



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
12/15/2021

DVN
000176698

FACILITY NAME

INTERFAITH COMMUNITY SERVICES, INC.

FACILITY ADDRESS

5210 MITCHELL AVE

CITY

ST JOSEPH

ZIP CODE

64507

PHONE NUMBER

(816) 279-6784

COUNTY

BUCHANAN

ASSIGNED SPECIALIST

TRUSSELL, MICHELLE RENEE

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(A)7.

Caregivers shall provide special attention on an individual basis for new children having problems adjusting, distressed children, etc. Children shall be encouraged, but not forced to participate in group activities.

5 CSR 25-500.182(1)(C)3.

Only constructive, age-appropriate methods of discipline shall be used to help children develop self-control and assume responsibility for their own actions.

5 CSR 25-500.102(1)(J)

All staff shall acquaint themselves with the child abuse and neglect law and shall make a report of any suspected child abuse or neglect to the Children's Division at the toll-free number 1-800-392-3738 or online at

<https://apps.dss.mo.gov/OnlineCanReporting/default.aspx>.

CONCLUSION SUMMARY

The Office of Childhood has determined the allegations of this complaint to be substantiated. The determination is based on documentation reviewed through the course of the investigation, observations made by CI Trussell and interviews conducted with director, Jennifer Glenn; caregivers Taryn Reents, Emily Burton and Sarah Couldry and Parent A.

CI Trussell conducted an investigation regarding the allegation that on December 13, 2021, caregiver Sarah Couldry grabbed Child A by the arm and pulled her to a table in the classroom. It was also alleged that Ms. Couldry kicked Child A to make her stand up.

On December 17, 2021 CI Trussell conducted interviews with Jennifer Glenn, Taryn Reents and Emily Burton. Child A was not present at the time of the investigation to observe in care or to attempt to interview the child. An additional interview was conducted on July 6, 2022 with Parent A. CI Trussell attempted to contact Parent B via phone to conduct an interview but attempts were unsuccessful.

After conducting the investigation, it was determined through interviews with caregivers and Parent A, in addition with video footage observed by CI Trussell, Sarah Couldry did not provide age-appropriate discipline to children in her care at the facility on December 13, 2021. Furthermore, it was determined through interviews the facility did not report the incident to the Child Abuse and Neglect Hotline. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

5 CSR 25-500.182(1)(C)3

Only constructive, age-appropriate methods of discipline shall be used to help children develop self-control and assume responsibility for their own actions.

According to information obtained in these interviews on December 17, 2021 and Jul 6, 2022 and video footage observed by CI Trussell. Ms. Couldry grabbed Child A by the arm and pulled on her arm causing Child A to lose her footing. Ms. Couldry then picked Child A up by the arm to attempt to get her stand on her feet. It was also determined through interviews that Ms. Couldry uses an 'aggressive' voice with the children and grabs children by the wrists, arms and shoulders 'aggressively'.

CI Trussell observed video footage on December 17, 2021 while conducting the investigation. The video footage was dated

December 13, 2021 from 12:29 p.m. to approximately 12:38 p.m. In the video footage, Ms. Couldry can be observed grabbing Child A by the arm and pulling her towards the table. Child A loses her footing and slightly falls to the ground. Ms. Couldry then picks Child A up by the arm causing her feet to come off the ground and then lowers her back down so her feet are touching the ground. In the video footage it appears Child A leans or falls against Ms. Couldry who then moves behind Child A slightly and grabs her under the arms from behind to try to get her to walk. Ms. Couldry then picks Child A up under the arms and carries her to the table. CI Trussell also observed Ms. Couldry in the video footage using her hands to push down on Child A's shoulder to prevent her from getting up from a sitting position. CI Trussell observed video footage of Ms. Couldry grabbing Child A's shirt and using it to pull Child A back to the carpet.

5 CSR 25-500. 102(1)(J)

All staff shall acquaint themselves with the child abuse and neglect law and shall make a report of any suspected child abuse or neglect to the Children's Division at the toll-free number 1-800-392-3738 or online at <https://apps.dss.mo.gov/OnlineCanReporting/default.aspx>

According to an interview with Jennifer Glenn the facility did not reach out to the Child Abuse and Neglect Hotline to report the incident until December 15, 2021.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
All staff and volunteers of Interfaith Community Services, Inc. must obtain one (1) clock hour of training approved by the Office of Childhood, on Child Abuse and Neglect-mandated reporting. The training must be held by an approved and qualified source, outside of the Interfaith Community Services, Inc. network. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at http://www.moworkshopcalendar.org/ . Verification of training completion shall be from the Open Initiative Toolbox report.	Yes	10/20/2022
CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
All staff and volunteers of Interfaith Community Services, Inc. must obtain one (1) clock hour of training approved by the Office of Childhood, on age appropriate discipline. The training must be held by an approved and qualified source, outside of the Interfaith Community Services, Inc. network. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at http://www.moworkshopcalendar.org/ . Verification of training completion shall be from the Open Initiative Toolbox report.	Yes	10/20/2022

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

7/8/2022

APPROVING SUPERVISOR

NURNBERG, TONY A