. Specific interventions that will be used to help the client engage in treatment (C3); and
 4. Participants involved in the client's treatment planning (C3).

Citation: Minnesota Statutes, section 245I.23, subdivision 7, paragraph (b); and section 245I.08, subdivision 3

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required Correct immediately and maintain compliance. Within 30 days receipt of this order, submit an initial treatment plan that demonstrates compliance.

10. Violation: 1 of 1 client files reviewed for requirements governing weekly reviews did not meet requirements in the following ways:
- a. The client file did not contain documentation demonstrating the treatment plan was reviewed weekly (C1)
 - o Missing for weeks of 7/31/25, 8/21/25, 9/11/25, 10/3/25, 10/16/25
 - b. The client file did not contain documentation demonstrating the individual abuse prevention plan was reviewed weekly (C3)
 - o Missing for weeks of 7/31/25, 8/21/25, 9/11/25, 10/3/25, 10/16/25

Citation: Minnesota Statutes, section 245I.23, subdivision 7, paragraph (i)

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required Correct immediately and maintain compliance.

11. Violation: 2 of 2 client files reviewed did not meet discharge requirements in the following ways:
- a. The client was not provided a copy of the discharge summary (C3);
 - b. The discharge summary was not signed and dated by the person completing the plan, including the staff person's credentials (C1)
 - c. For a successful discharge, the summary did not contain:
 1. The goals and objectives that the license holder recommends that the client addresses during the first three months after discharge (C3);
 2. The client's crisis plan (C3); and
 3. The client's forwarding telephone number (C3).

Citation: Minnesota Statutes, section 245I.23, subdivision 18, paragraph (c); and section 245I.08, subdivision 2, clause (3)

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024
- A Correction Order dated August 16, 2024

Corrective Action Required Correct immediately and maintain compliance.

Within 30 days receipt of this order, submit a successful discharge that demonstrates compliance.

12. Violation: 1 of 1 client files reviewed did not meet discharge standards in the following ways:
- a. A client categorized as a successful discharge did not meet the following requirements:
 1. The client did not complete discharge planning with the treatment team (C3).

Citation: Minnesota Statutes, section 245I.23, subdivision 18, paragraph (b)

Corrective Action Required Correct immediately and maintain compliance.

13. Violation: 1 of 1 client files reviewed did not meet requirements for daily documentation in the following ways:
- a. The daily summary for the dates of 10/07 and 10/10/2025 did not include:
 1. Observations about the client's behaviors (C1); and
 2. Observations about the client's symptoms (C1).

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required Correct immediately and maintain compliance.

Within 30 days receipt of this order, submit a week's worth of daily summaries that demonstrate compliance.

14. Violation: 2 of 2 client files reviewed did not meet requirements for giving clients notice of their rights in the following ways:
- a. Documentation did not demonstrate the license holder gave a copy of the client's rights to the client on the day of admission (C1 and C3).

Citation: Minnesota Statutes, section 245I.12, subdivision 3

Corrective Action Required Correct immediately and maintain compliance.

15. Violation: 1 of 1 client files reviewed did not meet standard diagnostic assessment (DA) requirements in the following ways:
- a. The DA did not document information related to the following required topics:
 1. The client's family health history (C3).

Citation: Minnesota Statutes, section 245I.10, subdivision 6, paragraph (e)

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required Correct immediately and maintain compliance.

16. Violation: 1 of 1 client files reviewed did not meet functional assessment requirements in the following ways:
- a. The assessor did not use a collaborative process to obtain information about the client's symptoms and how they impact the client's functioning (C3); and
 - b. The functional assessment did not assess how the client's symptoms of mental illness impact the client's functioning in the following areas:
 1. The client's mental health symptoms (C3);
 2. The client's mental health service needs (C3);
 3. The client's vocational functioning (C3);

4. The client's interpersonal functioning, including relationships with the client's family and other natural supports (C3); and
5. The client's housing needs (C3).

Citation: Minnesota Statutes, section 245I.10, subdivision 9, paragraph (a)

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required: Correct immediately and maintain compliance.

Within 30 days receipt of this order, submit a functional assessment that demonstrates compliance.

17. Violation: 2 of 2 client files reviewed did not meet the following individual treatment plan (ITP) requirements:
- a. The ITP was not signed and dated by the person completing the assessment, including the staff person's credentials (C1);
 - b. The ITP, completed by a clinical trainee, was not approved by a treatment supervisor within ten business days of completion (C1);
 - c. The ITP was not based on the client's diagnostic assessment and baseline measurements
 - On Treatment Plan dated 10/2/25 client has a diagnosis of PTSD and ADHD. The DA dated 10/02/2025 does not have ADHD listed as a diagnosis. (C1)
 - d. The ITP did not include the following:
 1. Measurable treatment objectives (C1 and C3);
 2. A schedule for accomplishing goals and objectives (C1); and
 3. The reason the license holder did not make a referral when one was identified (C3)

Citation: Minnesota Statutes, section 245I.10, subdivision 8, paragraph (a); section 245I.23, subdivision 7, paragraph (f); and section 245I.08, subdivision 2, clause (3) and subdivision 3

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required: Correct immediately and maintain compliance.

Within 30 days receipt of this order, submit an individual treatment plan that demonstrates compliance.

18. Violation: 2 of 2 client files reviewed did not meet progress note requirements. The progress note did not include the following required components:
- a. Documentation of the scope of the service, including the following required components:
 1. The targeted goal and objective
 - For progress note(s) dated 10/6/25-10/13/25 (C1)
 - For progress note(s) dated 8/11/2025 to 8/17/2025 and 9/29/2025 to 10/5/2025. (C3)

Citation: Minnesota Statutes, section 245I.08, subdivision 4

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required Correct immediately and maintain compliance.

Within 30 days receipt of this order, submit a week's worth of progress notes that demonstrates compliance.

19. Violation: 2 of 2 client files reviewed did not meet requirements when the license holder assisted the client with the safekeeping of funds or other property:
- a. The receipt and disbursement of the funds or other property was not immediately documented at the time of receipt or disbursement (C3); and
 - b. The person's funds and property were not returned within three working days after the date of request (C1).

Citation: Minnesota Statutes, section 245A.04, subdivision 13, paragraph (c)

Corrective Action Required Correct immediately and maintain compliance.

20. Violation: 2 of 2 client files reviewed did not meet individual abuse prevention plan (IAPP) requirements:
- a. The IAPP was not completed as part of the initial treatment plan (C3)
 - b. When the facility knew that the vulnerable adult had committed a violent crime or an act of physical aggression towards others, the IAPP did not detail the measures to be taken to minimize the risk that the vulnerable adult might reasonably be expected to pose to visitors to the facility and persons outside the facility, if unsupervised (C1).

Citation: Minnesota Statutes, section 245I.23, subdivision 7, paragraph (c); and section 245A.65, subdivision 2

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required Correct immediately and maintain compliance.

Staff Records

21. Violation: 1 of 5 personnel files reviewed for requirements governing the contents of a personnel file did not meet requirements. The file did not contain the following:
- a. A description of the staff person's job responsibilities (SP5);
 - b. Documentation of the staff person's training as required by section 245I.05, subdivision 2 (SP5); and
 - c. An annual job performance evaluation (SP5)
 - o For calendar year(s) 2025 (SP5)

Citation: Minnesota Statutes, section 245I.07, paragraph (a), clauses (4), (6) and (8)

Corrective Action Required Correct immediately and maintain compliance.

22. Violation: 4 of 4 personnel files reviewed for training documentation did not meet requirements. Documentation of training did not include the following required components:

- a. The name and credentials of the trainer (SP1, SP2, SP3 and SP4);
- b. The license holder's method of evaluating the trainee's competency upon completion of training (SP1, SP2, SP3 and SP4); and
- c. The length of training in hours and minutes (SP1, SP2, SP3 and SP4).

Citation: Minnesota Statutes, section 245I.05, subdivision 2, paragraph (a)

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required Correct immediately and maintain compliance.
Within 30 days receipt of this order, submit training documentation that demonstrates compliance.

23. Violation: 1 of 5 personnel files reviewed for treatment supervision plans did not meet requirements in the following ways:
- a. The treatment supervision plan was not updated at least annually
 - o For calendar year(s) 2025 (SP2)

Citation: Minnesota Statutes, section 245I.06, subdivision 2, paragraph (a)

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required Correct immediately and maintain compliance.

24. Violation: 3 of 3 personnel files reviewed for requirements governing initial training did not meet requirements in the following ways:
- a. Documentation did not demonstrate the staff person was oriented to the following required topics, prior to providing direct contact services:
 1. The Minnesota Health Records Act, including:
 - i. Client confidentiality (SP1, SP3 and SP4);
 - ii. Family engagement under section 144.294 (SP1, SP3 and SP4); and
 - iii. Client privacy (SP1, SP3 and SP4).
 - b. For staff identified as needing additional trainings before providing direct contact services, documentation did not demonstrate the staff person received 30 hours of training about:
 1. Mental illnesses (SP4);
 2. Client recovery and resiliency (SP4); and
 3. Mental health de-escalation techniques (SP4).
 - c. Documentation did not demonstrate the staff person received the 30 hours of training required for their position prior to providing direct contact services (SP4).

Citation: Minnesota Statutes, section 245I.05, subdivision 3, paragraph (c)

Repeat Licensing Violation: The license holder was cited for a similar violation in the following order(s):

- A Correction Order dated December 9, 2024

Corrective Action Required Correct immediately and maintain compliance.
Within 30 days receipt of this order, submit training documentation for SP4 that demonstrates compliance.

25. Violation: 2 of 2 personnel files reviewed for requirements governing ongoing training did not meet requirements in the following ways:
- a. Documentation did not demonstrate the staff person received annual training on the following required topics:
 1. Vulnerable adult maltreatment reporting requirements
 - For calendar year(s) 2025 (SP2 and SP5)
 2. The license holder's program abuse prevention plan
 - For calendar year(s) 2025 (SP5)
 3. The maltreatment of minor reporting requirements and definitions in chapter 260E
 - For calendar year(s) 2025 (SP5)
 4. Client rights and protections under section 245I.12
 - For calendar year(s) 2025 (SP5)
 5. Minnesota Health Records Act training including:
 1. Client confidentiality
 - For calendar year(s) 2025 (SP2 and SP5)
 2. Family engagement under section Minnesota Statutes 144.294
 - For calendar year(s) 2025 (SP2 and SP5)
 3. Client privacy
 - For calendar year(s) 2025 (SP2 and SP5)
 6. Emergency procedures, including fire and inclement weather
 - For calendar year(s) 2025 (SP5)
 7. Emergency procedures, including responding to a report of a missing person
 - For calendar year(s) 2025 (SP5)
 8. Emergency procedures, including behavioral emergencies
 - For calendar year(s) 2025 (SP5)
 9. Emergency procedures, including medical emergencies
 - For calendar year(s) 2025 (SP5)

Corrective Action Required Correct immediately and maintain compliance.
Within 30 days receipt of this order, submit training documentation for SP5 that demonstrates compliance.

How to respond

If you fail to correct the violation(s) within the time limits identified above, DHS may impose a fine or take an action on your license. If requested above, Send your written response and any supporting documentation to your licenser at:

Commissioner, Department of Human Services
ATTN: Elissa Olson
Licensing Division
PO Box 64242
St. Paul, MN 55164-0242

Your right to request reconsideration

You have the right to request reconsideration of this order and the cited violations. Your request must:

- Be in writing

- List each violation you are challenging
- Identify what is inaccurate or incomplete about the information in this order
- Supply information that is accurate or more complete
- Be made before the deadlines provided below

If you are mailing your request, it must be received by DHS within 20 calendar days from when you received this order. If you do not meet this deadline, you lose your right to request reconsideration. The timeline to appeal began when you received this order. Please send it to:

Office of Inspector General
Legal Counsel's Office
Attention: Licensing Legal Unit
P.O. Box 64953
Saint Paul, MN 55164-0953

If your request is being personally delivered, it must be received by DHS within 20 calendar days from when you received this order. If you do not meet this deadline, you lose your right to request reconsideration. The timeline to appeal began when you received this order. Please bring it to:

Commissioner, Department of Human Services
Office of Inspector General, Legal Counsel's Office - Licensing
444 Lafayette Road North
St. Paul, MN 55155

Legal authority

This action is taken under Minnesota Statutes, section 245A.06, subdivision 1. The timeline to request reconsideration of the order is provided in Minnesota Statutes, section 245A.06, subdivision 2.

Questions

If you have any further questions regarding this matter, you may contact me at 651-431-6276 or at elissa.olson@state.mn.us.

Sincerely,

Elissa Olson, Licensor
Office of Inspector General
Licensing Division