

Date Correction Plan Due 5/18/2026	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)(f) 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		Provider Number / Facility ID Number	
Penfield Children's Center Inc		3000563963 / 001 - 220399	
Address - Facility (Street, City, State, Zip Code) 833 N 26Th St Milwaukee WI 53233		Telephone Number 414-345-6325	Date - Regulation Visit 4/14/2026
Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
1 251.04(3)(m) Report - Prohibited Actions Description. It was not reported to the department until a month and a half after the incident, when a child was seen on video getting yelled at and being dragged down the hall by his arm	See attached		
2 251.04(8)(a) Mandated Reporting - Child Abuse & Neglect Description Suspected abuse or neglect was not immediately reported to the county department of social services or human services or a local law enforcement agency as required by s.48.981 Stats	See attached		

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833 N 26Th St Milwaukee WI 53233		414-345-6325	4/14/2026
Rule/Statute Number	Correction Plan	Expected Completion Date	Verification Date
Noncompliance Statement			
3 251.07(2)(c)5 Time Out - Not Removed From Classroom Description A child was removed from a classroom for not following direction from the teacher.	See attached		
4 251.07(2)(e)3. Prohibited Actions - Physical Restraint, Restriction, Enclosure Description The video provided to the department showed, a child aggressively taken down a hall and to an office by his lower arm by a staff member. It was reported that the staff member dug her nails into the child's arm. When the child got to the office and tried to pull away the staff member pulled at his arm.	See attached		
5 251.07(2)(e)5. Prohibited Actions - Cruel, Aversive, Frightening, Humiliating Actions Description. The staff member was heard using frightening and humiliating language on video yelling at the child, "we are going to send you home, so you "cannot care" with your mama" The staff member was also heard saying stop while yanking the child's arm and complaining to a supervisor about the child's actions	See attached		

NAME - Agency Worker
Rhonda Brueggemann, Katrina Tarantino

Date Issued
5/4/2026

SIGNATURE - Certified Operator or Designee / Licensee or Designee
Ann Becker VP of Programs

Date Signed
5-17-26

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Rule/Statute Number Noncompliance Statement		Correction Plan	Expected Completion Date
251 04(3)(j)m Report - Prohibited Actions			
<p>Description. It was not reported to the department until a month and a half after the incident, when a child was seen on video getting yelled at and being dragged down the hall by his arm</p>		<p>An incident reporting standard operating procedure (SOP) was developed to be used by all Penfield staff, contractors, volunteers, and students across all program areas. The SOP establishes the requirements and process for reporting, classifying, escalating, and documenting incidents at Penfield Children's Center. The SOP governs the full lifecycle of an incident from the moment it is discovered through investigation, corrective action, and formal closure. It is intended to ensure consistent practice across all programs, meet all applicable regulatory reporting obligations and support Board and leadership oversight.</p>	<p>The SOP is currently going through the development and implementation process, with an anticipated implementation date of 5/31/26. The SOP will be presented to the Board of Directors at the 9/9/26 board meeting.</p>
			Verification Date

<p>2</p>	<p>251.04(8)(a) Mandated Reporting - Child Abuse & Neglect Description. Suspected abuse or neglect was not immediately reported to the county department of social services or human services or a local law enforcement agency as required by s.48.981 Stats</p>	<p>1. All staff will retake the required Mandated Reporter Training provided by the agency. 2. All staff will receive training on the process of mandated reporting, including what questions are asked, what information is needed, what is the follow up needed from the reporter, etc. This training is intended to alleviate fears and hesitancy to reporting critical child safety incidents. 3. Our current policy has been updated to reflect Mandated Reporter training is required to be taken annually, rather than every two years. 4. To eliminate confusion, we are consolidating DCF and HeadStart policies and procedures into a single, unified set that meets the requirements of both governing bodies.</p>	<p>1. 5/22/26 2. 5/22/26 3. 5/12/2026 4. 8/21/2026 - pending Board and Policy Council approval in September</p>	
<p>3</p>	<p>251.07(2)(c)5 Time Out - Not Removed from Classroom Description. A child was removed from a classroom for not following direction from the teacher.</p>	<p>Our current policy has been updated to include prohibition of removing children from the classroom setting due to their behaviors.</p>	<p>Policy change effective 5/12/26. Staff discussion and training occurred at all staff meeting on 5/13/26. Attestations were signed by all staff members indicating acknowledgement of training and agreement to follow the updated policy.</p>	

<p>4</p>	<p>251.07(2)(e)3. Prohibited Actions - Physical Restraint, Restriction, Enclosure Description: The video provided to the department showed a child aggressively taken down a hall and to an office by his lower arm by a staff member. It was reported that the staff member dug her nails into the child's arm. When the child got to the office and tried to pull away the staff member pulled at his arm.</p>	<p>1. We will provide training to teaching staff focused on positive guidance practices and supporting children's social-emotional competence through the use of Pyramid Model framework tools and strategies. Training will include reviewing developmentally appropriate responses to challenging behaviors, relationship-based practices, emotional literacy support, and proactive classroom management techniques. 2. Ongoing monthly coaching observations and coaching conversations will build upon the above training. They will not only build on previous training but also address teacher well-being and self regulation, with an emphasis on reflective practices, stress management, and maintaining calm, consistent responses when supporting children with challenging behaviors.</p>	<p>1. Staff training will be provided during the professional development day on 5/22/26 2. Coaching will begin on 5/18/26 and will be conducted by an educational coach and a disability services coordinator.</p>
<p>5</p>	<p>251.07(2)(e)5 Prohibited Actions - Cruel, Aversive, Frightening, Humiliating Actions Description: The staff member was heard using frightening and humiliating language on video yelling at the child "we are going to send you home, so you cannot care" with your mama" The staff member was also heard saying stop while yanking the child's arm and complaining to a supervisor about the child's actions.</p>	<p>Same as #4</p>	<p>Same as #4</p>