

**Child Care Complaint**

Name of Provider Heaven's Little Angels Daycare	County Muscatine	
Care Address 1206 Glenwood LN	City Muscatine	Zip Code 52761
Mailing Address 1206 Glenwood LN	Mailing City Muscatine	Mailing Zip Code 52761
Phone 563-299-7836	Email heavens_little_angels@yahoo.com	

Date of Complaint:	06/06/2019	Date of Visit:	07/17/2019
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Type of Visit		
<input type="checkbox"/> Scheduled	<input checked="" type="checkbox"/> Unannounced	<input type="checkbox"/> N/A

Compliance Regulation		
<input checked="" type="checkbox"/> Non-Compliance with Regulations Found	<input type="checkbox"/> Compliance with Regulations Found	<input type="checkbox"/> Scheduled

Recommendation for Registration:	
<input checked="" type="checkbox"/>	No Changes to registration status recommended
<input type="checkbox"/>	Revocation of Registration
<input type="checkbox"/>	Cancellation of Child Care Assistance Provider Agreement

Category of Care:	
<input type="checkbox"/>	Category A
<input checked="" type="checkbox"/>	Category B
<input type="checkbox"/>	Category C (with no co-provider)
<input type="checkbox"/>	Category C (with co-provider)
<input type="checkbox"/>	Non-registered Child Care Home with CCA Provider Agreement

Complaint Details:	
Did this complaint result in a serious injury?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Did this complaint result in a death to a child?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary of Complaint:
Reporter states throughout the month of May, 2019 the provider was over capacity for infants, toddlers, and preschoolers.

Rule Basis and Findings of Complaint(s):
110.6 No more children are in care than the number authorized on the registration certificate. 110.14(1) SPECIFIC REQUIREMENTS FOR CHILD DEVELOPMENT HOME CATEGORY "B" a Not more than six preschool children present at any one time including infants. b Of these 6 children, not more than 4 children who are 24 months of age or younger are present at any one time. Of the 4 children 24 months of age or younger, no more than 3 may be 18 months of age or younger. c Not more than four additional school-age children.

d Not more than two children who are receiving care on a part-time basis at any one time. Part-time hours are limited to less than 180 hours per month.

e Not more than 12 children present when the emergency school closing exception is in effect.

f When more than 8 children are present for more than 2 hours, a DHS-approved assistant at least 14 years old is present.

6/17/19 Chad Reckling, SW II went to the childcare home of Elizabeth Moreno and confronted her on the concerns before the Department. There were four daycare children present during today's visit to the home. This worker shared with Elizabeth the "Claimed Attendance Detail Report" for the month of May 2019 from the food program sponsor. This report details when children are present in the home based on the meals they are present for that are claimed from the food program. This report indicated the following:

5/1/19 The provider was over her capacity by one child in children under 18 mos of age and by one child in her children 24 months of age or younger.

5/2/19 The provider was over her capacity by two children in children under 18 mos of age and by two children in her children 24 months of age or younger.

5/6/19 The provider was over her capacity by one child in children under 18 mos of age and by one child in her children 24 months of age or younger.

5/7/19 The provider was over her capacity by one child in children under 18 mos of age and by one child in her children 24 months of age or younger.

5/8/19 The provider was over her capacity by two children in children under 18 mos of age and by two children in her children 24 months of age or younger.

5/9/19 The provider was over her capacity by two children in children under 18 mos of age and by two children in her children 24 months of age or younger.

5/10/19 The provider was over her capacity by one child in children under 18 mos of age and by one child in her children 24 months of age or younger.

5/13/19 The provider was over her capacity by one child in children under 18 mos of age and by one child in her children 24 months of age or younger.

5/14/19 The provider was over her capacity by two children in children under 18 mos of age and by two children in her children 24 months of age or younger.

5/15/19 The provider was over her capacity by two children in children under 18 mos of age and by two children in her children 24 months of age or younger.

5/16/19 The provider was over her capacity by two children in children under 18 mos of age and by two children in her children 24 months of age or younger.

5/17/19 The provider was over her capacity by one child in children under 18 mos of age and by one child in her children 24 months of age or younger.

5/20/19 The provider was over her capacity by one child in children under 18 mos of age and by one child in her children 24 months of age or younger.

5/21/19 The provider was over her capacity by two children in children under 18 mos of age and by two children in her children 24 months of age or younger.

5/22/19 The provider was over her capacity by two children in children under 18 mos of age and by two children in her children 24 months of age or younger.

5/23/19 The provider was over her capacity by two children in children under 18 mos of age and by two children in her children 24 months of age or younger.

5/24/19 The provider was over her capacity by two children in children under 18 mos of age and by one child in her children 24 months of age or younger.

5/28/19 The provider was over her capacity by one child in children under 18 mos of age and by one child in her children 24 months of age or younger.

5/29/19 The provider was over her capacity by two children in children under 18 mos of age and by two children in her children 24 months of age or younger.

5/30/19 The provider was over her capacity by one child in children under 18 mos of age and by one child in her children 24 months of age or younger.

5/31/19 The provider was over her capacity by one child in children under 18 mos of age and by one child in her children 24 months of age or younger.

This worker explained to Elizabeth we needed to have her sit down with her families and figure out how we are going to have her stay at her legally allowed capacity of children that she serves at any given time. This worker suggested Elizabeth visually plot out her daycare parents shifts and see where they overlap and if there are too many children for a particular shift, then have the families figure out how they would help her maintain appropriate capacity from there. This worker instructed Elizabeth to come up with her plan for solving this problem and then contacting this worker tomorrow via phone to state what it will be. This worker conducted a full compliance visit of the home.

There were non-compliance items noted during the visit. For a specific list of items please refer to the completed letter from visit in the file.

This worker had Elizabeth sign a safety plan with the Department that she would remain within her allowed capacity of children she was able to serve at any given time.

6/18/19 Elizabeth contacted the Department. She indicated she was able to speak with her families about moving some shifts around and also having relatives care for children; however she will still be over numbers for children under 24 months of age as we spoke on the phone. This worker stated she will have until 6/26/19 to get her daycare children's schedules figured out so she would not be over her numbers for children under 2 years of age. This worker indicated safety visits would occur after this date to insure the safety plan is being adhered to.

6/25/19 Safety Visit

Lisa Hilsenbeck, Child Care Compliance Auditor completed a safety visit on 6/25/19. There were 8 children in care. The ages of the children were: 17 months, 3 1/2 years, 8 months, 17 months, 23 months, 9 months, 9 months, 5 years. We talked about Elizabeth being over her allowable capacity. She stated she will be in compliance with capacity starting tomorrow (6/26/19).

While present in the home, unsafe sleep was observed. A 9 month old was sleeping in a bouncy seat. When asked about the infant, Elizabeth stated he just fell asleep and she hadn't had a chance to move them yet. Elizabeth continued to talk to me and did not move the sleeping infant until prompted by me. Elizabeth proceeded to lay the child on the floor. I stated this is not following safe sleep either. Elizabeth asked where can she sleep an infant. We talked about how children under age 1 can only sleep in a device designed for sleep (Crib or Pack-N-Play). The infant did wake up when Elizabeth placed him on the floor. During the visit another 9 month old fell asleep in another bouncy seat. Again, I told Elizabeth she needed to move the child. She stated she would in just a little while. About 5 minutes passed and Elizabeth still had not moved the child. I stated, you must move the baby. Elizabeth placed this child on the floor also because she stated she had no place to put them. I told Elizabeth I needed to speak to Chad Reckling, SWII about her over numbers and safe sleep. I left to have lunch and speak with Chad. When I returned the infants had been placed in the Pack-N-Plays, but both infants had blankets and the Pack-N-Plays did not have tight fitting sheets. I told Elizabeth that Chad would be out later to complete a Safety Plan for Safe Sleep. We also discussed how there cannot be anything in the crib.

6/27/19 Chad Reckling, SW II conducted a safety visit to the home. There were six daycare children present of which one child was under the age of two. This worker also had Elizabeth sign a safety plan regarding safe sleep expectations of the Department for her infants. This worker explained the reasoning behind this as well as being overcapacity to her and her husband who was present at the time of today's visit. The safety plan was being adhered to on this date.

7/1/19 Safety Visit Lisa Hilsenbeck, Child Care Compliance Auditor, completed a safety visit on 7/1/19. Elizabeth had 5 children in care today. Elizabeth stated she will be lower in numbers this week due to the Fourth of July Holiday. Elizabeth did not have any children under the age of 1 today in care.

7/9/19 Safety Visit Lisa Hilsenbeck, Child Care Compliance Auditor, completed a safety visit on 7/9/19. There were 5 children in care. There were no Safe Sleep or over numbers concerns noted.

7/18/19 Safety Visit Chad Reckling, SW II conducted a safety visit to the home. Elizabeth was present with 6 daycare children. She indicated she had finally figured out her parents schedules in order to make it work for her numbers. Elizabeth was within her allowed number of children she can care for at any given time including those children under 24 months of age.

7/26/19 Safety Visit Chad Reckling, SW II conducted a safety visit at the childcare home today. Elizabeth was present with only one daycare child. The safety plan was being adhered to at this time.

8/2/19 Safety Visit Chad Reckling, SW II conducted a safety visit at the home today. Elizabeth was in the home with 7 daycare children of which 2 children were under two years of age. The safety plan was being adhered to.

Complaint: There is a preponderance of evidence to show through the providers own self-admission, worker observation and documentation for the food program that she was over her allowed capacity of children she is allowed to serve at any given time.

Resolution and Action Required:

Elizabeth Moreno will abide by the safety plan signed by her on 6/17/19 and 6/27/19 regarding overcapacity issues and safe sleep expectations.

The Department of Human Services will conduct random, unannounced safety visits to the home in order to insure that the safety plan is being adhered to.

Elizabeth will have all items of non-compliance noted in her compliance visit of 6/17/19 completed addressed by 9/2/19.

Consultant's Signature:	Chad Reckling	Date of Visit:	07/03/2019
Supervisor Signature:	Machelle Pezley	Date of Visit:	08/22/2019