



Empowering People, Enriching Communities

Ozarks Area Community Action Corporation

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May 16, 2024

OACAC Head Start Response to Deficiency

OACAC Head Start holds its staff to the highest level of professional conduct to provide the highest quality of care to the children and families it serves. This individual's behavior is not representative of OACAC Head Start staff or its organizational culture.

Upon hire, all staff sign the Standards of Conduct, acknowledging the program's expectations regarding positive guidance and the explicit prohibition of non-positive discipline methods. Specifically, the Standards of Conduct states, "I will use only POSITIVE METHODS of child guidance. Use of the following methods is strictly prohibited and cause for termination: corporal or physical punishment, physical abuse, restraint, isolation, the use of food or outdoor time/physical activity as reward or punishment, denial of basic needs, and emotional abuse such as humiliation, rejection, name-calling, sarcastic language, profanity, or derogatory remarks about a child or his/her family." All staff receive extensive training on positive guidance strategies as well as regular feedback and support in developing the skills necessary to create a responsive, caring environment. OACAC Head Start does not tolerate behavior that violates the Standards of Conduct.

Immediately upon learning of the incident, OACAC Head Start removed the individual from contact with children, launched an internal investigation, made a Child Abuse/Neglect hotline call, and notified Childcare Licensing and the Office of Head Start. Upon completion of its internal review of the incident, the program recommended termination of the individual. OACAC Head Start participated in the Risk Assessment Notification (RAN) Review. Upon notification of the results of the RAN Review, OACAC Head Start immediately drafted an action plan to address the deficiency.

CORRECTIVE ACTION PLAN:

- On or before September 1, 2024, OACAC Head Start will strengthen the review of the Standards of Conduct at New Employee Orientation to provide additional clarity regarding all aspects of the Standards of Conduct, including examples and impacts of failure to comply.
- On or before September 1, 2024, OACAC Head Start will strengthen its annual review of the Standards of Conduct, which occurs in late August.
- On or before September 1, 2024, Kimberly Shinn-Brown, OACAC Head Start Program Director, will record and share a video address to all staff, informing them of the deficiency finding, the corrective action plan, and reiterating the importance of adherence to the Standards of Conduct.
- On or before September 1, 2024, OACAC Head Start will develop a "Did You Know" video (DYK) to hang on our YouTube Channel for staff to review and reference regarding the Standards of Conduct.

Partners include



CSBG Neighborhood/Community Centers | Family Planning | Foster Grandparent Program | Head Start Housing Assistance | Low Income Home Energy Assistance Program (LIHEAP) | Weatherization Assistance

Serving Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties in SW MO