

March 12, 2026

**CERTIFIED MAIL**

Lora Klancher  
DBA Live and Learn with Lora LLC  
8884 Beatty Road  
Cook, MN 55723-8805

License Number 1120851 FCC

## **ORDER OF CONDITIONAL LICENSE ORDER TO PAY A FINE**

Dear Ms. Klancher:

Based on the recommendation of Saint Louis County Public Health and Human Service Department (St. Louis County), the Department of Children, Youth, and Families (DCYF) is placing your license to provide family child care at 8884 Betty Road, Cook, MN on conditional status for one year, beginning March 12, 2026. This means you must meet certain conditions to maintain your license, detailed below. This order is based on your level of noncompliance with family child care licensing requirements. Our next steps and your options are also provided below.

In addition, DCYF is ordering you to pay a fine of \$200. Details of our findings are provided below.

### **REASON FOR THE CONDITIONAL LICENSE**

#### **1. Commissioner's evaluation of program**

In determining whether a licensing action is warranted, DCYF evaluated the facts, conditions, and circumstances concerning your program's operation. This includes consideration of the well-being of children in your program, available evaluations from consumers of your program, and information about the qualifications of caregivers working in your program. Specifically, because you failed to comply with a previously issued correction order and because you have a significant history of non-compliance outlined below. DCYF has determined that it is appropriate to place your license on conditional status based on the violations identified below and the program evaluation.

Legal Authority: Minnesota Statutes, section 142B.10, subdivision 13.

## **2. Failure to comply with licensing laws and rules**

As a result of previous licensing visits, St. Louis County determined that your program failed to comply with the laws and rules for licensed family child care. DCYF has considered the nature, chronicity, and severity of these violations, which are provided below.

Legal Authority: Minnesota Statutes, section 142B.16, subdivision 1.

### **Nature, history and severity of violations**

#### ***License history***

The following violations summarize the nature of your previous licensing violations. Because these violations are now conclusive, the individual violations are not within the scope of your appeal rights. Please refer to the previously issued correction orders for further details on these violations. If you do not have copies of these orders, contact your St. Louis County licensor for assistance. DCYF also considered this history as a factor when it determined that a Conditional License is appropriate.

- January 22, 2026, Correction Order, which cited you for failing to comply with a Correction Order that was issued December 11, 2025.
- January 7, 2026, Correction Order, which cited you for the following violations:
  - You failed to provide documentation that all caregivers repeated pediatric cardiopulmonary resuscitation (CPR) training as required.
  - You failed to provide documentation that all caregivers repeated pediatric first aid training as required.
- December 11, 2025, Correction Order, which cited you for the following violations:
  - You failed to maintain the fire extinguisher as required. The last time the fire extinguisher was serviced was October 1, 2024.
  - You failed to provide documentation that two cats and one dog had vaccinations.
  - You have failed to ensure that your water temperature was at or below 120 degrees Fahrenheit when it was 129.4 degrees Fahrenheit.
  - You failed to provide documentation that employees were trained in the program's drug and alcohol policy.
  - You altered or made changes to your license information without the commissioner's approval when you were caring for children in an unlicensed building on the property.
  - You failed to provide documentation to families of enrolled children, that a change in your current family child care liability insurance policy occurred, when the certificate you had on file expired in April 2025.
  - You failed to provide documentation that you trained employees on the emergency preparedness plan.
  - You failed to provide documentation of the date and time of fire and storm drills for July, August, and September 2025.

- You failed to provide documentation that all adult caregivers had a physical examination on file prior to caring for children.
- You failed to provide documentation that all adult caregivers had completed at least four hours of child development and learning and behavior guidance training prior to caring for children.
- You failed to provide documentation that all adult caregivers had completed pediatric first aid training prior to caring for children.
- You failed to provide documentation that all adult caregivers had completed pediatric cardiopulmonary resuscitation (CPR) training prior to caring for children.
- You failed to provide documentation that all adult caregivers had completed sudden unexpected infant death (SUID) training prior to assisting with infants.
- You failed to provide documentation that all adult caregivers had completed abusive head trauma (AHT) training prior to caring for children.
- You failed to provide documentation that all adult caregivers had completed supervising for safety training prior to caring for children.
- You failed to provide documentation of monthly crib and pack and play inspections since June of 2025.
- July 31, 2024, Correction Order, which cited you for the following violations:
  - You failed to operate within the capacity requirements of your license when you had eight children in attendance inside the residence and 12 additional children in the attached garage. You had 20 children in care and were only allowed to have 14 children with a C3 license.
  - You failed to ensure that all caregivers had cleared background studies prior to caring for children when you had three caregivers working without a cleared background study.
  - You failed to provide documentation that all adult caregivers had completed at least four hours of child development and learning and behavior guidance training prior to caring for children.
  - You failed to provide documentation that all adult caregivers had completed pediatric first aid training prior to caring for children.
  - You failed to provide documentation that all adult caregivers had completed pediatric cardiopulmonary resuscitation (CPR) training prior to caring for children.
  - You failed to provide documentation that all adult caregivers had completed sudden unexpected infant death (SUID) training prior to assisting with infants.
  - You failed to provide documentation that all adult caregivers had completed abusive head trauma (AHT) training prior to caring for children.

***Severity of violations***

**Due to the serious and chronic nature of these violations, and the conditions in the program, which impact the health and safety of children in your care, your license to provide family child care is placed on a conditional status.**

## Conditional License Terms

In addition to the licensing rules and statutes for family child care you are required to comply with the following terms:

1. You follow and comply with all applicable Minnesota Rules and Laws.
2. No variances to age distribution or capacity will be granted during the conditional period.
3. You must submit substitute tracking hours to St. Louis County **by the 5<sup>th</sup> of each month** for the month prior starting April 5, 2026
4. You must submit all outstanding paperwork to St. Louis County **within 30 days** of the issuance of this order. This includes all Corrections Orders, training, and any other items that you have been cited for but have failed to correct.
5. You must work with St. Louis County to obtain a mentor to work on ensuring you are following all family child care rules and laws. The mentor must be obtained **within 30 days** of the issuance of this order and must be approved by St. Louis County. Upon completion of working with the mentor you must submit a summary to St. Louis County of what you learned and changes you will implement into your program to support required compliance with licensing regulations including, record keeping, background study compliance, paperwork, and training.
6. You must notify St. Louis County prior to any new employee starting in your program. You must submit the employee training record and other required paperwork to St. Louis County for approval prior to the employee working in your program.
7. You must either provide a copy of the Order to Pay a Fine and Order of Conditional License to parents of children in care or document that all parents have been given an opportunity to review the order. You must obtain parent signatures of each currently enrolled child, indicating they have either received a copy of the order or had an opportunity to review the order and submit documentation of compliance with this term to St. Louis County **within 30 days** of the issuance of this order. For new families, you must submit documentation of compliance with this term to St. Louis County **within 5 days** of any child's enrollment to your child care program.

If you close or temporarily stop services at license no. 1120851 during the conditional license period, you must complete any remaining duration and/or terms of this conditional license in the event you apply for and is approved for a new family child care license or resumes services at license no. 1120851.

## Ongoing Monitoring

Your St. Louis licensor will monitor your compliance with these terms and with all of the family child care rules and laws. This will include unannounced visits. If you fail to demonstrate substantial compliance with family child care requirements or with the terms of your conditional license that are provided above, DCYF may take an additional licensing sanction, including a revocation of your license.

## REASON FOR FINE

### Failure to Comply with Correction Order

St. Louis County issued you a Correction Order on December 11, 2025, for numerous violations. You were given several dates to have the items corrected and verification sent into St. Louis County. The last date to submit verification was due January 12, 2026. You were issued a Correction Order on January 22, 2026, for failing to comply with the previous correction. To this date you have not submitted verification that any of the items have been corrected.

Statute Violated: Minnesota Statutes, section 142B.16, subdivision 3.

Fine: \$200

## YOUR APPEAL/RECONSIDERATION RIGHTS

### If You Wish to Appeal the Fine and the Conditional License, or Just the Fine

You have the right to appeal both the fine and the conditional license, or only the fine. Your request must be in writing and clearly state that you are requesting a contested case hearing for this matter. Your request must be made before the deadlines provided below. If you do not meet this deadline, you lose your right to an administrative appeal. The timeline to appeal began when you received this order.

If you are mailing your request, it must be sent by certified mail and postmarked within 10 calendar days from when you receive this order. Please send it to:

Commissioner, Department of Children, Youth, and Families  
Office of Inspector General  
Legal Counsel's Office  
Attention: Licensing Legal Unit  
PO Box 64953  
St. Paul, MN 55164-0953

If your request is being personally delivered, it must be received by DCYF within 10 calendar days from when you receive this order. Please bring it to:

Commissioner, Department of Children, Youth, and Families  
Office of Inspector General  
Legal Counsel's Office  
Attention: Licensing Legal Unit  
444 Lafayette Road North  
St. Paul, MN 55155

Upon DCYF's receipt of your timely appeal, your case would be scheduled for a contested case hearing in front of an Administrative Law Judge. Following this hearing, the Commissioner of DCYF will issue a final order.

## **If You Wish to Only Appeal the Conditional License**

If you are not appealing the fine, you do not have a right to a contested case hearing. However, you have the right to request reconsideration of the conditional license and the cited violations. Your request must:

- Be in writing
- Clearly state that you are requesting reconsideration of the conditional license
- List each citation you are challenging and identify what is inaccurate or incomplete about the information in the order
- Supply information that is accurate or more complete
- State why you believe your license should not be on a conditional status
- Be made before the deadlines provided below

If you are mailing your request, it must be sent by certified mail and postmarked within 10 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:

Commissioner, Department of Children, Youth, and Families  
Office of Inspector General  
Licensing Division  
Attention: Legal Unit  
PO Box 64242  
St. Paul, MN 55164-0242

If your request is being personally delivered, it must be received by DCYF within 10 calendar days from when you received this order. Please bring it to:

Commissioner, Department of Children, Youth, and Families  
Office of Inspector General  
Licensing Division  
Attention: Legal Unit  
444 Lafayette Road North  
St. Paul, MN 55155

## **Billing and Payment of the Fine**

DCYF will send you an invoice for the \$200 fine. Payment must be made as directed on the invoice.

If you request a contested case hearing, as described above, do not pay the fine at this time. Following the contested case hearing, the Commissioner of DCYF will issue a final order on this matter.

Please note, you may not avoid payment of this fine by closing, selling, or otherwise transferring the license to a third party. If this occurs, you are personally responsible for payment.

If you do not pay the fine on or before the date specified on the invoice and you did not request a contested case hearing, as described above, the Commissioner may issue a second fine, may not issue or reissue a license, or may suspend the license until the license holder pays the fine.

### **Conditional license stayed pending reconsideration**

If you request reconsideration within the timeframes described above, the terms of the conditional license will not take effect until a decision is issued by DCYF. If the conditional license is affirmed on reconsideration, the terms would take effect on the date of the reconsideration decision and run for one year from that date. You continue to be required to comply with all family child care laws and rules.

### **Legal representation at the contested case hearing**

You do not need a lawyer to appeal. However, a lawyer can help you with your appeal. The state or county will not get you a lawyer and will not pay for a lawyer. If you cannot afford a lawyer, you may be able to get free legal advice or help with your appeal. To find out if free help is available, contact: Volunteer Lawyers Network at 612-752-6677; Central Minnesota Legal Services at 612-332-8151; Southern Minnesota Legal Services at 651-222-4731; or go to [www.lawhelpmn.org](http://www.lawhelpmn.org) to find a local legal services program that may be able to help you.

You can also find information on contested cases from the Office of Administrative Hearings website at <https://mn.gov/oah/self-help>. Click on Administrative Law Overview, then click on Administrative Law Contested Case Hearing Guide for a list of frequently asked questions.

### **Posting of this licensing action**

You are required to place this Order to Pay a Fine and Order of Conditional License in a place that is clearly noticeable to the people receiving services and all visitors to the facility for two years, even if you appeal.

### **Prohibition against providing legally unlicensed child care**

**If this action is not reversed on appeal, you will not be allowed to provide legally unlicensed child care to unrelated children. Operating an unlicensed family child care home is a misdemeanor offense.**

### **Legal authority for this licensing action**

- This action is taken under Minnesota Statutes, section 142B.18, subdivision 1, paragraph (a), which describes under which conditions DCYF may impose a fine against a license.
- DCYF may impose a \$200 fine for each health, safety, or supervision licensing violation under Minnesota Statutes, section 142B.18, subdivision 4, paragraph (c), subparagraph (4)(iv).

- Minnesota Statutes, section 142B.18, subdivision 4, paragraph (c), subparagraph (5), states that license holders may not avoid payment of a fine by closing, selling, or transferring a license.
- Minnesota Statutes, section 142B.12, subdivisions 5 and 8, state that DCYF shall not issue or reissue a license if the applicant, license holder, or controlling individual has an outstanding debt related to a license fee, licensing fine, or settlement agreement for which payment is delinquent.
- Minnesota Statutes, section 142B.18, subdivision 4, paragraph (c), subparagraph (c), states that that the license holder shall pay the fine assessed on or before the payment date specified, and if the license holder does not do so the commissioner may issue a second fine or suspend the license until the license holder complies.
- The timeline to request reconsideration of the order of conditional license is provided in Minnesota Statutes, section 142B.16, subdivision 4.
- License holders have a right to appeal licensing actions and request a contested case hearing, under Minnesota Statutes, chapter 14 and Minnesota Rules, parts 1400.8505 to 1400.8612.
- If a license holder files a timely reconsideration request, the terms of the conditional license are stayed pending a decision by DCYF under Minnesota Statutes, section 142B.16, subdivision 4.
- Under Minnesota Statutes, section 142B.16, subdivision 4, if DCYF issues a dual order to pay a fine and a conditional license and the license holder appeals both the fine and the conditional license, DCYF will not do a separate reconsideration of the conditional license. If the license holder does not appeal the fine but requests reconsideration of the conditional license, then the license holder does not have a right to a hearing and DCYF will conduct a reconsideration of the conditional license.
- The requirement to post this order in a clearly visible location is required under Minnesota Statutes, section 142B.18, subdivision 6.
- Minnesota Statutes, section 142B.05, subdivision 4, provides that a child care provider who has received a Fine or Conditional Order that has not been reversed on appeal may not operate as a legally unlicensed child care provider to non-relatives. Operating a prohibited unlicensed family child care is a misdemeanor under Minnesota Statutes, section 142B.05, subdivision 5.

## Questions

If you have any further questions regarding this matter, you may contact me at 651-431-6565.

Sincerely,



Beth Donahue, Supervisor  
Licensing Division  
Office of Inspector General

cc: Carrie Woods, Saint Louis County Public Health and Human Service Department