IOWA HHS
Iowa Department of Health And Human Services

Kim Reynolds
Governor

Adam Gregg
Lt. Governor

Kelly K. Garcia
Director

10/11/2024

Jenny Young
1501 E Clinton AVE
Indianola, IA 50125

Dear Child Care Provider:

This letter is in regards to the compliance visit at your Registered Child Development Home B conducted on 10/10/2024. Iowa Code Chapter 237A and 441 Iowa Administrative Code, Chapter 110, describes specific requirements that must be met by a Registered Child Development Home. Your home is rated a 3 on the voluntary Quality Rating and Improvement System. The following areas were out of compliance at the time of the visit:

441 IAC 110.7 **Provider Requirements**

441 IAC 110.7(1) The provider shall meets the following requirements:

a. Gives careful supervision at all times.
b. Exchange information with the parent of each child frequently to enhance the quality of care.
c. Give consistent, dependable care and be capable of handling emergencies
d. Be present at all times except when emergencies occur or an absence is planned, at which time care shall be provided by a department-approved substitute. When an absence is planned, the provider shall give parents at least 24 hours' prior notice.
e. Shall be free of the use of illegal drugs and shall not be under the influence of alcohl or any of the prescription or non-prescription drug that could impair their ability to give careful supervision.

441 IAC 110.9 Files

441 IAC 110.9(1) **A provider file is maintained and shall contain the following:**

441 IAC 110.9(3) An individual file is maintained for each substitute and contains:

1. Documentation from the department confirming the record checks required under 441 IAC 110.9(1) "a" have been completed and authorizing or conditionally limiting the person's involvement with child care.
2. A completed Form 470-5152, Child Care Provider Physical Examination Report. The examination shall include any necessary testing for communicable diseases; a discussion of recommended vaccinations; completed no more than six months prior to approval to assist or be a household member; completed by a licensed medical doctor, doctor of osteopathy, physician assistant or advanced registered nurse practitioner; and repeated at least every three years.
3. Certification of two hours of approved training related to identification and reporting of child abuse as required by Iowa Code section 232.69 within 3 months of employment.
4. Certification in infant and child first aid

1305 E. Walnut Street, Des Moines, IA 50319-0114

5. Certification or other documentation that minimum health and safety training has been completed within 3 months or prior to providing substitute care, whichever occurs first.

Findings:

441 IAC 110.7 Provider Requirements
441 IAC 110.7(1)
d. Be present at all times except when emergencies occur or an absence is planned, at which time care shall be provided by a department-approved substitute

**Compliance staff arrived at the childcare home and a substitute was present. Compliance staff did not realize the substitute was not an approved provider until compliance staff was going through the paperwork. Compliance staff talked with the substitute to understand why the provider had left the childcare on this date.
The provider returned to the childcare home and a discussion was held regarding the situation. The provider has been working through medical issues and was called in last minute for an appointment. Her approved substitutes were unavailable and she found a family member to cover while she went to the medical visit. The provider reported that she knows she should have closed the childcare for the day or a half day to go to the appointment. She has fears as a small business owner and did not want to displace her families as she has in the past.

441 IAC 110.9(3) An individual file is maintained for each substitute
b. A completed Form 470-5152, Child Care Provider Physical Examination Report
e. Certification or other documentation that minimum health and safety training has been completed

**One of the approved substitutes does not have a physical on file. Two of the approved substitutes do not have verification of completion of the essentials training.

Suggestions/Recommendations:

If you have any questions regarding this letter, please contact compliance staff.

Your CCR&R representative is Kelly Phelps. Her contact number is 515-802-7292.

Corrective Action Required:

The provider and compliance staff had a conversation about the situation using an unapproved adult to care for the children. The provider did tell all but one parent of the coverage, but that specific child was not expected at daycare that day. The provider reported that the parents were comfortable with the provider's sister watching the children for the time she would be away. Conversation was held regarding the law and HHS reasoning for needing approved persons caring for the children. The provider stated she knew she was in the wrong to have an unapproved person in the home.

Further discussion was held about the current listed substitutes and the provider reported that three of those are now working full time and not able to be a substitute. The other two approved substitutes were unable to step in on this date. The provider will be seeking replacements for substitutes as she has future appointments that will need to be covered or she will close for the day.

The steps to make changes to add people was discussed and she will also reach out to CCR&R to see if there are any out of the box suggestions that they have for her.

In regards to the missing substitute file paperwork, please work with your substitutes to have all necessary copies of training uploaded to your I power or in a paper file to be reviewed. These forms need to be in the file prior to the person being a substitute in your child care.

Addendums:

- Addendum1: Compliance staff completed an unannounced visit to the childcare home. At the last childcare visit, compliance staff found that the provider did not have an approved substitute in the home.

  After November 2024, the provider has maintained communication with compliance staff with a schedule for substitute days and times. The provider has also immediately contacted compliance staff if there is a change to the shared calendar. The unapproved substitute is now approved to be a substitute for this childcare.

This Addendum is approved by supervisor on 4/2/2025 4:00:39 PM

Non-compliance with any of the mandated requirements listed above may lead to the cancellation or revocation of your Child Development Home Registration. Please take whatever steps are necessary to completely address each of the violations noted above. It is essential you correct all above-mentioned violations.

Please do not hesitate to contact me at DHS at 712-435-0576 or stacy.burris@hhs.iowa.gov if you have any questions regarding this letter.

Sincerely,

Stacy Burris

Social Worker II

Sheila Aunspach

Social Work Supervisor

Always Remember:

Child Care Resource and Referral is an excellent resource for providers to access training options and support in your area. You can reach Child Care Resource and Referral at 877-216-8481

As you plan your future trainings to meet your 24 hours of training requirement, please remember that you can access the approved training by going to http://www.dhs.state.ia.us/Consumers/Child_Care/Professional_Development.html

You may also access training at: https://ccmis.dhs.state.ia.us/trainingregistry/

All providers need to maintain compliance with rules set out in Iowa Administrative Code, Chapter 110, which includes: 441 IAC 110.5(1): Check with the appropriate authorities to determine how the following local, state, or federal laws apply to you: • Zoning code • Building code • Fire code • Business license • State and federal income tax • Unemployment insurance • Worker's Compensation • Minimum wage and hour requirements • OSHA • Americans with Disabilities Act (ADA).