

March 2, 2026

Zamzam Mohamed, Authorized Agent
Guidance Home Care Inc
1433 East Franklin Avenue Suite 16F
Minneapolis, Minnesota 55404

License Number: 1112021 (245D – HCBS)

CORRECTION ORDER

Dear Zamzam Mohamed:

On January 8, 2026, a licensing review of Guidance Home Care Inc, located at 1433 East Franklin Avenue Suite 16F, 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 245D.04, subdivision 1.

Violation: For one of two persons whose record was reviewed (P1), the license holder did not provide service recipient 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

2025. The license holder provided P1 with a written notice on April 25, 2024, and on July 22, 2025.

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

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

Violation: For one person whose record was reviewed (P1), the license holder did not meet service planning requirements for basic support services.

The license holder documented in P1's support plan addendum that they would participate in semi-annual service planning and support team meetings for P1. The license holder only participated in annual service planning and support team meetings for P1.

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

3. Citation: Minnesota Rules, part 9544.0030, subpart 1.

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

The license holder did not evaluate P1 and P2's positive support strategies with P2 every six months.

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

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

Violation: The license holder did not establish a maltreatment of minors reporting and review policy as required.

The license holder did not identify the primary and secondary person or position who would ensure that, when required, internal reviews were completed and required the secondary person to be involved when the primary person was involved in the alleged or suspected maltreatment in the license holder's maltreatment of minors reporting and review policy

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

- establish a maltreatment of minors reporting and review policy that includes the information outlined above; and
- provide training to all staff on the updated maltreatment of minors policy and maintain documentation of this training in the staff persons' personnel records, 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.061, subdivision 9.

Violation: The license holder did not develop a policy and procedure regarding the emergency use of manual restraints as required.

The license holder did not develop, document, and implement a policy and procedures regarding the emergency use of manual restraints. The license holder maintained two contradictory policies and procedures on the emergency use of manual restraint, one policy that allowed the emergency use of manual restraint and one that did not allow the emergency use of manual restraint.

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

- develop, document, and implement a policy and procedure for your program that either allows or does not allow the emergency use of manual restraints and meets the requirements in 245D.061, subdivision 9;
- notify all persons served, legal representatives, and case managers of the change to the policy and provide copies of the updated policy;
- maintain documentation of the date persons served, legal representatives, and case managers were notified and received copies of the policy; and
- provide training to all staff on the updated policy and maintain documentation of this training in the staff persons' personnel records 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.

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.

Michael Byrne, Human Services Licensor
Licensing Division
Office of Inspector General
651-431-6709