



BOARD OF EXECUTIVES FOR
LONG TERM SERVICES AND SUPPORTS

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**BEFORE THE MINNESOTA
BOARD OF EXECUTIVES FOR LONG-TERM SERVICES AND SUPPORT
STANDARDS OF PRACTICE COMMITTEE**

In the Matter of
Gloria McCrae, LALD
License No. 3156

AGREEMENT FOR
CORRECTIVE ACTION

February 20, 2026

Dear Ms. McCrae,

This is to acknowledge receipt and verification of your education and self-report on January 27, 2026. This information has been reviewed and included in your file.

You have now met all requirements of the Agreement for Corrective Action dated November 6, 2025. Therefore, in accordance with paragraph 8. of your Agreement for Corrective Action, this matter is dismissed. The Agreement and this letter are classified as public documents.

This matter may be re-evaluated should the Board receive a complaint of a similar nature in the future. The Review Panel encourages you to continue to apply to your practice the principles you have learned from the corrective actions.

If you have any questions, please contact me at 651-201-2731.

Sincerely,

BOARD OF EXECUTIVES FOR LONG-TERM SERVICES AND SUPPORT

Steve Jobe
Executive Director

BEFORE THE MINNESOTA
BOARD OF EXECUTIVES FOR LONG-TERM SERVICES AND SUPPORTS
STANDARDS OF PRACTICE COMMITTEE

In the Matter of
Gloria MaCrae, LALD
License No. 3156

**AGREEMENT FOR
CORRECTIVE ACTION**

This Agreement is entered into by and between Gloria MaCrae, LALD (“Licensee”), and the Standards of Practice Committee (“Committee”) for the Minnesota Board of Executives for Long-Term Services and Supports (“Board”) based on Minnesota Statutes section 214.103, subdivision 6(a)(2). Licensee and the Committee agree to the following:

FACTS

1. On July September 17, 2021, the Board granted Licensee an Assisted Living Director (“LALD”) license.
2. Licensee is the owner and the Director of Record (“DOR”) for an assisted living facility located in Maplewood, Minnesota.
3. On July 14, 2025, the Board was notified that on December 7, 2022, the Minnesota Department of Health (“MDH”) determined that Licensee and the facility were responsible for maltreatment of a resident. The resident—a quadriplegic individual—was admitted to the facility on bedrest, but once the bedrest ended, Licensee and the facility failed to provide him services and adequate staffing to meet the needs required in his care plan, which resulted in unnecessary confinement.
4. On Licensee’s renewal applications, dated September 9, 2022 and September 17, 2023, Licensee answered “No” to the following question: “Since your initial license was issued have you been notified that a complaint has been filed against you

individually and/or you are under investigation by a state or federal agency or regulatory board?”
Licensee failed to notify the Board of the investigation by the MDH and the subsequent maltreatment determination against Licensee individually.

CORRECTIVE ACTION

The Committee determined that the conduct described in paragraph 4, above, does not comply with Minnesota Rules 6400.7095, subpart 1.D., 1.J., and 1.U., and necessitates the following corrective action as described below.

5. ***Consultation.*** Within ninety (90) days of the date of this Agreement, Licensee shall obtain at least six (6) hours of one-on-one professional consultation from a licensed assisted living director. Licensee and the consultant shall discuss the topics of compliance with relevant statute and rules for LALD licensure, Licensee’s responsibility for the situation described in the maltreatment report (Maltreatment Report #: HL35315001M), professional conduct, and resident rights, and how to apply her knowledge of these issues, and any other issues covered during consultation, to her practice. Licensee must follow any and all recommendations of the consultant concerning how to gain additional knowledge regarding the above issues and how to apply such principles to her practice.

Licensee shall submit the *curriculum vitae* of her proposed professional consultant for preapproval by the Committee within 30 days of the date this Agreement becomes effective. The Committee reserves the right to reject the consultant proposed by Licensee. If the Committee rejects the consultant proposed by Licensee, the Committee may require that Licensee submit additional names.

6. ***Consultant’s Report.*** Within 30 days of completing the consultation described above, Licensee shall cause to be submitted a report from the consultant stating the topics

covered during consultation, Licensee's understanding of the role and responsibility of an assisted living director before and after consultation, and whether Licensee successfully completed consultation to the satisfaction of the consultant.

7. ***Self-Report.*** Within 30 days of completing the consultation described above, Licensee shall submit a two-page report stating Licensee's understanding of the role and responsibilities of an assisted living director before and after the consultation and how Licensee plans to apply the concepts learned to Licensee's practice. Final determination regarding successful completion of the consultation shall be at the discretion of the Committee.

OTHER INFORMATION

8. Upon Licensee's satisfactory completion of the corrective action referenced in paragraphs 5 through 7 above, the Committee agrees to dismiss the complaint(s) concerning the matters referenced in paragraphs 3 and 4. The Committee shall be the sole judge of satisfactory completion. The Committee may reopen this complaint if it receives newly discovered information that was not available to the Committee during the initial investigation or if the Committee receives a new complaint that indicates a pattern of behavior or conduct.

9. If Licensee fails to complete the corrective action satisfactorily, the Committee may, at its discretion, reopen the investigation and proceed according to Minnesota Statutes sections 144A.19 to 144A.37 (the Board's Practice Act) and chapters 214 and 14. Licensee agrees that failure to complete the corrective action satisfactorily is failure to cooperate under Minnesota Rules 6400.7905, subpart 1.U. and may subject Licensee to disciplinary action by the Board.

10. Licensee is represented by Rebecca Coffin, Esq., Rode & Coffin LLC, Saint Paul, Minnesota. The Committee was represented by Alex Mountain, Assistant Attorney General.

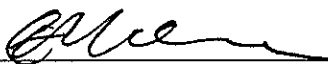
11. This agreement shall become effective upon execution by the Board's Executive Director and shall remain in effect until the Committee dismisses the complaint, unless the Committee receives additional information that renders corrective action inappropriate. Upon receiving such information, the Committee may, at its discretion, proceed according to Minnesota Statutes sections 144A.19 to 144A.37 (the Board's Practice Act) and chapters 214 and 14.

12. This agreement is not disciplinary action. See Minnesota Statutes section 214.103, subdivision 6. However, this agreement is classified as public data pursuant to Minnesota Statutes section 13.41, subdivision 5.

13. Licensee hereby acknowledges having read and understood this agreement and having voluntarily entered into it. This agreement contains the entire agreement between the Committee and Licensee, there being no other agreement of any kind, verbal or otherwise, which varies the terms of this agreement.

LICENSEE

STANDARDS OF PRACTICE COMMITTEE



GLORIA MACRAE, LALD



STEPHEN JOBE
Executive Director

Dated: 11/7/25

Dated: 11/6/2025