



REPORTING & REVIEW

Program Abuse Prevention Plan

Heart & Hara Home Care LLC · 4504 Lax Lake Rd, Silver Bay, MN 55614 · 218.220.8947

PROGRAM ABUSE PREVENTION PLAN — 245D COMMUNITY-BASED SERVICES

License holder	Heart & Hara Home Care LLC
Program / license scope	245D Community-Based Support Services (Basic Support & In-Home Support Services) — UMPI A530407000
245D license number	1111883
Common Entry Point (CEP)	Minnesota Adult Abuse Reporting Center (MAARC) — 844-880-1574 / mn.gov/dhs/reportadultabuse/
Effective / revision date	Rev. 06/26
Next annual review due	06/30/2027

I. Purpose and Authority

This Program Abuse Prevention Plan establishes the agency-wide measures Heart & Hara Home Care LLC takes to minimize the risk of maltreatment of the persons it serves under its 245D license, as required by MN Statutes, section 245A.65, subdivision 2, and section 626.557, subdivision 14. It is reviewed and enforced on an ongoing basis and is maintained alongside the agency's maltreatment reporting policy (CC-RPT-01).

Scope: Under MN Statutes, section 245A.65, subdivision 2, paragraph (a), this plan covers the population, physical plant, and environment within the control of Heart & Hara Home Care LLC and the locations where its licensed services are provided. Heart & Hara Home Care LLC is licensed exclusively under chapter 245D, and all of its services fall within the scope of this plan.

II. Population Assessment

Heart & Hara Home Care LLC serves adults and minors who receive Minnesota disability-waiver services and whose disability-related characteristics may increase the risk of being abused, and in some cases the risk of abusing others. The following factors are present across the population and inform the measures in Section IV:

- Persons with intellectual and developmental disabilities, acquired brain injury, mental illness, and physical or medical conditions, served under Minnesota disability waivers.

- Both adults and minors are served. Vulnerable adults may depend on caregivers for activities of daily living, finances, and medication; minors carry additional developmental dependency and are covered by chapter 260E reporting.
- Some persons have limited or no verbal communication and may be unable to recognize, resist, or independently report maltreatment.
- Some persons have behavioral or cognitive conditions that elevate both their susceptibility to abuse and, in some cases, their risk of harming others.
- Reliance on others for funds and property creates susceptibility to financial exploitation, and a risk of self-neglect or self-directed harm is present for some persons served.

Each person's individual susceptibility and risk are assessed at service initiation through an Individual Abuse Prevention Plan, which adds person-specific measures where the individual assessment indicates a need beyond this program plan.

III. Physical Plant and Environment Assessment

Heart & Hara Home Care LLC delivers licensed services in the homes of the persons served and in community settings, not in a congregate facility owned or controlled by the agency. This model defines the environmental risk factors within the agency's control:

- **Service environment.** Services are most often delivered one-to-one by a single direct support staff member in a private residence, frequently without other staff or witnesses present. This low-witness environment is the agency's principal environmental risk factor.
- **Locations outside agency control.** The private home and community settings are not within the physical control of the license holder. Risks arising outside the scope of licensed services are addressed through referral and coordination with the case manager and support team.
- **Agency-controlled environment.** The agency's business office, records systems, hiring and supervision systems, and electronic visit verification (EVV) and documentation systems are within the agency's control and are the primary points at which program-level safeguards are applied.

IV. Specific Measures to Minimize the Risk of Abuse

A. Screening before direct contact

- Every employee and contractor completes a background study through NETStudy 2.0 under MN Statutes, chapter 245C, with an eligible or set-aside result before any direct contact with a person served.
- The agency verifies that no worker appears on the federal OIG exclusion list and confirms required training and credentials before assignment.

B. Training and orientation

- Each mandated reporter is oriented to this plan, the maltreatment reporting policy (CC-RPT-01), and MN Statutes, sections 245A.65, 626.557, 626.5572, and chapter 260E within 72 hours of first providing direct contact services, and annually thereafter, per MN Statutes, section 245A.65, subdivision 3.

- B. Direct support staff complete orientation covering prohibited procedures, the prohibition on emergency use of manual restraint, and strategies to prevent sexual violence and promote healthy relationships, consent, and bodily autonomy under MN Statutes, section 245D.09, subdivision 4, clause (10).
- C. Before unsupervised contact with any person, staff complete person-specific orientation to that person's support plan, Individual Abuse Prevention Plan, and individual needs.

C. Supervision and monitoring

- A. The Designated Coordinator or Designated Manager monitors service delivery through direct observation, feedback from persons served and legal representatives, documentation review, and EVV data review.
- B. EVV captures the time, location, worker, and service for each visit, providing an independent record that deters and helps detect maltreatment in a one-to-one in-home environment.

D. Reporting, rights, and financial safeguards

- A. All staff are mandated reporters and must report known or suspected maltreatment within 24 hours, internally or directly to MAARC, under CC-RPT-01, without any requirement to report internally first and without retaliation.
- B. Services are delivered consistent with the rights in MN Statutes, section 245D.04, with access to the agency's grievance process; financial exploitation is guarded against through written funds-and-property authorizations and the agency's prohibition on accepting power of attorney, guardianship, or conservatorship over persons served.
- C. When a person's individual assessment indicates a need for measures beyond this program plan, those measures are documented in the person's Individual Abuse Prevention Plan, including referrals where the person is susceptible to abuse outside the scope or control of the licensed services.

V. Internal Review

- A. When the agency becomes aware that an internal or external maltreatment report has been made, it completes an internal review within 30 calendar days and takes corrective action as necessary to protect the persons served, per MN Statutes, section 245A.65, subdivision 2.
- B. The **Owner (Codi Warnecke)** is the primary person responsible for ensuring required internal reviews are completed. The **Designated Manager** is the secondary person and assumes this responsibility whenever there is reason to believe the Owner is involved in the suspected maltreatment.
- C. Completed internal reviews are documented and made accessible to the commissioner immediately upon request.

VI. Governing Body Annual Review

- A. The license holder's governing body, or its delegated representative, reviews this plan at least annually using the assessment factors in Sections II and III and any substantiated maltreatment findings that occurred since the last review, and revises the plan if necessary.
- B. Each review is documented below with the reviewer, date, and a summary of any revisions made.

Review date	Reviewer (governing body / delegate)	Substantiated findings since last review	Revisions made
06/30/2026	Codi Warnecke, Owner	None	None

VII. Posting and Availability

A copy of this plan is posted in a prominent location and made available upon request to mandated reporters, persons receiving services, and their legal representatives. Because services are delivered by a remote workforce in persons' homes, the agency maintains the plan at all times on the employee notices page, keeps a copy at the licensed business address, and makes a copy available in each person's home service file and on request.