

UNITED STATES DISTRICT COURT
DISTRICT OF MINNESOTA

James and Lorie Jensen, et al.,

Case No. 09-cv-01775 (DWF/BRT)

Plaintiffs,

vs.

Minnesota Department of Human
Services, et al.

**DECLARATION OF
MARGARET FRIEND**

Defendants.

I, Margaret Friend, pursuant to 28 U.S.C. § 1746, hereby declare as follows:

1. I am employed by the Minnesota Department of Human Services (“DHS”) as a Quality Assurance and Disability Compliance (“QADC”) Services Analyst. My primary duties in this position include gathering, documenting and tracking verification documentation for compliance reports and directing verification activities for QADC Services. This declaration is based on my personal knowledge.

2. Attached hereto as **Exhibit 1** are emails dated May 25, 2018 to May 30, 2018 between Minnesota Life Bridge staff and me concerning email submissions by Minnesota Life Bridge to the Office of Health Facility Complaints.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on:

9/29/2020



MARGARET FRIEND

James and Lorie Jensen, et al.

vs.

Minnesota Department of Human Services, et al.

Case No. 09-cv-01775 (DWF/BRT)

STATE DEFENDANTS' RESPONSE TO
PLAINTIFFS' MOTION FOR SANCTIONS

Declaration of
Margaret A. Friend

Exhibit 1

From: Johnson, Gina P (DHS) <gina.johnson@state.mn.us>
Sent: Wednesday, May 30, 2018 9:19 AM
To: Friend, Maggie A (DHS) <maggie.friend@state.mn.us>
Subject: RE: [Encrypt] Minnesota Life Bridge Notification of Incident

Thanks.

Gina Johnson
Office Administration | Community Based Services

Minnesota Department of Human Services
1425 East Rum River Drive South
Cambridge, MN, 55008
O: 763-689-7204
F: 763-689-7216
mn.gov/dhs

 **DEPARTMENT OF
HUMAN SERVICES**



<https://outlook.office365.com/mail/deeplink?version=20200921004.08&popoutv2=1>

From: Friend, Maggie A (DHS)
Sent: Wednesday, May 30, 2018 9:18 AM
To: Johnson, Gina P (DHS) <gina.johnson@state.mn.us>
Subject: RE: [Encrypt] Minnesota Life Bridge Notification of Incident

It looks like you can take her off.
I am checking to see if we know of a replacement – notification of MDH OHFC is a CPA requirement.
I will let you know what I find out.

Maggie Friend
Jensen/Olmstead Quality Assurance and Compliance Office
651-431-4137
mn.gov/dhs



Terminology disclaimer

The terminology used to describe people with disabilities has changed over time. The Minnesota Department of Human Services ("Department") supports the use of "People First" language. Although outmoded and offensive terms may be found within this e-mail or attachments due to a need to educate or demonstrate the language change or due to a conflict with a law that has not been updated, the Department does not endorse these term/s.

From: Johnson, Gina P (DHS)
Sent: Tuesday, May 29, 2018 10:34 AM
To: Friend, Maggie A (DHS) <maggie.friend@state.mn.us>
Subject: FW: [Encrypt] Minnesota Life Bridge Notification of Incident

Hi Maggie, I received this email as below. Do you want me to take Kris off the Encrypted email for Notifications?

Thanks.

Gina Johnson
Office Administration | Community Based Services

Minnesota Department of Human Services
1425 East Rum River Drive South
Cambridge, MN, 55008
O: 763-689-7204
F: 763-689-7216
mn.gov/dhs



From: Holan, Rosee M (DHS)
Sent: Friday, May 25, 2018 8:41 AM
To: Johnson, Gina P (DHS) <gina.johnson@state.mn.us>
Subject: FW: [Encrypt] Minnesota Life Bridge Notification of Incident

Do they no longer work here?

From: MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@ead.state.mn.us
[\[mailto:MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@ead.state.mn.us\]](mailto:MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@ead.state.mn.us)
Sent: Friday, May 25, 2018 8:40 AM
To: Holan, Rosee M (DHS)
Subject: Undeliverable: [Encrypt] Minnesota Life Bridge Notification of Incident

Delivery has failed to these recipients or distribution lists:

'[Lohrke, Kris \(MDH\)](#)'

The recipient's e-mail address was not found in the recipient's e-mail system. Microsoft Exchange will not try to redeliver this message for you. Please check the e-mail address and try resending this message, or provide the following diagnostic text to your system administrator.

Sent by Microsoft Exchange Server 2007

Diagnostic information for administrators:

Generating server: COBHUB03.ead.state.mn.us

Kris.Lohrke@state.mn.us

#550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##

Original message headers:

Received: from cobedge01.ead.state.mn.us (156.99.125.103) by COBHUB03.ead.state.mn.us (156.98.197.39) with Microsoft SMTP Server (TLS) id 8.3.499.0; Fri, 25 May 2018 08:39:46 -0500

Received: from GCC01-DM2-obe.outbound.protection.outlook.com (23.103.198.52) by cobedge01.ead.state.mn.us (156.99.125.103) with Microsoft SMTP Server (TLS) id 8.3.499.0; Fri, 25 May 2018 08:39:46 -0500

Received: from SN6PR09MB2656.namprd09.prod.outlook.com (52.135.97.138) by SN6PR09MB2557.namprd09.prod.outlook.com (52.135.95.141) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P256) id 15.20.797.11; Fri, 25 May 2018 13:39:39 +0000

Received: from SN6PR09MB2656.namprd09.prod.outlook.com ([fe80::5559:e0ea:1da9:c7e3]) by SN6PR09MB2656.namprd09.prod.outlook.com ([fe80::5559:e0ea:1da9:c7e3%13]) with mapi id 15.20.0797.015; Fri, 25 May 2018 13:39:39 +0000

Content-Type: multipart/mixed;

boundary="_000_SN6PR09MB265634D287AD06D61CD1C114EF690SN6PR09MB2656nampr_"

From: "Holan, Rosee M (DHS)" <rosee.m.holan@state.mn.us>

To: "Opheim, Roberta (OMHDD)" <roberta.opheim@state.mn.us>, "Schwab, Roger

(OMHDD)" <roger.schwab@state.mn.us>, "Scott.Ikeda@ag.state.mn.us"

<Scott.Ikeda@ag.state.mn.us>, "aaron.winter@ag.state.mn.us"

<aaron.winter@ag.state.mn.us>, "'Lohrke, Kris (MDH)'"

<Kris.Lohrke@state.mn.us>, "Raddatz, Brittany L. (DHS)"

<brittany.raddatz@state.mn.us>, "'david@ferleger.com'" <david@ferleger.com>,

"'office@ferleger.com'" <office@ferleger.com>, "anthony.noss@ag.state.mn.us"

<anthony.noss@ag.state.mn.us>, "Baker, Daniel J (DHS)"
<daniel.baker@state.mn.us>, "Smith, Marshall E (DHS)"
<marshall.e.smith@state.mn.us>, "Knoph, Sarah M (DHS)"
<sarah.knoph@state.mn.us>

CC: "Friend, Maggie A (DHS)" <maggie.friend@state.mn.us>, "Booth, Peg (DHS)"
<peg.booth@state.mn.us>, "Brostrom, Mark S (DHS)"
<mark.s.brostrom@state.mn.us>, "Chandler, Donovan A (DHS)"
<donovan.chandler@state.mn.us>, "Sullivan Hook, Karen E (DHS)"
<karen.sullivanhook@state.mn.us>, "Hallsten, Jerimy I. (DHS)"
<jerimy.i.hallsten@state.mn.us>, "Lange, Jolayne S. (DHS)"
<jolayne.lange@state.mn.us>

Subject: [Encrypt] Minnesota Life Bridge Notification of Incident
Thread-Topic: [Encrypt] Minnesota Life Bridge Notification of Incident
Thread-Index: AdAZQs4vKCvYrbgeRSGr/01Nlrs4PA==
Date: Fri, 25 May 2018 13:39:38 +0000

Message-ID:
<SN6PR09MB265634D287AD06D61CD1C114EF690@SN6PR09MB2656.namprd09.prod.outlook.com>

Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes

X-MS-TNEF-Correlator:
<SN6PR09MB265634D287AD06D61CD1C114EF690@SN6PR09MB2656.namprd09.prod.outlook.com>

authentication-results: state.mn.us; dkim=none (message not signed)
header.d=none;state.mn.us; dmarc=none action=none header.from=state.mn.us;

x-originating-ip: [96.2.189.26]
x-ms-publictraffictype: Email

x-microsoft-exchange-diagnostics:
1;SN6PR09MB2557;7:rturGixHyuZXVIR4KvZEjxpmhlu66g12JQU4o+yBe5Nj0MQ3rL/DMxk5XEFRQRc41
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sGTihHDRSEfBzOCwknj+Hnft0hHRIeiXbcERmRro3gTiMOEPhx9UvkwHm+DtUszsm/8fX1MB1baVP1gK/3ZT
niS4sfF6m5/0vnLKLrQWNP;20:QFcCKYq11VkDV5488Z2mwgmtDwlPYfk9K4pnd1loyakdn2+86YZoM3XEoF
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x-ms-office365-filtering-ht: Tenant
x-microsoft-antispam: UriScan;BCL:0;PCL:0;RULEID:(7020095)(4652020)(5600026)
(48565401081)(2017052603328)(7153060)(49563074)(7193020);SRVR:SN6PR09MB2557;
x-ms-traffictypediagnostic: SN6PR09MB2557;
x-exchange-antispam-report-test: UriScan:(28532068793085)(21748063052155);
x-exchange-antispam-report-cfa-test: BCL:0;PCL:0;RULEID:(102415395)(9101524173)
(2401047)(8121501046)(3002001)(3231254)(944501410)(52105095)(10201501046)(93006095)
(93001095)(201708071742011)
(7699016);SRVR:SN6PR09MB2557;BCL:0;PCL:0;RULEID:;SRVR:SN6PR09MB2557;

x-forefront-antispam-report:
SFV:SKI;SFS:;DIR:INB;SFP:;SCL:-1;SRVR:SN6PR09MB2557;H:SN6PR09MB2656.namprd09.prod.ou
tlook.com;FPR:;SPF:None;LANG:en;

x-microsoft-antispam-message-info:
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fRjLlloPVSS7qljtz21jB+PreB5XsNvkCuvIQCFAMQfn+SaR1jSzUvp9tNp++KNKPs/vtGVelri/mWArtpjbl
9JuGmlfipHqyKVHN3UtN+BR
spamdiagnosticoutput: 1:0

MIME-Version: 1.0
X-MS-Office365-Filtering-Correlation-Id: 5486af72-b995-48c7-e8a7-08d5c244f670
X-OriginatorOrg: state.mn.us
X-MS-Exchange-CrossTenant-Network-Message-Id: 5486af72-b995-48c7-e8a7-08d5c244f670
X-MS-Exchange-CrossTenant-originalarrivaltime: 25 May 2018 13:39:38.8608
(UTC)

X-MS-Exchange-CrossTenant-fromentityheader: Hosted
X-MS-Exchange-CrossTenant-id: eb14b046-24c4-4519-8f26-b89c2159828c
X-MS-Exchange-Transport-CrossTenantHeadersStamped: SN6PR09MB2557
X-MS-Exchange-CrossPremises-AuthAs: Internal
X-MS-Exchange-CrossPremises-AuthMechanism: 04

X-MS-Exchange-CrossPremises-AuthSource: SN6PR09MB2656.namprd09.prod.outlook.com
X-MS-Exchange-CrossPremises-TransportTrafficType: Email
X-MS-Exchange-CrossPremises-TransportTrafficSubType:
X-MS-Exchange-CrossPremises-SCL: -1
X-MS-Exchange-CrossPremises-messagesource: StoreDriver
X-MS-Exchange-CrossPremises-BCC: "Johnson, Gina P (DHS)"
<gina.johnson@state.mn.us>, "Buckingham, Todd (DHS)"
<todd.buckingham@state.mn.us>, "Sjostedt, Stacey A (DHS)"
<stacey.sjostedt@state.mn.us>, "Dempsey, Mary E (DHS)"
<mary.e.dempsey@state.mn.us>, "Scharr, Michael J (DHS)"
<michael.scharr@state.mn.us>, "Hammond, Kelli J (DHS)"
<kelli.j.hammond@state.mn.us>
X-MS-Exchange-CrossPremises-originalclientipaddress: 96.2.189.26
X-MS-Exchange-CrossPremises-transporttraffictype: Email
X-MS-Exchange-CrossPremises-transporttrafficsubtype:
X-MS-Exchange-CrossPremises-disclaimer-hash:
b6a5a747cac443ca428b89a4292c6d7b72f9c6950954b76ee090cle0531e2e33
X-MS-Exchange-CrossPremises-antispam-scancontext: DIR:Originating;SFV:SKI;SKIP:0;
X-MS-Exchange-CrossPremises-processed-by-journaling: Journal Agent
X-OrganizationHeadersPreserved: SN6PR09MB2557.namprd09.prod.outlook.com
Return-Path: roseem.holan@state.mn.us

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