



SENT via CERTIFIED and REGULAR U.S. MAIL Article

No.: 7022 3330 0000 6349 2361

June 26, 2024

Boys & Girls Clubs of Greater Milwaukee
Jeffrey Snell
1558 N 6th St
Milwaukee, WI 53212

RE: WARNING LETTER OF NONCOMPLIANCE

**Boys and Girls Club Pieper Hillside
Facility ID Number: 1010765**

Dear Jeffrey Snell/Boys & Girls Clubs of Greater Milwaukee:

This letter constitutes a warning to you, Boys & Girls Clubs of Greater Milwaukee, regarding substantial noncompliance with Chapter 48, Wis. Stats., and/or DCF 251, Wis. Administrative Code in the operation of Boys and Girls Club Pieper Hillside, a licensed group child care center. Failure to correct this noncompliance may result in further Department action.

This warning is based on the Department's findings by Licensing Specialist Cindy Matuszak during a visit to the center on May 29, 2024. The Department finds that you have failed to meet requirements for a group child care center license in the following respects:

- 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:
 - The name and birthdate of the child.
 - The full names of the child's parents.
 - An address and telephone number where a parent can be reached while the child is in care.
 - 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.
 - The name, address and telephone number of a physician or medical facility caring for the child.
 - 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.
 - The child's first day of attendance at the center.Contrary to DCF 251.04(6)(a)1., child 2 was missing emergency contact information. Child 3 was missing a start date. **This rule was previously cited on April 17, 2023.**

2. **DCF 251.05(2)(a)1.** states the licensee shall maintain a file on each employee or contracted employee. The file shall be available for examination by the licensing representative at the center and shall include all of the following: 1. The employee's name, address, date of birth, education, position, previous work experience in child care, including the reason for leaving previous positions, and the name, address, and telephone numbers of persons to be notified in an emergency. Contrary to DCF 251.05(2)(a)1., staff A did not have documentation on file of information found in a staff record form. **This rule was previously cited on April 17, 2023.**
3. **DCF 251.05(2)(a)3.a.** states the licensee shall maintain a file on each employee or contracted employee. The file shall be available for examination by the licensing representative at the center and shall include all of the following: A report on a physical examination that was completed not more than 12 months prior to nor more than 30 days after the person was hired. The physical examination report may be a printout of an electronic record from a medical professional or on a form provided by the department. The report shall be signed and dated by a licensed physician, physician's assistant, or other EPSDT provider. The report shall indicate that the person is free from illnesses detrimental to children, including tuberculosis, and that the person is physically able to work with young children. Contrary to DCF 251.05(2)(a)3.a., staff A, B, C, D and E did not have documentation of a health exam on file. **This rule was previously cited on April 17, 2023.**
4. **DCF 251.05(3)(c)** states all employees in regular contact with children shall obtain, maintain and place in the employee's file a current certificate of completion for infant and child cardiopulmonary resuscitation and automated external defibrillator use from an agency approved by the department within 3 months after beginning to work with children in care. Contrary to DCF 251.05(3)(c), staff C, D, and E did not have documentation of completion of CPR training on file. **This rule was previously cited on April 17, 2023.**
5. **DCF 251.05(4)(a)** states except as provided under subd. 14., each center shall develop and implement a written orientation program that all new employees, substitutes, and regular volunteers shall complete and document within their first week at the center. Contrary to DCF 251.05(4)(a), staff A, and E did not have documentation of an orientation on file. Staff D's orientation was incomplete.
6. **DCF 251.06(2)(i)** states there shall be no flaking or deteriorating paint on exterior or interior surfaces in areas accessible to children. Contrary to DCF 251.06(2)(i), deteriorating, peeling paint was observed in the game room near the entry door.
7. **DCF 251.08(4)(b)** states before a driver who is not the licensee first transports children, the licensee shall provide the driver with a training. The licensee shall review, document, and update the training as necessary with each driver annually. Contrary to DCF 251.08(4)(b), staff A and C did not have documentation of driver training on file.
8. **DCF 251.08(4)(c)1.** states prior to the day a driver first transports children in care and annually thereafter, the licensee shall obtain a copy of the driving record for each driver

and place the record in the staff file. The licensee shall review each driving record to ensure that the driver has no accidents or traffic violations that would indicate that having children ride with the driver could pose a threat to the children. Contrary to DCF 251.08(4)(c)1., staff A and C, identified as drivers, did not have documentation of driving records on file.

9. **DCF 251.08(8)(c)** states the child safety alarm shall be in good working order each time the vehicle is used for transporting children to or from a center. Contrary to DCF 251.08(8)(c), staff state the vehicle alarm in the vehicle used to transport children has not been engaged during recent center transportation. Staff state the key to the alarm was removed and the alarm could not be engaged.

A Noncompliance Statement and Correction Plan (DCF-F-CFS294) listing the code violations documented at this visit is attached and incorporated herein by reference.

The Department will continue to closely monitor Boys & Girls Clubs of Greater Milwaukee to ensure that you come into compliance with the Wisconsin Statute and Administrative Code. Continued violation may result in licensing sanctions and penalties, pursuant to Wis. Stat. § 48.715, including, but not limited to, issuance of an order, assessment of forfeitures ranging from \$10 to \$1,000 per day, per violation, or actions to revoke your group child care center license.

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, including this warning letter. 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.

Please contact Mindi Sabljak at 262-446-7833 if you have questions regarding this notice.

Sincerely,



Janette Cromell, Licensing Supervisor
Bureau of Early Care Regulation
DIVISION OF EARLY CARE AND EDUCATION

Attachment – CFS 294

cc: Randall Gasser, Regional Licensing Manager
Cindy Matuszak, Licensing Specialist
Bureau of Child Care Subsidy Administration
Milwaukee Early Care Administration
4C for Children

Jeffrey Snell
June 25, 2024
Page 4

Department of Public Instruction
Wisconsin Early Care Association
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 June 26, 2024 . 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:** mindim.sabljak@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 7/10/2024	NONCOMPLIANCE STATEMENT AND CORRECTION PLAN	TO FILE A COMPLAINT CALL 262-446-7800
--	--	---

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 Boys And Girls Club Pieper Hillside		Provider Number / Facility ID Number 4000573254 / 010 - 1010765		
Address - Facility (Street, City, State, Zip Code) 611 W Cherry St Milwaukee WI 53212		Telephone Number 414-291-0347	Date - Regulation Visit 5/29/2024	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
1	251.04(3)(L) Report - Construction Or Remodeling Description: Program staff did not report construction occurring at the center prior to the construction beginning.	The location will ensure that DCF is aware of all future construction/ remodeling.	7/15/2024	
2	251.04(6)(a)1. Child Record - Enrollment Information Description: Child 2 was missing emergency contact information. Child 3 was missing a start date. Repeat violation: Previously cited on 4/17/2023	All children will have emergency contact on file and complete enrollment information. Area Director will review BGCGM policy regarding Child Record - immunization history with School Age Director.	7/30/2024	

Name - Certified Operator / Licensed Center		Provider Number / Facility ID Number		
Boys And Girls Club Pieper Hillside		4000573254 / 010 - 1010765		
Address - Facility (Street, City, State, Zip Code)		Telephone Number	Date - Regulation Visit	
611 W Cherry St Milwaukee WI 53212		414-291-0347	5/29/2024	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
3	251.05(2)(a)1. Staff Record - Personal Information Description: Staff A did not have documentation on file of information found in a staff record form. Repeat violation: Previously cited on 4/17/2023	All staff will have their required personal information contained in the staff file. Area Director will review BCGM policy regarding Staff Record - Personal Info with the School Age Director	7/30/2024	
4	251.05(2)(a)3.a. Staff Record - Physical Examination Description: Staff A, B, C, D and E did not have documentation of a health exam on file. Repeat violation: Previously cited on 4/17/2023	All staff will have their health report on file. Area Director will review the BCGM policy regarding staff record - physical exams with CLC	7/30/2024	
5	251.05(2)(a)4.b. Staff Record - Registry Certificate - School Age Programs Description: Staff D did not have documentation of a registry certificate on file.	Staff records will be stored in a way that they can be accessed by DCF. Area Director will ensure that a copy of the Registry Certificate is placed in staff file records.	7/30/2024	
6	251.05(3)(b) Abusive Head Trauma Prevention Training Description: Staff E did not have documentation of completion of abusive head trauma prevention training on file.	Staff records will be stored in a way that they can be accessed by DCF. Area Director will ensure a copy of AHPT verification is included in staff file records.	7/30/2024	

Name - Certified Operator / Licensed Center		Provider Number / Facility ID Number		
Boys And Girls Club Pieper Hillside		4000573254 / 010 - 1010765		
Address - Facility (Street, City, State, Zip Code)		Telephone Number	Date - Regulation Visit	
611 W Cherry St Milwaukee WI 53212		414-291-0347	5/29/2024	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
7	<p>251.05(3)(c) Cardiopulmonary Resuscitation Training</p> <p>Description: Staff C, D, and E did not have documentation of completion of CPR training on file.</p> <p>Repeat violation: Previously cited on 4/17/2023</p>	Staff will have their CPR certification documented in staff file. Area Director will ensure that all staff will have proof of CPR certification and/or schedule training to maintain current certification	7/30/2024	
8	<p>251.05(3)(cm) Child Abuse & Neglect - Biennial Training</p> <p>Description: Staff A did not have documentation of training in child abuse and neglect prevention, laws and identification on file.</p>	Staff records will be stored in a way that they can be accessed by DCF. Area Director will ensure a copy of child abuse & neglect training verification is included in staff file records.	7/30/2024	
9	<p>251.05(4)(a) Staff Orientation - Develop, Implement, Document</p> <p>Description: Staff A, and E did not have documentation of an orientation on file. Staff D's orientation was incomplete.</p>	Staff will have their orientation documented in staff file. Area Director will review BGCGM policy regarding staff orientation with the School Age Director.	7/30/2024	
10	<p>251.05(4)(c)9. Continuing Education - Documentation Of 12 Month Period</p> <p>Description: No staff had documentation of having completed 15 hours of continuing education in 2023.</p>	All staff will have proof of continuing education contained in the staff file. Area Director will review BGCGM policy regarding continuing education on file with Club Manager/ School Age Director.	7/30/2024	

Name - Certified Operator / Licensed Center		Provider Number / Facility ID Number		
Boys And Girls Club Pieper Hillside		4000573254 / 010 - 1010765		
Address - Facility (Street, City, State, Zip Code)		Telephone Number	Date - Regulation Visit	
611 W Cherry St Milwaukee WI 53212		414-291-0347	5/29/2024	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
11	251.06(11)(a) Outdoor Play Space - Requirement Description: Center staff report the program does not use the previously approved outdoor space.	Staff have been re-trained and the site is currently using the approved outdoor space.	7/15/2024	
12	251.06(2)(gm) Premises - Well Drained, Clean, In Good Repair Description: The premises was not maintained in good repair and clean, when a damaged ceiling tile was observed. The kitchen cupboards were observed to be dirty with dried on grease and grime. Piles of dirty, soiled clothes and food wrappers were observed in the laundry room.	Facility has been cleaned and in good repair. Area Director will review the BGCGM policy on cleanliness with Club Manager/ School Age Director.	7/15/2024	
13	251.06(2)(i) Deteriorating Paint Description: Deteriorating, peeling paint was observed in the game room near the entry door.	The peeling paint in the game room near the entry door has been fixed.	7/30/2024	
14	251.06(2)(n) Garbage Containers - Construction & Disposal Schedule Description: Garbage cans with food refuse in the cans did not have lids.	Garbage cans have been cleaned. Area Director will review BGCGM policy and procedure regarding proper maintenance with School Age Director.	7/15/2024	

Name - Certified Operator / Licensed Center		Provider Number / Facility ID Number		
Boys And Girls Club Pieper Hillside		4000573254 / 010 - 1010765		
Address - Facility (Street, City, State, Zip Code)		Telephone Number	Date - Regulation Visit	
611 W Cherry St Milwaukee WI 53212		414-291-0347	5/29/2024	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
15	251.06(2)(p)1.b. Radon - Testing, Current Providers Description: The center did not supply the results of required radon testing.	The center will supply DCF the results of the required radon testing.	7/30/2024	
16	251.06(3)(b)1. Emergencies - Routes And Shelter Areas Posted Description: Emergency routes and shelter areas were not posted in classrooms.	Emergency routes have been posted.	7/15/2024	
17	251.06(3)(b)4. Emergencies - Record Of Fire / Tornado Drills Description: No fire or tornado drills were documented since October 2023.	Area Director will review BGCGM policy and procedure with School Age Director and site staff to ensure drills are being implemented in accordance with BGCGM policy.	7/30/2024	
18	251.06(9)(c)1. Safe Food Description: A spoiled, moldy orange was observed mixed in with other oranges in the refrigerator.	Spoiled food has been removed. Area Director will review BGCGM policy and procedure with School Age Director to ensure staff are aware of safe food policy.	7/15/2024	

Name - Certified Operator / Licensed Center		Provider Number / Facility ID Number		
Boys And Girls Club Pieper Hillside		4000573254 / 010 - 1010765		
Address - Facility (Street, City, State, Zip Code)		Telephone Number	Date - Regulation Visit	
611 W Cherry St Milwaukee WI 53212		414-291-0347	5/29/2024	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
19	251.06(9)(f)3. Food - Leftover Prepared Food Description: Leftover prepared food from the day prior to the visit was not dated.	Leftover prepared food has been dated. Area Director will review BGCGM leftover prepared food policy and procedure with School Age Director.	7/15/2024	
20	251.07(1)(e)4. Daily Outdoor Activities Description: Center staff state the center does not go outside daily.	Area Director will review BGCGM daily outdoor activity policy with school age director.	7/15/2024	
21	251.07(5)(a)5.a. Menus - Post Description: Snack menus were not posted.	Menus have been posted.	7/15/2024	
22	251.07(6)(dm)1. Medical Log Book Description: The center did not have a medical log book available for review.	Area Director will review the BGCGM policy and procedure regarding Medical Logs with site School Age Director and staff.	7/15/2024	

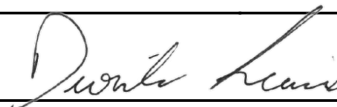
Name - Certified Operator / Licensed Center		Provider Number / Facility ID Number		
Boys And Girls Club Pieper Hillside		4000573254 / 010 - 1010765		
Address - Facility (Street, City, State, Zip Code)		Telephone Number	Date - Regulation Visit	
611 W Cherry St Milwaukee WI 53212		414-291-0347	5/29/2024	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
23	251.08(4)(b) Driver Orientation - Requirement Description: Staff A and C did not have documentation of driver training on file.	Staff records will be stored in a way that is accessible by DCF. Staff will ensure a copy of their driving training certificate is in the staff record.	7/30/2024	
24	251.08(4)(c)1. Driver Record - Obtain & Review Description: Staff A and C, identified as drivers, did not have documentation of driving records on file.	Staff records will be stored in a way that is accessible by DCF. Staff will ensure a copy of their annual driving record is in the staff record.	7/30/2024	
25	251.08(8)(c) Vehicle Safety Alarm - Working Order Description: Staff state the vehicle alarm in the vehicle used to transport children has not been engaged during recent center transportation. Staff state the key to the alarm was removed and the alarm could not be engaged.	Staff have reviewed the BGC GM policy and procedure regarding a working vehicle safety alarm. Staff will ensure the vehicle safety alarm is working properly.	7/30/2024	
26	251.094(5)(c)2. School-Age Group Leader - High School Or Equivalent Description: Staff D and E, working as group leaders, did not have documentation of high school diplomas or GEDs on file.	Staff records will be stored in a way that they can be accessed by DCF. Staff will ensure a copy of their high school diploma is in their staff records.	7/30/2024	

Name - Certified Operator / Licensed Center Boys And Girls Club Pieper Hillside		Provider Number / Facility ID Number 4000573254 / 010 - 1010765		
Address - Facility (Street, City, State, Zip Code) 611 W Cherry St Milwaukee WI 53212		Telephone Number 414-291-0347	Date - Regulation Visit 5/29/2024	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
27	251.094(5)(c)3. School-Age Group Leader - Training Description: Staff D and E, listed as being group leaders, did not have documentation of training on file.	Staff records will be stored in a way that they can be accessed by DCF. Staff will ensure a copy of their educational qualifications is in their staff record.	7/30/2024	
28	251.095(2m)(d) School-Age Care - Group Leader Supervision For 45 Minutes Description: Staff identified as being school age group leaders did not have documentation of qualifications on file, and were not qualified to be alone with children.	Area Director will ensure that staff providing supervision will have the DCF qualifications.	7/30/2024	

NAME - Agency Worker
Cindy Matuszak

Date Issued
6/26/2024

SIGNATURE - Certified Operator or Designee / Licensee or Designee



VP of Camp & Club Operations

Date Signed
7/10/2024