



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

**COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

**DATE OF REPORT**  
5/3/2021

**DVN**  
002207650

**FACILITY NAME**

FUN, 2, 3 CHILDCARE - SUNSET HILLS, INC.

**FACILITY ADDRESS**

4320 S LINDBERGH BLVD

**CITY**

ST LOUIS

**ZIP CODE**

63127-1645

**PHONE NUMBER**

(314) 729-0202

**COUNTY**

ST LOUIS

**ASSIGNED SPECIALIST**

WILMESHER, LAURA

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-62.102 (2)(A)(1)

An approved certificated group child care home provider or center director shall be responsible for planning, monitoring, and managing the facility's daily program.

**CONCLUSION SUMMARY**

Child Care Facility Specialist (CCFS) Laura Wilmesher conducted an investigation regarding the allegation that the facility does not have an approved director. After conducting the investigation, CCFS Wilmesher finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

19 CSR 30-62.102 (2)(A)(1) which states: "An approved certificated group child care home provider or center director shall be responsible for planning, monitoring, and managing the facility's daily program."

On May 4, 2021, CCFS Wilmesher conducted an interview with area manager, Tanya Baston-Minto, who stated Chrystal Whitcomb is no longer employed as of Friday, April 30, 2021. According to Ms. Tanya, Ms. Chrystal put in her notice of resignation three weeks ago.

On May 5, 2021, CCFS Wilmesher conducted an interview with former director, Chrystal Whitcomb, who confirmed that she is no longer the director, as of April 30, 2021.

**VIOLATION(S)**

19 CSR 30-62.112 (1)

The following staff/child ratios shall be maintained on the premises at all times.

19 CSR 30-62.112 (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.

**CONCLUSION SUMMARY**

Child Care Facility Specialist (CCFS) Laura Wilmesher conducted an investigation regarding the allegation that there was one staff member in the infant/toddler unit with seven children all under age one year. After conducting the investigation, CCFS Wilmesher finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

19 CSR 30-62.112 (1)(A) which states: "[The following staff/child ratios shall be maintained on the premises at all times] 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."

On May 5, 2021, CCFS Wilmesher interviewed former director, Chrystal Whitcomb, who stated the infant/toddler room would be out of ratio is when she [Ms. Chrystal] was working in the room and children would get dropped off at the front door, and she would leave the room to get the child, take the child to his/her room, and then go right back to the infant room.

On June 8, 2021, CCFS Wilmesher interviewed former caregiver Ashley Trapesso who stated she worked for the facility for six

years, and her last day was April 30, 2021. Ms. Ashley stated she worked with Ms. Chrystal in the infant room, and that she was often out of ratio in the infant room with 6-8 infants, because Ms. Chrystal was in and out of the room, when she had to handle director responsibilities. Ms. Ashley stated Ms. Chrystal would leave to cook lunch and other things she had to do as the director. Ms. Ashley stated this had been happening the last couple months she worked for the facility, due to the facility not being able to hire more staff members.

On June 10, 2021, CCFS Wilmeshier interviewed former caregiver Tori Going who stated there were times during the week of April 26-30, 2021, that the infant teacher, Ms. Ashley, was by herself with seven children under 24 months.

**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	5/3/2021
<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The facility shall submit all necessary paperwork to approve a center director.	Yes	5/18/2021

<b>DISPOSITION</b>	<b>DISPOSITION DATE</b>
SUBSTANTIATED	6/29/2021

**APPROVING SUPERVISOR**  
CLARK, ANGELA