



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
4/9/2019

DVN
002536161

FACILITY NAME

FAMILY LIFE COMMUNITY SERVICES

FACILITY ADDRESS

1126 N BROADWAY AVE

CITY

SPRINGFIELD

ZIP CODE

65802-4158

PHONE NUMBER

(417) 447-9000

COUNTY

GREENE

ASSIGNED SPECIALIST

RADNEY, HEATHER E

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-62.132 (6)

A child who has a special physical, developmental or behavioral need shall have on file an individualized plan for specialized care from a professionally qualified source.

19 CSR 30-62.132 (7)

The provider shall assess his/her ability to provide care for the special needs child while also meeting the needs of the other children.

CONCLUSION SUMMARY

The SCCR determined the allegation is substantiated based on interviews with Child A's parents, caregivers, the director and documentation obtained through the investigation. Caregivers stated they struggled to provide Child A with the attention that he needs in order to keep Child A from hurting other children. Caregivers described Child A as having "no impulse control" and that his "aggression is random and unprovoked so it is hard to keep ahead of him and keep him from hurting other children." Caregivers and the Director reported trying various things to help with the problematic behaviors of children when they are hurting others, such as a quiet area and extra attention. Caregivers indicated that they need additional help to ensure the safety of the children in their class. While caregivers and the director indicated that Child A and Child B both had behavioral issues, there was no Individualized Plan for Specialized Care signed by a professionally qualified source on file for either child.

CORRECTIVE MEASURES

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The director shall contact United 4 Children to request an inclusion specialist observe the facility and the children to see what additional services or practices can be utilized to maintain safety for all children and staff. The facility shall follow the recommendations provided by the inclusion specialists.

COMPLETED (Y/N)

Yes

COMPLETED DATE

6/20/2019

CORRECTIVE MEASURE

The facility director shall provide to SCCR the Individualized Plan for Specialized Care form for Child A and Child B.

COMPLETED (Y/N)

Yes

COMPLETED DATE

6/20/2019

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

6/7/2019

APPROVING SUPERVISOR

WHITE, LEAH