

State Rapid Response Investigative Public Report

Office of Health Facility Complaints

Maltreatment Report #: HL262064822M
Compliance #: HL262061021C

Date Concluded: September 30, 2025

Name, Address, and County of Licensee

Investigated:

Legacy Home Health Care, Inc.
800 Boone Avenue North #195
Golden Valley, MN 55427
Hennepin County

Facility Type: Home Care Provider

Evaluator's Name:

Maerin Renee, RN, Special Investigator

Finding: Substantiated, individual responsibility

Nature of Investigation:

The Minnesota Department of Health investigated an allegation of maltreatment, in accordance with the Minnesota Reporting of Maltreatment of Vulnerable Adults Act, Minn. Stat. 626.557, and to evaluate compliance with applicable licensing standards for the provider type.

Initial Investigation Allegation(s):

The alleged perpetrator (AP) financially exploited the client when the AP accepted checks from the client and wrote checks to herself from the client's bank account. The client incurred a financial loss of over \$3000.

Investigative Findings and Conclusion:

The Minnesota Department of Health determined financial exploitation was substantiated. The AP was responsible for the maltreatment. The AP forged checks and convinced the client write checks to her that the AP cashed from the client's bank account. The client had a poor memory and did not remember writing any checks. The AP stole a total of \$5982.82 from the client.

The investigator conducted interviews with facility staff members, including administrative staff, nursing staff, and unlicensed staff. The investigator contacted law enforcement. The investigation included review of the resident record, bank records, facility internal investigation,

facility incident reports, personnel files, staff schedules, law enforcement report, and related facility policy and procedures.

The client received comprehensive home care services in her home. The client's diagnoses included memory loss and chronic pain. The client's services included assistance with activities of daily living, medications, meals, laundry, and housekeeping. The client's assessment indicated she had a poor memory and was very forgetful.

The facility's internal investigation indicated the AP called an administrator and asked if she could accept money from the client. The administrator said the AP was not to accept money from the client, even in the form of gifts. The AP verbalized comprehension. The administrator later learned the client's bank notified a family member that the AP had tried to cash a suspicious-looking check. That family member reviewed the client's account and noted several suspicious checks written out to the AP. The AP was removed from working with the client pending an investigation.

The administrator asked the AP if she had written any checks out to herself from the client's bank account. The AP said one time the client wanted to buy Girl Scout cookies, but the Girl Scouts would not accept checks. The AP paid for the cookies with cash and the client wrote her a check to pay her back. The AP did not contact the agency or the family about this interaction. The AP said another time the Boys & Girls Clubs of America was taking donations. However, this organization also did not accept checks. The AP said she donated to the organization with her own cash, and the client wrote a check out to her for \$1256.82 to pay her back.

Family members provided the agency with copies of the suspicious checks. A family member said some checks were in the client's handwriting and signed. Others appeared to have been written by the AP and were unsigned. Checks for \$40 and \$600 appeared to have been written and signed by the client. Checks for \$1580 and \$1256.82 appeared to be written and signed by the AP. A check for \$2506 appeared to be written by the AP and signed by client. Another check for \$2506 appeared to be written by the client and voided. The family member spoke with the client about the voided \$2506 check, but the client had no memory of it. In total, the AP stole \$5982.82 from the client.

The AP's employment was terminated, and a police report was filed.

A police report indicated the AP was charged with counterfeiting/forgery, check forgery/ falsely endorsing or altering; and financial exploitation of a vulnerable adult depriving them of property/resources. Properties included a list of five checks described as "stolen/etc.," and "counterfeited/forged." The police report indicated a total financial loss of \$8488.82, having counted both \$2506 checks. The voided check for \$2506 was declined by the bank, so the AP reached out to the client's family and asked for the money. The AP said the money was for surgery that the client had approved, so a family member gave the AP \$2506 from his own bank account. When asked, the client did not remember writing any checks. The family described the

client as having “very poor” short term memory. When cleaning out the AP’s room in the client’s house, a family member found a probation letter from another state that indicated the AP had been charged with similar offenses in that state. The police were unable to locate and contact the AP.

The AP’s probation report from another state indicated the AP had been charged with offenses “fraud poss/use credit or debit card—1st degree felony”; and “exploitation of child/elderly/disabled—3rd degree felony.” The AP had used the credit card of a person with disabilities for her own use and was ordered to pay restitution of \$9400.

When interviewed, an administrator said the AP provided live-in care for the client. One evening, the AP asked if she could accept money from the client. The administrator said staff could not accept funds from clients or family members. A family member later called the administrator stating the AP had attempted to cash a check at the client’s bank, but the bank refused to honor it. The administrator followed up with the AP, who said she did have the client write a check out to her for \$40 because the Girl Scouts had come around selling cookies and would not accept a check. The AP said she paid cash, and the client paid her back. When questioned further, the AP said people from the Boys & Girls Clubs also came around and wanted donations, but they would not accept checks, either. The client really wanted to donate, so the AP said she gave cash to the Boys & Girls Clubs and the AP wrote a check to pay her back. The administrator said the check was for over \$1200. The administrator asked if the AP had kept receipts for the transactions, as required, and the AP said she should have but did not really think about it. The family filed a police report and the AP’s employment was terminated.

When interviewed, a family member said the AP was the client’s primary caregiver for several months. One day, the client’s bank called and said the AP was trying to cash a check. The family instructed the bank to not cash the check. The family member spoke to the AP who said the client had agreed to give the AP money toward a surgery. The family member gave the AP over \$2500 from his own bank account, as he was not aware of the prohibition against staff members accepting money or gifts from clients and/or family members. The family member then went to the client’s bank and discovered there were multiple checks cashed to the AP against the client’s account. Some of the checks were filled out by the AP, and some appeared to be filled out by the client. The client did not remember writing or authorizing any checks. The family member said the client was very susceptible to suggestion and her short-term memory was very poor.

In conclusion, the Minnesota Department of Health determined financial exploitation was substantiated.

Substantiated: Minnesota Statutes, section 626.5572, Subdivision 19.

“Substantiated” means a preponderance of evidence shows that an act that meets the definition of maltreatment occurred.

Financial exploitation: Minnesota Statutes, section 626.5572, subdivision 9

"Financial exploitation" means:

(b) In the absence of legal authority a person:

- (1) willfully uses, withholds, or disposes of funds or property of a vulnerable adult;
- (2) obtains for the actor or another the performance of services by a third person for the wrongful profit or advantage of the actor or another to the detriment of the vulnerable adult;
- (3) acquires possession or control of, or an interest in, funds or property of a vulnerable adult through the use of undue influence, harassment, duress, deception, or fraud; or
- (4) forces, compels, coerces, or entices a vulnerable adult against the vulnerable adult's will to perform services for the profit or advantage of another.

Vulnerable Adult interviewed: No, due to memory loss.

Family/Responsible Party interviewed: Yes.

Alleged Perpetrator interviewed: No, did not respond to requests for interview.

Action taken by facility:

The agency completed an internal investigation. The AP is no longer employed by the agency.

Action taken by the Minnesota Department of Health:

The facility was issued a correction order regarding the vulnerable adult's right to be free from maltreatment.

To view a copy of the Statement of Deficiencies and/or correction orders, please visit:

<https://www.health.state.mn.us/facilities/regulation/directory/provcompselect.html>

You may also call 651-201-4200 to receive a copy via mail or email.

The responsible party will be notified of their right to appeal the maltreatment finding. If the maltreatment is substantiated against an identified employee, this report will be submitted to the nurse aide registry for possible inclusion of the finding on the abuse registry and/or to the Minnesota Department of Human Services for possible disqualification in accordance with the provisions of the background study requirements under Minnesota 245C.

cc:

The Office of Ombudsman for Long Term Care

The Office of Ombudsman for Mental Health and Developmental Disabilities

Hennepin County Attorney

Edina City Attorney

Edina Police Department

Cameron/Willacy Counties Community Supervision and Corrections Department

Minnesota Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: H26206	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 09/02/2025
NAME OF PROVIDER OR SUPPLIER LEGACY HOME HEALTH CARE INC		STREET ADDRESS, CITY, STATE, ZIP CODE 800 BOONE AVENUE N STE 195 GOLDEN VALLEY, MN 55427			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETE DATE
0 000	Initial Comments *****ATTENTION***** HOME CARE PROVIDER CORRECTION ORDER In accordance with Minnesota Statutes, section 144A.43 to 144A.482, these correction orders are issued pursuant to a complaint investigation. Determination of whether a violation is corrected requires compliance with all requirements provided at the statute number indicated below. When a Minnesota Statute contains several items, failure to comply with any of the items will be considered lack of compliance. INITIAL COMMENTS: #HL262061021C/#HL262064822M On September 2, 2025, the Minnesota Department of Health conducted a complaint investigation at the above provider, and the following correction orders are issued. At the time of the complaint investigation, there were 129 clients receiving services under the provider's Comprehensive Home Care license. The following correction order is issued for #HL262061021C/#HL262064822M, tag identification 0325.	0 000	Minnesota Department of Health is documenting the State Correction Orders using federal software. Tag numbers have been assigned to Minnesota State Statutes for Home Care Providers. The assigned tag number appears in the far left column entitled "ID Prefix Tag." The state Statute number and the corresponding text of the state Statute out of compliance is listed in the "Summary Statement of Deficiencies" column. This column also includes the findings which are in violation of the state requirement after the statement, "This Minnesota requirement is not met as evidenced by." Following the evaluators' findings is the Time Period for Correction. PLEASE DISREGARD THE HEADING OF THE FOURTH COLUMN WHICH STATES,"PROVIDER'S PLAN OF CORRECTION." THIS APPLIES TO FEDERAL DEFICIENCIES ONLY. THIS WILL APPEAR ON EACH PAGE. THERE IS NO REQUIREMENT TO SUBMIT A PLAN OF CORRECTION FOR VIOLATIONS OF MINNESOTA STATE STATUTES. THE LETTER IN THE LEFT COLUMN IS USED FOR TRACKING PURPOSES AND REFLECTS THE SCOPE AND LEVEL ISSUED PURSUANT TO 144A.474 SUBDIVISION 11 (b)(1)(2).		
0 325	144A.44, Subd. 1(a)(14) Free From Maltreatment	0 325			

Minnesota Department of Health

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Minnesota Department of Health

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0 325	Continued From page 1 be free from physical and verbal abuse, neglect, financial exploitation, and all forms of maltreatment covered under the Vulnerable Adults Act and the Maltreatment of Minors Act This MN Requirement is not met as evidenced by: The facility failed to ensure one of one client reviewed (C1) was free from maltreatment. Findings include: The Minnesota Department of Health (MDH) issued a determination maltreatment occurred, and an individual person was responsible for the maltreatment, in connection with incidents which occurred at the facility. Please refer to the public maltreatment report for details.	0 325			