



MISSOURI DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION
OFFICE OF CHILDHOOD - CHILD CARE COMPLIANCE

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
8/31/2023

DVN
001248411

FACILITY NAME

A GOOD START, INC.

FACILITY ADDRESS

101 N GRACE LN

CITY

COLUMBIA

ZIP CODE

65201-6988

PHONE NUMBER

(573) 814-2689

COUNTY

BOONE

ASSIGNED SPECIALIST

HONEA, MICHELLE J

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(A)3.

Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises.

CONCLUSION SUMMARY

On August 31, 2023, the Office of Childhood (OOC) received an allegation that: The baby room has eight 2-year-old children. The teachers wait until they all fall asleep and then leave the room and close the door, keeping the kids unsupervised behind closed doors. After conducting an investigation, Compliance Inspector (CI) Michelle Honea has found this allegation to be substantiated based on the following evidence:

5 CSR 25-500.182(1)(A)3: which states, "Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises."

On September 6, 2023, CI Honea conducted an unannounced inspection to the facility and interviewed Director JoAnn Williams, caregiver Jonathan Williams, caregiver Madalyn Elam, caregiver Anna Pavlich, and caregiver Shell Jones. Director JoAnn Williams stated that the caregivers are encouraged to clean during naptime, but she does not tell them to leave the room. Caregiver Jonathan Williams stated that a staff member is in the room with the 2-year-olds at all times even during nap time. Caregiver Jonathan Williams stated he leaves for break from 1:30pm to 1:45pm and when he leaves a staff member is in the room. Madalyn Elam stated that children would be left alone in the 2-year-old room during nap time but she did not leave the room during nap time while she was in the 2-year-old room. She stated that director JoAnn Williams would direct staff to leave children alone in the room during nap time to complete daily tasks. Shell Jones stated that she moved into the 2-year-old room about a month ago. All caregivers in that room do step out of the room during nap time for about 20-30 minutes. The caregivers are not directed but they are encouraged to get cleaning done during nap time. She will look in the classroom to check on the children.

CORRECTIVE MEASURES

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The facility shall notify all staff members of the violations which were substantiated, and specify the actions to be taken by all staff in order to comply with all violations cited. A copy of the memo, letter, or staff meeting agenda shall be submitted to the Office of Childhood.

COMPLETED (Y/N)

Yes

COMPLETED DATE

1/16/2024

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

11/8/2023

APPROVING SUPERVISOR

CHRISCO, MARLA L