



**MISSOURI DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION**  
**OFFICE OF CHILDHOOD - CHILD CARE COMPLIANCE**  
**COMPLAINT INVESTIGATION OF**  
**SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

**DATE OF REPORT**  
10/13/2022

**DVN**  
000169446

**FACILITY NAME**

WILLOW WOODS CHILD DEVELOPMENT CENTER, INC.

**FACILITY ADDRESS**

110 ARCHIBALD ST

**CITY**

KANSAS CITY

**ZIP CODE**

64111-2230

**PHONE NUMBER**

(816) 753-5540

**COUNTY**

JACKSON

**ASSIGNED SPECIALIST**

GREER, JOHN

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

5 CSR 25-500.112(1)(A)

Birth Through Two (2) Years. Groups composed of mixed ages through two (2) years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group;

5 CSR 25-500.112(1)(B)

Age Two (2) Years. Groups composed solely of two (2) -year olds shall have no less than one (1) adult to eight (8) children, with no more than sixteen (16) children in a group;

**CONCLUSION SUMMARY**

On October 13, 2022, the Office of Childhood received an allegation that the facility is out of ratio on a regular basis . After conducting an investigation, Compliance Inspector (CI) JD Greer has found the allegation to be substantiated based on the following evidence:

5 CSR 25-500.112(1)(A) which states, "Birth Through Two (2) Years. Groups composed of mixed ages through two (2) years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group;"

AND

5 CSR 25-500.112(1)(B) which states, "Age Two (2) Years. Groups composed solely of two (2) -year olds shall have no less than one (1) adult to eight (8) children, with no more than sixteen (16) children in a group;"

On October 19, 2022, Compliance Inspector (CI) JD Greer conducted a walkthrough of the facility and observed Caregiver K.T. was present with six children, 4-months-old to 9-months-old. Caregiver K.M. was present with five children, 10-months-old to 16-months-old.

On October 19, 2022, CI Greer interviewed Director W.L. who stated over the last couple weeks she has had two teachers who have been running late in the morning. She has had ratio issues in the infant/toddler unit in the mornings, but not in any other classrooms.

On October 19, 2022, CI Greer interviewed Caregiver K.T. who stated there have been ratio issues since she started in the infant room during the mornings. At least twice a week in the mornings the facility is out of ratio.

On October 19, 2022, CI Greer interviewed Caregiver K.M. who stated there are issues with ratio in the infant room. Almost every day, in the morning, the infant room is out of ratio. On October 18, 2022, the infant room had a ratio of 1:7 from approximately 9:30 a.m. to 11:00 a.m.

On October 19, 2022, CI Greer interviewed Cook S.M. who stated there have been ratio issues in the infant room, it is a common occurrence.

On October 25, 2022, CI Greer conducted a walkthrough of the facility and observed Caregiver P.W. was present with twelve children, all 2-years-old.

On October 25, 2022, CI Greer interviewed Caregiver P.W. who stated the 2-year-old classroom is out of ratio today because a teacher called in sick.

**CORRECTIVE MEASURES**

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
Signs shall be posted at all entrances of the rooms displaying the required staff/child ratios.	Yes	2/16/2023

<b>DISPOSITION</b>	<b>DISPOSITION DATE</b>
SUBSTANTIATED	2/9/2023

**APPROVING SUPERVISOR**  
NURNBERG, TONY A