



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

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

**DATE OF REPORT**

11/1/2017

**DVN**

002406702

**FACILITY NAME**

FAMILY AND WORKFORCE CENTERS OF AMERICA

**FACILITY ADDRESS**

1232 ROBERT L POWELL PL

**CITY**

WELLSTON

**ZIP CODE**

63133

**PHONE NUMBER**

(314) 726-3000

**COUNTY**

ST LOUIS

**ASSIGNED SPECIALIST**

SPAULDING, STEPHANIE

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-62.122 (1)(A)

All persons working in a day care facility in any capacity during child care hours, including volunteers counted in staff/child ratios, shall be in good physical and emotional health with no physical or mental conditions which would interfere with child care responsibilities. These persons shall have a medical examination report, signed by a licensed physician or registered nurse who is under the supervision of a licensed physician, on file at the facility at the time of initial licensure or within thirty (30) days following employment.

19 CSR 30-62.122 (1)(B)

Medical examination reports shall include a "Risk Assessment for Tuberculosis" form, included herein, completed and signed by a health care professional, as provided by the Missouri Department of Health and Senior Services (MDHSS). If the person has signs or symptoms of tuberculosis, or risk factors for tuberculosis, then testing for tuberculosis shall occur.

19 CSR 30-62.102 (1)(C)

Individuals eighteen (18) years of age or older shall be counted in meeting the required staff/child ratios.

19 CSR 30-62.102 (4)(D)

The center director, group child care home provider, all other caregivers, and those volunteers who are counted in staff/child ratios shall complete safe sleep training described in section (4) of this rule within thirty (30) days of employment or volunteering at the facility.

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**

Based on observations and interviews with the staff at Family and Workforce Centers of America, it is substantiated that the facility is out of ratio.

Volunteer, Abigail Macon, stated that she turned 18 years of age on November 5, 2017. Prior to that date, she was a volunteer at the facility, and counted in child/staff ratio. Abigail was 17 years of age when she began volunteering, and counting in child/ staff ratio. Abigail had been called to step out and relieve another teacher, which then left the lead teacher in the room by herself. When this has happened, the lead teacher had over four children by herself (in a classroom with a 1 caregiver to 4 children ratio).

Caregiver, Sharretha Jones stated that she is out of ratio in her classroom with children ages 19 months to 23 months. She stated that she has had 6 to 7 children by herself, with no other caregiver and the director asked her if she was okay, that she is typically out of ratio on a daily basis, and that when the assistants leave in the afternoons, she is out of ratio until parents are picked up by parents.

On November 7, 2017, the date of the inspection, Sharretha stated that she was out of ratio prior to 9:00 am. Observations of the child/staff attendance records for this date, confirmed that on November 7, 2017, between 8:00 am and 9:00 am there were 6

children present ages 19 months to 23 months with one teacher (Sharretha Jones) in the Mercury Room.

CCFS Spaulding was told that volunteers do not arrive until 9:00 am. Staff attendance verified that volunteers do not arrive to the facility until 9:00 am. Staff attendance also indicated that volunteers leave for the day at 2:00 pm. On November 7, 2017 (the date of the inspection), attendance for staff and children in the Mercury Room showed that there were 7 children ages 19 months to 23 months with one teacher from 2:00 pm to 5:35 pm.

Upon review of the attendance records, CCFS Spaulding observed that on November 14, 2017 there were 5 children ages 19 months to 23 months present between the hours of 8:00 am and 9:00 am with one teacher. Additionally, CCFS Spaulding observed that on November 14, 2017 when the volunteer left for the day at 2:00 pm there were 5 children present ages 19 months to 23 months with one teacher from 2:00 pm to 5:30 pm.

Facility Director, Stephanie Rhodes, stated that volunteers should not be counted in child/staff ratio. Child/staff attendance records showed that volunteers were being counted in child/staff ratio.

Board President, Angela Hall, stated that volunteers are not counted in ratio. During the inspection on November 7, 2017, CCFS Spaulding observed and documented Alycia, Ebony, Abigail, Rachel and Dominique counting in child/staff ratio in classrooms.

Volunteer files of four volunteers present and counted in child/staff ratio on November 7, 2017 were reviewed during the inspection on November 7, 2017. The only required document on file were background screenings. There was no documentation of Safe Sleep training completion, nor Medical Examination reports, and TB Risk Assessments.

#### **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)(E)

Mixed Age Groups Two Years (2) and Up. Groups composed of mixed ages of children two (2) years of age and older shall have no less than one (1) adult to ten (10) children with a maximum of four (4) two (2)-year olds. When there are more than four (4) two (2)-year olds in a mixed group, the staff/child ratio shall be no less than one (1) adult to eight (8) children.

#### **CONCLUSION SUMMARY**

Based on observation and interviews with caregivers at Family and Workforce Centers of America, two classrooms consisting of two year old children and one classroom consisting of two year old and three year old children combine classrooms in the evening when the first teacher leaves for the day. During the week of October 30, 2017 to November 3, 2017; CCFS Spaulding has confirmed via attendance records for children and staff provided by Family and Workforce Centers of America, that the child/staff ratio for children ages 2-3 years old were not maintained between 4:30 pm and 5:30 pm in the gross motor room.

On October 30, 2017 from 5:00 pm to 5:30 pm there were 9, two year olds and 2, three year old children present with one teacher in the gross motor room.

On November 1, 2017, there were 8, two year olds and 3, three year olds present with one teacher from 5:00 pm to 5:30 pm in the gross motor room.

On November 2, 2017, there were 12, two year olds and 5, three year olds present with two teachers from 4:30 pm to 5:00 pm in the gross motor room.

#### **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 30-62.122 (2)(A)

The provider, within thirty (30) days following the admission of each infant, toddler or preschool child, shall require a medical examination report signed by a licensed physician or registered nurse who is under the supervision of a licensed physician and completed not more than twelve (12) months prior to admission.

##### 19 CSR 30-62.222 (1)

The child care provider shall maintain accurate records to meet administrative requirements and to ensure knowledge of the individual needs of children and their families.

19 CSR 30-62.222 (2)(A)

The child's full name, address, birthdate and the date care begins and ends.

19 CSR 30-62.222 (2)(B)

Full name of the parent(s), guardian or legal custodian, home address, employers' name and address, work schedule, and home and work telephone numbers.

19 CSR 30-62.222 (2)(F)

Field trip and transportation authorization.

19 CSR 30-62.222 (4)(B)

Parental authorization for medications and a record of medications administered.

**CONCLUSION SUMMARY**

Based on interview and observation, the children's records reviewed did not include all of the required information for a child to be in attendance. Therefore, the allegation that children's records are not up to date, some students start at the facility with no paperwork on file including no immunization record, is substantiated.

**CORRECTIVE MEASURES**

**CORRECTIVE MEASURE**

The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding Personnel and Staffing requirements . The facility must provide the Section for Child Care Regulation with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations no later than February 16, 2018.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

1/26/2018

**CORRECTIVE MEASURE**

The Director and staff shall review all staff files (to include volunteers) 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 no later than February 16, 2018.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

1/26/2018

**CORRECTIVE MEASURE**

The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding child/staff ratios. The facility must provide the Section for Child Care Regulation with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations no later than February 16, 2018.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

1/26/2018

**CORRECTIVE MEASURE**

The Director and staff shall review all child 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 no later than February 16, 2018.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

1/26/2018

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

1/16/2018

**APPROVING SUPERVISOR**

CLARK, ANGELA