

August 8th, 2024

Michelle Murray, Authorized Agent
Nexus Family Healing
505 Highway 169 N STE 500
Plymouth, MN 55441

License Number: 1108377 (CRF)

CORRECTION ORDER

Dear Michelle Murray:

On June 3rd and 18th and July 27th 2024, DHS Licensing received five critical incident reports from your facility, Southeast Regional Crisis Center Nexus located at 2121 Campus Drive SE Rochester, MN 55904. As a result, DHS is issuing this order which requires you to take the correction action as described below. Details of our findings, next steps, and your options are explained below.

LICENSING VIOLATIONS

DHS determined that your program failed to follow licensing rules and statutes, as described below.

Program Practices

1. Violation: The license holder did not meet critical incident reporting requirements. The following incidents met the definition of a critical incident and were not submitted to DHS within 10 days of learning of the incident, they were submitted late:
 - a. An incident dated July 29, 2023, was submitted on June 3, 2024;
 - b. An incident dated September 1, 2023, was submitted on June 3, 2024;
 - c. An incident dated May 26, 2024, was submitted on June 18, 2024; and
 - d. Two incidents dated on July 6, 2024 were submitted on July 27, 2024.

Statute Violated: Minnesota Statutes, section 245I.13.

Corrective Action Required: Immediately and on an ongoing basis, the license holder must ensure the reporting of critical incidents meets all applicable requirements.

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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 and identify what is inaccurate or incomplete about the information in the 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
Attn: Licensing Legal Unit
PO Box 64953
St. 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. 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 651-431-6270 or at Hannah.Horsch@state.mn.us.

Sincerely,

Hannah Horsch, Licensor
Licensing Division
Office of Inspector General