

February 2, 2026

Gertrude Mongare, Authorized Agent
B&G Caring Angels LLC
185 McCarrons Boulevard North Apt 116
Roseville, Minnesota 55113

License Number: 1100636 (245D – Home and Community-Based Services)

CORRECTION ORDER

Dear Gertrude Mongare:

On January 26, 2026, a licensing review of B&G Caring Angels LLC, located at 185 McCarrons Boulevard North Apt 116, Roseville, 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 245D.04, subdivision 1.

Violation: For one of two persons whose record was reviewed (P1), the license holder did not provide a written notice of the service recipient rights and an explanation of those 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.

The license holder did not provide P1 or P1’s legal representative with a written notice that identified the service recipient rights and an explanation of those rights annually in 2022, 2023, and 2024. The license holder initiated services with P1 on July 1, 2021. The license holder provided the service recipient rights to P1’s legal representative on June 1, 2025.

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

2. Citation: Minnesota Statutes, section 245D.06, subdivision 1.

Violation: For one person whose record was reviewed (P1), the license holder did not report and review an incident as required.

P1 was involved in an incident that occurred on September 29, 2025. The license holder did not include in the incident report whether P1's support plan addendum or program policies and procedures were implemented as applicable. Additionally, the license holder did not report this incident to P1's legal representative and case manager within 24 hours of occurrence.

Corrective Action Ordered: Within 30 days of receiving this order, you must notify P1's legal representative and case manager of this incident and document in P1's support plan addendum. On an ongoing basis, you must maintain compliance as required in this subdivision.

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

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

- a. The license holder did not complete the preliminary support plan within 15 calendar days of service initiation. The license holder initiated services for P1 in July 2021 and developed the preliminary support plan addendum in June 2025.
- b. The license holder did not review and revise as needed P2's preliminary support plan addendum within 60 days of service initiation to document the services that will be provided, including how, when and by whom services would be provided.

Corrective Action Ordered: Within 30 days of receipt of this order, you must review and revise P2's preliminary support plan addendum to document the services that will be provided, including how, when and by whom services would be provided. On an ongoing basis, you must maintain compliance as required in this subdivision.

4. Citation: Minnesota Statutes, section 245D.095, subdivision 3.

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

The license holder did not maintain progress or daily log notes for P1 and P2 that were recorded by the program.

Corrective Action Ordered: Within 30 days of receiving this order, you must begin maintaining progress or daily log notes for P1 and P2. 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 (P2), the license holder did not provide policies and procedures as required.

The license holder did not inform and provide copies of the following policies and procedures affecting a person's rights under section 245D.04 to P2's case manager within five working days of service initiation:

- Grievance:
- service suspension: and
- service termination.

Corrective Action Ordered: Within 30 days of receipt of this order, you must provide the policies and procedures listed above to P2's case manager. On an ongoing basis, you must maintain compliance as required in this subdivision.

6. Citation: Minnesota Rule 9544.0030, subpart 1.

Violation: For two persons whose record were (P1 and P2), the license holder did not incorporate and evaluate positive support strategies as required.

- a. The license holder did not incorporate positive support strategies in writing to P1's existing treatment, service, or other individual plan required of the license holder.
- b. The license did not review P2's identified positive support strategies with P2 every six months.

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

- incorporate positive support strategies for P1 in their treatment, service, or other individual plans;
- provide P1's staff with training on the updated support plan addendum;
- maintain documentation according to Minnesota Statutes 245D.095; and
- review P2's positive support strategies with P2.

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

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

Violation: For one of three staff person whose record was reviewed (SP2), the license holder did not provide orientation training as required.

The license holder did not provide SP2 with the following training within 60 days of hire:

- the job description and how to complete specific job functions including:
 - responding to incidents as required under Minnesota Statutes, section 245D.06, subdivision 1;
 - following safety practices established by the license holder as required in section 245D.06, subdivision 2;
- the license holder's current policies and procedures required under Minnesota Statutes, chapter 245D, including their location and access, and staff responsibilities related to implementation of those policies and procedures;
- 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 manual 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, and why such procedures are not safe; and
- basic first aid.

Corrective Action Ordered: Within 30 days upon receiving this order, you must provide SP2 with orientation and training on the requirements identified above and maintain documentation of this training in their 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 (SP1), the license holder did not provide annual training as required.

- a. The license holder did not provide the following trainings annually in 2023 and 2024:
- 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 with data privacy practices;
 - the service recipient rights and staff responsibilities related to ensuring the exercise and protections of those rights according to the requirements in Minnesota Statutes, section 245D.04;
 - sections 265A.65, 245A.66, and 626.557 and chapter 260E, governing maltreatment reporting and service planning for children and vulnerable adults, and staff responsibilities related to protecting persons from maltreatment and reporting maltreatment;
 - 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 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, and why such procedures are not safe; and
 - strategies to minimize the risk of sexual violence including concepts of health relationships, consent, and bodily autonomy of people with disabilities.
- b. The license holder did not provide basic first aid training to SP1 annually in 2023, 2024 and 2025.

Corrective Action Ordered: Within 30 days of receipt of this order, you must provide SP1 with basic first aid training. On an ongoing basis, you must maintain compliance as required in this subdivision.

9. Citation: Minnesota Statutes, section 245A.65, subdivision 1.

Violation: The license holder did not establish written policies and procedures related to suspected or alleged maltreatment as required.

The license holder did not identify the following in their written policies and procedures related to suspected or alleged maltreatment:

- secondary person or position responsible for forwarding internal reports to the common entry point; and
- secondary person or position who will ensure that, when required, internal reviews are completed.

The license holder identified the designated coordinator as the primary person responsible for these duties and the supervisor as the secondary. The license holder identified SP3 as both the designated coordinator and the supervisor.

Corrective Action Ordered: Within 30 days of receipt of this order, you must review and revise your written policies and procedures related to suspected or alleged maltreatment to identify a secondary person or position responsible for the duties listed above. You must provide all service recipients and, when applicable, their legal representative with the revised policy. On an ongoing basis, you must maintain compliance as required in this subdivision.

10. Citation: Minnesota Statutes, section 245A.66, subdivision 1.

Violation: The license holder did not establish a procedure for the internal review of maltreatment of minors as required.

The license holder did not identify the secondary person or position who will ensure that, when required, internal reviews are completed. The license holder identified the designated coordinator as the primary person and the supervisor as the secondary person responsible for completing internal reviews when required. The license holder identified SP3 as both the designated coordinator and the supervisor.

Corrective Action Ordered: Within 30 days of receipt of this order, you must review and revise your procedure for the internal review of maltreatment of minors to identify the secondary person or position who will ensure internal reviews are completed when required. You must provide all service recipients and, when applicable, their legal representative with the revised policy. 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 64953
St. Paul, MN 55164-0242

Gertrude Mongare

Page 6 of 3

February 2, 2026

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.

Diana Arnzen, HCBS Licensur

Licensing Division

Office of Inspector General

651-431-6638