



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
11/20/2023

DVN
001655114

FACILITY NAME

KEITH, CANDICE

FACILITY ADDRESS

514 PARK ST

CITY

ANDERSON

ZIP CODE

64831-9280

PHONE NUMBER

(417) 793-1134

COUNTY

MCDONALD

ASSIGNED SPECIALIST

MERTZ, CAYLIN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-400.045 (18)

The number and ages of children a family child care home is authorized to have in care at any one time shall be specified on the license and shall not be exceeded except as permitted within these rules.

5 CSR 25-400.210 (10)

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

5 CSR 25-400.210 (7)

All enrollment records, medical examination records, and attendance records shall be filed in a place known to caregivers and shall be accessible at all times. Records shall not be in a locked area or removed from the home during the hours the home is open and operating.

CONCLUSION SUMMARY

On November 20, 2023 the Office of Childhood received a report alleging "the reporter counted at least 13 kids at the home. They were there between 9:00 am -10:00 am today, 11/20/23." After conducting an investigation, Compliance Inspector (CI) Caylin Mertz has found this allegation to be substantiated based on the following evidence and rule violations:

5 CSR 25-400.045(18) which states "The number and ages of children a family child care home is authorized to have in care at any one time shall be specified on the license and shall not be exceeded except as permitted within these rules."

On November 28, 2023 CI Caylin Mertz conducted an unannounced inspection at the facility. A walkthrough of the facility was conducted. CI Mertz observed 12 children at the facility. Caregiver Gina was not aware she could not have more than 10 children in attendance. Provider Candice Keith was not present at the time of inspection. She was interviewed via phone. She is aware that she can only have 10 children and indicated she needs to adjust her overlap schedule.

On November 29, 2023 Provider Candice emailed CI Mertz stating that her 14 year old daughter was dropped off at the facility on November 20, 2023. Provider Candice is only approved to provide care to children up to age 12 years old.

On December 8, 2023 CI Caylin Mertz conducted an unannounced inspection at the facility. A walkthrough of the facility was conducted. CI Mertz observed 12 children at the facility. Provider Candice Keith was not present at the time of the inspection. She was interviewed via phone. She stated that two of the children in attendance should have been picked up some time ago. She could not articulate a plan to provide care for only 10 children.

5 CSR 25-400.210 (10) which states "All records shall be available in the home for inspection by the department upon request."

AND

5 CSR 25-400.210 (7) which states "All enrollment records, medical examination records, and attendance records shall be filed in a place known to caregivers and shall be accessible at all times. Records shall not be in a locked area or removed from the home during the hours the home is open and operating."

On November 28, 2023 CI Mertz requested copies of attendance records for November 20, 2023. Caregiver Gina indicated she

could not provide those documents to CI Mertz as she was unsure where the documents were kept. Provider Candice Keith was not present.

CORRECTIVE MEASURES

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The facility is placed on close supervision and will receive additional inspections to monitor compliance with capacity.

COMPLETED (Y/N)

Yes

COMPLETED DATE

6/12/2024

CORRECTIVE MEASURE

The provider shall ensure that the conditions and limitations specified on the license are adhered to at all times. The child care provider must provide the Office of Childhood with a statement, signed by the provider and all approved assistants, to indicate they understand and agree to follow the requirements. The statement must be submitted by 01/31/24..

COMPLETED (Y/N)

Yes

COMPLETED DATE

1/30/2024

CORRECTIVE MEASURE

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 licensing 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

1/30/2024

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

12/26/2023

APPROVING SUPERVISOR

FOX, ROMENA