



Iowa Department of Health And Human Services

CHILD CARE COMPLIANT

Name of Provider Leisa Hilden-Keleher		County Woodbury	
Care Address 19 16th ST		City Sioux City	Zip Code 51103
Mailing Address 2120 W Palmer AVE		Mailing City Sioux City	Mailing Zip Code 51103
Phone 712-560-5838		Email	

Date of Complaint:	06/10/2026	Date of Visit:	06/11/2026
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Type of Visit			
☐ Scheduled	☒ Unannounced	☐ N/A	

Compliance Regulation	
☒ Non-Compliance with Regulations Found	☐ Compliance with Regulations Found

Recommendation for Registration:	
☒ No Changes to registration status recommended	
☐ Revocation of Registration	
☐ Cancellation of Child Care Assistance Provider Agreement	

Category of Care:	
☐ Category A	
☒ Category B	
☐ Category C (with no co-provider)	
☐ Category C (with co-provider)	
☐ Non-registered Child Care Home with CCA Provider Agreement	

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Complaint Details:Did this complaint result in a serious injury? ☐ Yes ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

Caller states that she brings clean bottles and clothes for her daughter every day. The caller states that she is being given other children's bottles at pickup.

The provider is putting the daughter in footie pajamas that were too small and scrunch the baby's legs. The parent expressed that she only wanted the child to wear her own clothes and not to wear other clothes, especially clothes that were too small restricting the child. The caller stated they would bring the provider pre-made formula because the provider would not state how much she was feeding her. She would bring a pitcher. The child has CMPA/reflux and has to eat a certain amount. At pickup, the pitcher was sitting out and the caller asked how long it was sitting out but was not responded to. Caller states that she has been kicked out of the daycare due to confrontation about the situation. Caller states that the provider has another helper, her granddaughter (we do not have a helper in KT). The caller is unaware of the name of the helper. The caller stated that one day when she dropped her kiddos off and there were a ton of kids. She stated she did not know the exact amount, but couches and cots were full of children, they would guess about 20 children.

An unannounced visit was completed on June 11, 2026. Leisa reports her granddaughter now resides in the home. She has not reported her to HHS registration yet. Leisa further states she is also working on completing Mandatory Reporter training in order to be approved as an assistant. She has not reported this to HHS either. I informed Leisa that until her granddaughter is approved to be an assistant she cannot be involved in the care of the daycare children.

Leisa denies she has given mom back someone else's bottles or that she uses her own bottles for the child. Leisa states she only gives the child the formula the mother provides. She further states she only brings out the pitcher of formula when the mother pulls up to the house. The mother brings the infant in clothes that are too big or aren't warm enough for the weather. The baby will be shivering and won't go to sleep, so Leisa will put her in some of own infant clothes during the day so the baby will be comfortable. She always returns the clothes the mother sends the child in.

Leisa reports the infant has a lot of health needs and cries and vomits a lot. The child was let go from her daycare because it was not a good mix with the mostly older children she cares for. The baby was so high maintenance that she could not provide her with the attention she needed.

At today's compliance visit, there were five children present. Leisa states her busiest days during the school year, she may have ten children maximum. During the summer the most is eight.

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Rule Basis and Findings of Complaint(s):

110.6 No more children are in care than the number authorized on the registration certificate.

Leisa confirms she would have up to ten children present during school months. It is not clear how many hours the additional children were there.

110.7(1) The provider meets the following requirements:

- a. Gives careful supervision at all times.
- b. Frequently exchanges information with the parent of each child to enhance the quality of care.
- c. Gives consistent, dependable care.

There is not a preponderance of evidence that Leisa did not provide the child with adequate nutrition or clothing while in her care.

110.9(2) An individual file is maintained for each staff assistant:

- a. Documentation from the Department confirming record checks have been completed and authorizing or limiting the person's involvement with childcare.

Leisa confirms she has used her granddaughter in the role of assistant without HHS approval.

Resolution and Action Required:

Leisa signed a safety plan agreeing not use any unapproved persons as assistants or substitutes. She stated she will contact HHS and start the process of getting her granddaughter approved to be an assistant. Leisa also agreed not to exceed eight children present until the assistant is approved.

No further action is required at this time.

Consultant's Signature:	Dave Jaehrling	Date of Visit:	06/11/2026
Supervisor Signature:	Sheila Aunspach	Date of Visit:	06/24/2026