

Date Correction Plan Due 3/6/2024	NONCOMPLIANCE STATEMENT AND CORRECTION PLAN	TO FILE A COMPLAINT CALL 920-785-7811
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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 Good Shepherd Children's Center		Provider Number / Facility ID Number 6000562806 / 001 - 420066		
Address - Facility (Street, City, State, Zip Code) 958 Foote St Seymour WI 541651044		Telephone Number 920-833-2838	Date - Regulation Visit 11/6/2023	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
1	<p>251.04(2)(c) Current, Accurate Information</p> <p>Description: During the complaint investigation in November 2023, information that was gathered from the administration was not current and accurate. Information, including documentation and videos were withheld at the very beginning of the investigation resulting in multiple visits and interviews.</p>	<p>Director was terminated on 11/8/23 A new Director is in place and aware of responsibilities of transparency with the investigation process. Good Shepherd Services HR Director and Executive Director will attend Outagamie Co. Youth & Fam. Services in person CAN training</p>	<p>Termination 11/8/2023 Training 04/04/2024</p>	
2	<p>251.04(2)(m) Health, Safety & Welfare Of Children</p> <p>Description: On July 27, 2023, the health, safety and welfare of a 3 month old infant was not ensured when the child was dropped by a child care worker who was not holding the infant in a way to ensure the infant's safety.</p>	<p>Posters showing safe ways to hold and carry a baby will be posted in all infant and young toddler classrooms Posters will be reviewed with current staff and will be part of orientation with all new hires.</p>	<p>3/8/2024</p>	

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3	251.04(3)(jm) Report - Prohibited Actions Description: At least three incidents of prohibited actions that occurred on or around July -September 2023 were not reported to the department.	Printed copies of <u>Reports to the Department and Parents</u> : <u>Required Notifications</u> will be reviewed with current staff & will be part of orientation for new staff. Printed copies will be placed in all classroom clipboards.	3/8/2024	
4	251.04(4)(a)2.b. Parent Notification - Medical Evaluation Needed Description: There are at least two incidents where the center did not immediately notify parents and provide sufficient detail to apprise the parent of the situation. The first one was in July 2023 when a child care worker dropped a 3-month-old child. The parents were initially told the child slipped through the child care workers arms and bumped their head on the arm of the chair. The second was on or around March 23, 2023, when a child fractured their elbow at school. The parent was not immediately notified resulting in the child having to wait approx. 45 minutes before seeking medical attention.	Printed copies of <u>Reports to the Department and Parents</u> : <u>Required Notifications</u> will be reviewed with current staff & will be part of orientation for new staff. Printed copies will be placed in all classroom clipboards.	3/8/2024	
5	251.04(4)(a)2.e. Parent Notification - Inappropriate Child Guidance Description: Parents were not immediately notified that their children were subject to child guidance that is prohibited on at least two occasions: 1. August 2023, the parent was notified by investigators. 2. September 2023, incident occurred on the 20th and the parent wasn't notified until the 26th.	Printed copies of <u>Reports to the Department and Parents</u> : <u>Required Notifications</u> will be reviewed with current staff & will be part of orientation for new staff. Printed copies will be placed in all classroom clipboards.	3/8/2024	

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6 251.04(8)(a) Mandated Reporting - Child Abuse & Neglect Description: The center failed to report suspected child abuse and/or neglect of children by an employee. The incidents occurred between July and September 2023.	All child care staff and Good Shepherd Services Executive Director and Human Resource Staff will attend an on site training with Outagamie County Youth and Families on 4/4/24. CAN policies will be revised after training.	Training 04/04/2024 Policies 04/30/2024	
7 251.05(3)(e)2. Center Director - Responsibilities Description: In 2023, the center director did not complete all of their responsibilities related to supervision of staff involving mandated reporting, supporting staff, following through on concerns.	Director was terminated 11/8/23. A new Director is in place and aware of responsibilities of reporting, supporting staff and will be supported by HR Director and Executive Director with following through on concerns. Director, HR and ED will attend CAN training.	Termination 11/8/2023 Training 04/04/2024	
8 251.07(2)(e) Child Guidance - Prohibited Actions Description: On at least three occasions between July 2023 and September 2023, a child care worker used actions that may be physically painful, discomfoting, dangerous or potentially injurious when the worker pulled two 1-year-old children by their arms and knocked a 19-month-old child down and then dragged the child by the leg to pull the child closer.	Childcare worker was terminated. Director will provide a copy of the centers child guidance policy and Behavior Basics and Problem Solving Strategies checklist to all current staff & review with them. These will all be part of orientation w/ new staff.	termination 9/26/2023 Guidance 3/8/2024	

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9	251.07(2)(e)2. Prohibited Actions - Verbal Description: On numerous occasions between July 2023, and September 2023, a child care worker used prohibited verbal actions in a loud and threatening manner towards children in care.	Child care worker was terminated. Director will provide a copy of the centers Child Guidance Policy and Behavior Basics and Problem Solving Strategies Checklist to all current staff and review with them. These will all also be part of orientation with new staff.	termination 9/26/23 Guidance 3/8/2024

NAME - Agency Worker
Erin Mancoske-Anderson

Date Issued
2/21/2024

SIGNATURE - Certified Operator or Designee / Licensee or Designee

Date Signed