

March 5, 2026

Said Nur, Authorized Agent
Metro Senior Services Inc
2909 Bloomington Avenue Apartment 310
Minneapolis, Minnesota 55407

License Number: 1119078 (Rule 223)

CORRECTION ORDER

Dear Said Nur:

On February 18, 2026, a licensing review of Metro Senior Services Inc located at 1201 East Lake Street, Minneapolis, Minnesota, was conducted to determine compliance with Minnesota Statutes and Rules governing adult day care services under Minnesota Rules, parts 9555.9600 through 9555.9730 (Rule 223). 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 Rules, part 9555.9660, subpart 1.

Violation: For two of two participants whose records were reviewed (P1 and P2), the license holder did not include information in the participant's written record as required.

- a. The license holder did not include a medical report cosigned by a physician in P1's participant record.
- b. The license holder did not include a medical report dated within three months prior to or 30 days after P2's admission to the center. P2 was admitted on April 9, 2025, and the license holder maintained a medical report for P2 on May 20, 2025.

Corrective Action Ordered: Within 30 days of receiving this order, you must maintain compliance as detailed above. On an ongoing basis, you must maintain compliance as required in this subpart.

2. Citation: Minnesota Rules, part 9555.9700, subpart 2.

Violation: For one participant whose record was reviewed (P2), the license holder did not complete initial service planning as required.

The license holder did not complete a needs assessment within 30 days of P2's admission to the center. P2 was admitted on April 9, 2025, and the license holder completed a needs assessment on May 23, 2025.

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

3. Citation: Minnesota Statutes, section 245A.04, subdivision 1, paragraph (c).

Violation: For one of two staff persons whose record was reviewed (SP1), the license holder did not provide orientation training on the program's drug and alcohol policy as required.

The license holder did not provide orientation to the program's drug and alcohol policy to SP1, prior to having direct contact with participants served by the program.

Corrective Action Required: Within 30 days of receiving this order, you must provide training on your drug and alcohol policy to SP1. On an ongoing basis, you must maintain compliance as required in this subdivision.

4. Citation: Minnesota Rules, part 9555.9650, item B.

Violation: For one consultant whose record was reviewed, the license holder did not maintain a personnel file as required.

The license holder did not maintain a personnel file for the registered nurse that included a copy of a signed contract or letter of appointment specifying conditions and terms of employment.

Corrective Action Ordered: Within 30 days of receiving this order, you must maintain a copy of a signed contract or letter of appointment for your registered nurse specifying conditions and terms of employment. On an ongoing basis, you must maintain compliance as required in this

item.

5. Citation: Minnesota Rules, part 9555.9710, subparts 1 and 6.

Violation: The license holder did not offer services as required.

- a. The license holder did not maintain a current contract with their food service provider.
- b. The license holder did not ensure the center had a monthly plan for diversified daily program activities that included:
 - socialization activities, such as group projects and recreational activities;
 - cultivation of personal interests, such as arts, crafts, and music; and
 - activities designed to increase the participants' knowledge and awareness of the environment and to enhance language and conceptual skills.

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

- maintain a current contract with your food service provider; and
- develop a monthly plan for diversified daily program activities that includes the information detailed above. Additionally, your monthly plan for diversified daily program activities must match your hours of operation.

On an ongoing basis, you must maintain compliance as required in these subparts.

6. Citation: Minnesota Rules, part 9555.9720, subpart 9.

Violation: The license holder did not ensure safety as required.

The license holder did not ensure the fire escape plan was rehearsed at least quarterly in 2025 according to the license holder's emergency plan. The license holder's emergency plan states "On or about the first day the Center is open in the months of January, April, July and October, the center will perform a fire drill at approximately 10:00 am." The license holder maintained documentation that a fire drill was not conducted in July, according to their emergency plan.

Corrective Action Ordered: Within 30 days of receiving this order, you must ensure safety as detailed above. On an ongoing basis, you must maintain compliance as required in this subpart.

7. Citation: Minnesota Statutes, section 245A.65, subdivision 2, paragraph (a).

Violation: The license holder did not meet the requirements for the program abuse prevention plan (PAPP).

The license holder did not ensure the governing body or the governing body's delegated representative reviewed the PAPP as least annually, using the assessment factors in the plan; and any substantiated maltreatment findings that occurred since the last review.

Corrective Action Ordered: Within 30 days of receiving this order, you must review your PAPP using the assessment factors in the plan; and any substantiated maltreatment findings that occurred since the last review. 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
Office of Inspector General
Legal Counsel's Office
Attention: Licensing Legal Unit
PO Box 64953
St. Paul, MN 55164-0953

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.

Alexandra Devick, HCBS Human Services Licensor
Licensing Division
Office of Inspector General
651-431-4626