



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
5/24/2023

DVN
002152834

FACILITY NAME

NORTHEAST MISSOURI COMMUNITY ACTION AGENCY

FACILITY ADDRESS

1011 S JAMISON ST

CITY

KIRKSVILLE

ZIP CODE

63501-3986

PHONE NUMBER

(660) 665-7780

COUNTY

ADAIR

ASSIGNED SPECIALIST

HONEA, MICHELLE J

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.132(13)

Parents shall have access to the facility at any time during child care hours.

CONCLUSION SUMMARY

On May 24, 2023, the Office of Childhood (OOC) received an allegation that: The facility will not let Parent A come into the building but only use the side door (which is directly into the infant and toddler unit) for pick up and drop off of Child B. She was not given a reason as to why but Child B's father is able to come into the front door to pick up. After conducting an investigation, Compliance Inspector (CI) Honea has found this allegation to be substantiated based on the following evidence:

5 CSR 25-500.132(13), which states: "Parents shall have access to the facility at any time during childcare hours."

On May 30, 2023, CI Honea conducted an unannounced inspection at the facility and interviewed the Director Deniece Moore and teacher Natousha Moots. All staff stated that Parent A was denied access by Director Deniece Moore after Parent A came into the facility on May 10, 2023, yelling and cussing in front of all the other children along with staff. All staff stated that Parent A would get into teacher Natousha's face continually over personal issues which was causing conflict in front of the children. Parent A is allowed in the side door to the infant and toddler classroom to pick up Child B.

CI Honea also conducted a phone interview with Parent A (Parent of Child B). She was not given a reason for the facility not allowing her to pick up or drop off Child B through the main entrance of the facility. She is not willing to pull Child B from the facility because the teachers are great. She only has issues with the director. Director Deniece Moore refuses to allow her into the main part of the facility but she can use the side infant and toddler room door to pick up Child B.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

COMPLETED (Y/N)

COMPLETED DATE

No

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

7/21/2023

APPROVING SUPERVISOR

CHRISCO, MARLA L