



SENT VIA CERTIFIED MAIL AND REGULAR U.S. MAIL

Article No. 7018 3090 0001 5670 3079

May 12, 2025

Robert C Randolph / Sabrina L Randolph
Kingsway Child Development Ctr LLC
C/o Sabrina Randolph
4200 N Holton St 110
Ste 110
Milwaukee WI 53212-1064

Re: **NOTICE OF ORDER, SANCTIONS, AND APPEAL PROCESS**

**Kingsway Learning Center
11919 W Bradley Rd
Milwaukee, WI 53224-2533
FACILITY NUMBER: 2003069**

Dear Kingsway Child Development Ctr LLC/ Robert C Randolph and Sabrina L Randolph,

This letter constitutes an order requiring that you, Kingsway Child Development Ctr LLC / LLC members Robert C Randolph and Sabrina L Randolph, stop violating Wisconsin Statutes and Administrative Code for the regulation and licensing of group child care. This letter identifies the licensing statutory and/or code violations that were identified at Kingsway Learning Center, and the sanctions ordered by the Department of Children and Families (the Department) to correct these violations.

The Wisconsin Department of Children and Families, under the authority of Wis. Stat. § 48.715, Wis. Stats., provides for sanctions and penalties where persons operate group child care in violation of Chapter 48 or § DCF 251. Sanctions and penalties include issuance of orders to stop operating, to correct violations and to submit plans of correction, assessment of forfeitures or revocation of a license. The Department may set forfeiture amounts of \$10.00-\$1,000 per day per violation.

Please note that in accordance with Wis. Stat. § 48.657(2g) and Wis. Admin. Code § DCF 251.04(2)(L)), the child care center shall post with the license any notice received from the Department relating to rule violations. This notice must be posted in an area of the center that is visible to parents and must remain posted until the licensing specialist has verified the violations as corrected and in compliance at or before the next licensing site visit.

A Noncompliance Statement and Correction Plan is being issued and is enclosed with this letter. This is enclosed and incorporated herein by reference. (Attachment A.)

ORDER

On April 28, 2025, Initial Licensing Specialist, Tiarra Trammell conducted a monitoring visit at Kingsway Learning Center located at 11919 W Bradley Rd., Milwaukee, WI 53224-2533 and observed serious statute and/or rule violations endangering the health, safety and welfare of children in care. **The Department orders you, Kingsway Child Development Ctr LLC/ Robert C Randolph and Sabrina L Randolph, to make corrections and stop violating the following Wisconsin Statute and Administrative Code requirements.**

1. **DCF 251.04(6)(a)1.**, states the licensee shall maintain a current written record obtained prior to the child's first day of attendance or subsequent re-enrollment at the center on each child enrolled and shall make the record available to the licensing representative on request. Each record shall include all of the following: Enrollment information consisting of a. the name and birthdate of the child. b. the full names of the child's parents. c. the child's home address and telephone number. d. an address and telephone number where a parent can be reached while the child is in care. e. the name, address, telephone number and relationship to the child of a person to be notified in an emergency when a parent cannot be reached immediately. f. the name, address and telephone number of a physician or medical facility caring for the child. g. the names, addresses and telephone numbers of persons other than a parent authorized to call for the child or to accept the child who is dropped off. and h. the child's first day of attendance at the center. Contrary to DCF 251.04(6)(a)1., there was missing and /or incomplete information on the enrollment forms for child 1, 2, 4, 6, & 7. **Repeat violation: Previously cited on 6/07/2023 and 1/18/2024. A Warning Letter was issued on 6/28/ 2023 and 2/13/ 2024.**

ADDITIONAL PENALTIES FOR FAILURE TO COMPLY

Failure to correct the violations identified above and any subsequent failure to maintain compliance with the Wisconsin Statute and Administrative Code may lead to additional sanctions and penalties, as set forth in Wis. Stat. § 48.715. Additional sanctions and penalties may include orders to stop operating, to correct violations, to submit plans of correction, forfeiture assessments, or proceedings to revoke a license. The Department may set daily forfeiture amounts ranging from \$10 to \$1000 per day, per violation.

APPEAL RIGHTS AND PROCEDURE

Any person aggrieved by a Department action taken under Wis. Stat. §§ 48.715, 48.68(1) and/or 48.686, has the right to an administrative hearing under Wis. Stat. §

227.42. Pursuant to Wis. Stat. § 48.72, **your written request must be sent directly to the Division of Hearings and Appeals no later than ten (10) days from the date of this notice**; please attach a copy of this notice to your request for a hearing.

To submit your request for an administrative hearing under Wis. Stat. § 227.44:

Send your request via U.S. Mail:	Hand-deliver your request:	Send your request via Facsimile:
Division of Hearings and Appeals P.O. Box 7875 Madison, WI 53707-7875	Division of Hearings and Appeals 4822 Madison Yards Way Madison, WI	Division of Hearings and Appeals (608) 264-9885

Contact Dominica Shaw-Gage at (262)446-7855 if you have questions regarding this notice.

Sincerely,



Dominica Shaw-Gage, Initial Licensing Project Lead
Bureau of Early Care Regulation
DIVISION OF EARLY CARE AND EDUCATION

Attachments: Non-Compliance Statement (Attachment A)

cc: Joey Roeth, Attorney, DCF Office of Legal Counsel
Randall Gasser, Regional Licensing Manager
Tierra Trammell, Initial Licensing Specialist
Bureau of Child Care Subsidy Administration
Milwaukee Early Care Administration
4C For Children
Department of Public Instruction
Wisconsin Early Care Association
The Registry
Southeastern Regional Office Staff

**INSTRUCTIONS FOR COMPLETING THE CORRECTION PLAN SECTION OF THE
NONCOMPLIANCE STATEMENT AND CORRECTION PLAN (DCF-F-CFS294)**

I have attached the Noncompliance Statement and Correction Plan (DCF-F-CFS294) dated May 12, 2025 . Please complete this form as follows:

1. In the column titled "Correction Plan," indicate how you intend to correct each noncompliance listed on the form and outline the steps you will take to prevent future violation of the same rule. If you need more space than is provided on the form, attach additional pages and identify the item number to which the correction plan is related. Because completed and approved correction plans will be scanned and linked to the Regulated Child Care and YoungStar Public Search internet site, which shows each provider's violations, please note the following when writing your correction plan:
 - Do not include confidential information, including the names of children and staff.
 - Write in concise, plain English.
 - Be specific when describing what you have done or intend to do to correct each violation. Non-specific statements such as "It will be fixed", "Done", "Will do", "Don't agree" or "This won't happen again" do not provide the reader with any understanding of how the violation has been corrected or how you plan to prevent the violation from occurring again.
 - Be objective, factual and descriptive. The plan should not include derogatory comments, profanity or subjective observations, such as "The licensing specialist doesn't like me."
2. For each noncompliance, enter the date (month, day, year) by which you expect the correction plan to be completed.
3. Sign and date the form. Retain a copy for your records.
4. **Return the completed and signed form to the department by the due date that appears at the top left of the form via:**
 - **Email:** tiarra.trammell@wisconsin.gov or
 - **Fax:** (262) 446-7991 or
 - **Mail:** DEPARTMENT OF CHILDREN AND FAMILIES
BUREAU OF EARLY CARE REGULATION
SOUTHEASTERN REGION
635 N 26th ST

MILWAUKEE, WI 53233

If the correction plan and the completion dates are acceptable, the form will be linked to the Regulated Child Care and YoungStar Public Search internet site. If the correction plan or the expected completion dates are not acceptable, you will be contacted in writing or by telephone.

You are required to post a copy of the Noncompliance Statement and Correction Plan (DCF-F-CFS294) in a conspicuous area near the license so that it is visible to parents. This copy must remain posted until all noncompliances have been verified as corrected and the next DCF-F-CFS294 or DCF-F-CFS785 (Compliance Statement) has been issued. Note: If applicable, do not post the Staff and Child Identification Key. The information on the key is confidential and is meant for your reference only.

Please take a few minutes to complete the Department of Children and Families (DCF) customer satisfaction survey so that you can tell us about your experience. The responses we receive to the survey will be compiled and reviewed by DCF staff to help us improve our services to child care providers. The survey takes approximately 5 minutes to complete. It is voluntary and anonymous, and there is no penalty for not responding. DCF staff will not be able to tell whether or not you responded to the survey or know what responses you submitted. Please follow this link to provide your feedback: <https://www.surveymonkey.com/r/LicenseFeedback>. Or, if you don't have internet access, contact your licensing office and request a paper version of the survey and a prepaid reply envelope .

Contact me if you have any questions.

Date Correction Plan Due 5/26/2025	NONCOMPLIANCE STATEMENT AND CORRECTION PLAN	TO FILE A COMPLAINT CALL 262-446-7800
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Use of Form: This form is used by certification / licensing staff to identify statute and / or administrative rule violation(s) and to outline imposed plans of correction, if applicable. This form is used by certified operators / licensed centers to meet the requirements of DCF 202.065, DCF 250.04(2)(i) and (3)(d), DCF 251.04(2)(L) and (3)(f), DCF 252.41(1)(L) and (2)(k). Failure to submit an appropriate correction plan by the due date listed above may result in sanctions identified in the statute and / or administrative rule. Public Schools may submit plans of correction however are not required to do so.

Instructions: The Noncompliance Statement below identifies the violation(s) of child care statute and / or administrative rule identified by the certification / licensing specialist. Complete the section labeled "Correction Plan" by indicating the steps that will be taken to address and correct each of the listed noncompliance(s). Identify expected completion date(s) for each item. Return the original to your certification / licensing specialist for approval and retain a copy. If this is a licensed child care, post your copy of the noncompliance statement and correction plan near the license in accordance with Wis. Stat. 48.657. This request for a correction plan is not an order imposing a sanction or penalty pursuant to Wis. Stat. 48.715. If the department decides to apply a statutory sanction and / or penalty for facts arising from this finding or a future finding, you will be given a notice of the sanction and / or penalty and your appeal rights.

Name - Certified Operator / Licensed Center Kingsway Learning Center		Provider Number / Facility ID Number 8000587018 / 002 - 2003069		
Address - Facility (Street, City, State, Zip Code) 11919 W Bradley Rd Milwaukee WI 532242533		Telephone Number 414-755-2092	Date - Regulation Visit 4/28/2025	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
1	251.04(6)(a)1. Child Record - Enrollment Information Description: There was missing and /or incomplete information on the enrollment form for child 1,2 4, 6, & 7. Emergency contact information and physician information was missing. Repeat violation: Previously cited on 1/18/2024, 6/7/2023	Parents of affected children have been contacted and given a deadline of 5/25/2025 to return updated and completed enrollment forms. Moving forward, all enrollment packets will be checked for completion upon receipt, and a checklist will be added to ensure no critical information is missing.	5/31/2025	
2	251.06(3)(b)2. Emergencies - Practice Written Plans Description: Safety & Emergency Response form was not completed for the months of Jan-Mar during monitoring visit.	A new monthly compliance checklist has been implemented to track the completion of emergency drills and forms. The missing reports for Jan-Mar are being completed retroactively with documented dates of drills conducted. All future emergency response forms will be completed and filed by the last day of each month.	5/31/2025	

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	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
3	251.07(5)(a)5.a. Menus - Post Description: Daily menu items were repeated frequently through the week during menu review.	Effective immediately, we are updating our menu planning process to ensure more variety in daily meals. A 4-week rotating menu cycle will be implemented to ensure a balanced and diverse selection of meals.	5/31/2025	

NAME - Agency Worker
Tiarra Trammell

Date Issued
5/12/2025

SIGNATURE - Certified Operator or Designee / Licensee or Designee

Date Signed
5/29/2025