Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Formative Years Growing and Learning Center - Dav **Enrollment:** 41 **License ID:** 51114

Street: 2315 Jersey Ridge Road **City:** Davenport **IA** **Zip Code:** 52803 **County:** Scott

Mailing Address: 2315 Jersey Ridge Road

Mailing City: Davenport **IA** **Zip Code:** 52803

Director's Name: Courtney Luther **Center Phone Number:** 563-888-5576

On-Site Supervisors: **E-Mail Address:** enrollment.dav@formativeyearsglc.com

Date of Complaint: 10-26-2022 **Date of Visit:** 11-04-2022

[ ] Scheduled **[X]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[ ] PROVISIONAL license from **to**

[ ] SUSPENSION of License

[ ] REVOCATION of License

Complaint Details:

Did this complaint result in a serious injury? ☐ Yes ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

It is alleged that the center has been out of ratio since August, staff do not have required trainings, and the management have not completed background checks on staff.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

109.9(1)b All files contain:A signed copy of DHS criminal history record check or any other permission form approved by the Department of public Safety for conducting an Iowa or national criminal history check. A copy of Request for Child Abuse Information.Copies of the results of Iowa records checks conducted.Copies of national criminal history check results.Any Department-issued documents sent to the center related to records check.

109.9(1)e All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training.

Inspection Findings:

The center was visited unannounced on 11/4/22 to discuss the reported concerns. The center director, Courtney Luther, and other various staff were spoken with during the visit. The center owner, Cindy Kniss, was spoken with by phone during the visit. It is noted that Courtney Luther only began employment with the center on 10/10/22. Cindy stated the previous long term director left the center as of 8/24/22, a new director was hired shortly after, but that person left employment after about four weeks. Cindy stated she herself was filling in as the interim director between directors and was at the center most days during that time.

The evaluation of the concerns revealed the following:

109.8(2) Ratio maintained in center as required by age. NOT VIOLATED
Courtney stated the center has not been out of ratio since she started at the center, and Cindy denied that the center had been out of ratio previous to that. The licensing consultant walked through the center during the visit and observed the center to be in ratio. The staff in each room were questioned about ratio concerns, and all denied that there had been any ratio violations that they were aware of. There is not credible information to indicate that there has been a specific ratio violation at this time.

109.9(1)b All files contain: (1) A signed copy of the DHS Criminal History Record Check, Form B, that was submitted prior to employment. (2) A copy of Request for Child and Dependent Adult Abuse Information. (3) Copies of the results of Iowa records checks conducted. (4) Copies of national criminal history check results. (5) Any Department-issued documents sent to the center related to records check. VIOLATED

109.9(1)e All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training. VIOLATED

Several files were reviewed during this visit. For one staff file reviewed, the Iowa record check was found not to be fully completed. The process was reviewed with the center director, and she was able to complete this during the visit. For another staff file reviewed, the Iowa record check did not appear to have been completed prior to the staff starting at the center. Several staff files reviewed did not have all of the required training completed within the first three months of employment as is required or did not have evidence of the required annual training hours. Training requirements were reviewed with the center director.

Special Notes and Action Required:

It is noted that the current center director is new to the center and has not been responsible for the staff files until very recently. The center director stated it has been her priority to go through staff (and child) files since she started at the center making sure to get everything up to date. She provided licensing with the tracking system that she is using to ensure files are in compliance. The center is also reminded to ensure that the staff have their physical documented on the required form prior to employment as is required by rule.

Consultant's Signature:

Heidi Hungate

Date:

11-21-2022