



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

**DATE OF REPORT**  
12/4/2020

**DVN**  
002075972

**FACILITY NAME**

WESTBROOK ACADEMY CHILD CARE & LEARNING CENTER, LLC

**FACILITY ADDRESS**

4045 JEFFCO BLVD

**CITY**

ARNOLD

**ZIP CODE**

63010-4213

**PHONE NUMBER**

(636) 467-9000

**COUNTY**

JEFFERSON

**ASSIGNED SPECIALIST**

GRAHAM, JESSICA

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-62.102 (1)(A)

Day care personnel shall be of good character and intent and shall be qualified to provide care conducive to the welfare of children.

**CONCLUSION SUMMARY**

On December 14, 2020, Child Care Facility Specialist (CCFS) Jessica Graham investigated the allegation that Director (Jennifer Westbrook) contacted the Mother of Child A and Child B via text stating that the mother needed to sign her children in and out of the subsidy system for the days the children were not in attendance. The mother of Child A and Child B did not do that because she thought it was fraud. This allegation is substantiated based on the rule violation:

19 CSR 30-62.102 (1)(A) which states "Day care personnel shall be of good character and intent and shall be qualified to provide care conducive to the welfare of children."

Jennifer Westbrook, director, stated that parents do not understand how subsidy pay works in that when they do not bring their children, then the facility does not get paid. Jennifer stated that she has told parents that their children need to be in attendance every day. Jennifer stated that she never intended on committing fraud, but that she did ask the mother of Child A and Child B to sign her children in and out on the system whenever they were not attending. Jennifer stated that she did this because Child A and Child B were not coming as written in their contract and it was taking away a spot of someone else that could use it. Jennifer then ended the enrollment of Child A and Child B because she was not getting paid. Jennifer stated that she knows that she should not have asked the Mother of Child A and Child B to sign the children in and out when they were not here, but she was forced to do so.

CCFS Graham received text messages from the mother of Child A and Child B showing that on November 23, 2020, Jennifer Westbrook texted the mother asking her to come to the center and sign Child A and Child B in and out of attendance on multiple days that they were not there.

**VIOLATION(S)**

19 CSR 30-62.192 (4)(A)

No child shall be permitted to enroll in or attend any day care facility caring for ten (10) or more children unless the child has been immunized adequately against vaccine preventable childhood illnesses specified by the department in accordance with recommendations of the Immunization Practices Advisory Committee (ACIP). The parent or guardian of the child shall provide satisfactory evidence of the required immunizations. Satisfactory evidence means a statement, certificate or record from a physician or other recognized health facility or personnel, states the required immunizations have been given to the child and verifying the type of vaccine and the month, day and year of administration.

19 CSR 30-62.222 (11)

All records shall be available in the facility for inspection by the department upon request.

19 CSR 30-62.222 (4)

Individual children's records shall be retained a minimum of one (1) year after the child discontinues attendance.

**CONCLUSION SUMMARY**

On December 14, 2020, Child Care Facility Specialist (CCFS) Jessica Graham investigated the allegation that the mother of Child A and Child B was not given paperwork to complete for the children until the 2nd day the children attended. She completed enrollment forms at that time. She was never asked for the children's immunization records. She was never given any policies to review. This allegation is substantiated based on the following rule violations:

19 SCR 30-62.192 (4)(A) which states "No child shall be permitted to enroll in or attend any day care facility caring for ten (10) or more children unless the child has been immunized adequately against vaccine preventable childhood illnesses specified by the department in accordance with recommendations of the Immunization Practices Advisory Committee (ACIP). The parent or guardian of the child shall provide satisfactory evidence of the required immunizations. Satisfactory evidence means a statement, certificate or record from a physician or other recognized health facility or personnel, states the required immunizations have been given to the child and verifying the type of vaccine and the month, day and year of administration."

AND

19 CSR 30-62.222 (4) which states "Individual children's records shall be retained a minimum of one (1) year after the child discontinues attendance."

AND

19 CSR 30-62.222 (11) which states "All records shall be available in the facility for inspection by the department upon request."

On December 14, 2020, Jennifer Westbrook, director, stated that all parents get paperwork before they enroll and are supposed to return it on the day that they start. This paperwork includes the enrollment form and the policies for the parents. Jennifer stated that she did ask for Child A and Child B's immunization reports when they started but didn't receive them. Jennifer stated that she knows that the paperwork and immunizations are due on the first day of the enrollment but will let families begin without their paperwork.

CCFS Graham asked to view the files for Child A and Child B and Jennifer could not locate them. Jennifer stated that after she spoke with the mother of Child A and Child B and she got mad and destroyed the children's files when she ended their enrollment.

**CORRECTIVE MEASURES**

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The facility shall review all children's files to ensure all department required forms are on file and accurately completed. A written statement to indicate that this task was completed shall be provided to the Section for Child Care Regulation.	Yes	3/26/2021
The director will submit a written statement to the Section for Child Care Regulation that they will not request parents to sign children in and out when the children have not been in attendance.	Yes	3/26/2021
The facility will post signage at the main entrance to the facility which states that children are not to be signed in and out unless the children are in attendance. Verification that signage has been posted will be submitted to the Section for Child Care Regulation.	Yes	3/26/2021

<b>DISPOSITION</b>	<b>DISPOSITION DATE</b>
SUBSTANTIATED	1/26/2021

**APPROVING SUPERVISOR**  
CLARK, ANGELA