IOWA HHS **Iowa Department of Health And Human Services**

CHILD CARE COMPLIANT

Name of Provider	County	
TSG TOGETHERSTANDINGNGROWING	Dubuque	
Care Address	**City**	**Zip Code**
2506 Broadway APT 4	Dubuque	52001
Mailing Address	**Mailing City**	**Mailing Zip Code**
2506 Broadway APT 4	Dubuque	52001
Phone	**Email**	
563-564-6441		

Date of Complaint:	02/08/2024	Date of Visit:	02/22/2024

Type of Visit

[ ] Scheduled [X] Unannounced [ ] N/A

Compliance Regulation

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

Recommendation for Registration:

[X] No Changes to registration status recommended

[ ] Revocation of Registration

[ ] Cancellation of Child Care Assistance Provider Agreement

Category of Care:

[X] Category A

[ ] Category B

[ ] Category C (with no co-provider)

[ ] Category C (with co-provider)

[ ] Non-registered Child Care Home with CCA Provider Agreement

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:

Concerns reported that Frank has an unapproved individual living in the home and posting information on social media. The posts make it seem like the unapproved person is providing the care, not Frank.
Additional concern reported on 3/4/2024 that Frank had an additional unapproved person working for his child care and that this individual has gang ties. Concerns regarding Frank's background, including time in prison. Concerns that Frank has had children picked up at another residence, not the approved child care setting.

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Rule Basis and Findings of Complaint(s):

Chapter 237A
441 Iowa Administrative Code Chapter 110
441 IAC 110.7(1)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. Is capable of handling emergencies. d. Is present at all times, except if emergencies occur or an absence is planned. If absence is planned, care is provided by a DHS-approved substitute.
441 IAC 110.9(2) Assistants: a. Documentation from the Department confirming record checks have been completed and authorizing or limiting the person's involvement with child care.

On 2/22/2024 this worker attempted an unannounced visit with Frank. Frank was not home as he didn't have any day care children that day. Arrangements were made to meet with Frank later that day. Cherie Kennedy, Child Care Resource and Referral, accompanied this worker to Frank's child care on 2/22/2024. Frank was present along with Abby Washington. There were no children in care. Discussed the presenting concerns with Frank regarding him having an unapproved individual assisting with his child care. Frank stated that he had previously talked with Tara Roddick at Child Care Resource and Referral regarding this. Specifically, Frank stated that Abbey was posting on social media regarding his child care having openings. Tara advised Frank to modify the posts to ensure it reflected that it was his child care and not Abbey's. These edits had not yet occurred. Frank stated that Abbey works and her only involvement with the child care is assisting in advertising and helping out within the child care with painting and decorating. Today (2/22/24) Abbey was present and working on painting one of the rooms. Frank and Abbey both stated that Abbey has not been watching children or present when children are in care, aside from Abbey dropping off food or meals. Frank stated that she drops the food off and leaves. Frank considered Abbey the 'brains' behind his child care and credits her for much of the design, layout and organization of his child care setting. We discussed the possibility of getting Abbey approved as at least an assistant within the child care, which would allow her to assist with the advertising, posting pictures to social media, etc... If not approved as an assistant or substitute, then Abbey shouldn't have access to specific information regarding the child care, including photos of children in care. Frank understood and upon discussion with Abbey it was agreed they would start the approval process to add Abbey as an assistant and/or substitute within the child care. Cherie Kennedy, CCRR, is qualified to fingerprint individuals and happened to have her fingerprinting kit along today. Cherie took Abbey's fingerprints and stated she would submit them to the CCA Unit. It was discussed that they also may want to consider going to one of the field print sites as well to expedite the process. A review of Kindertrack confirms that Frank contacted the CCA Unit on 2/23/24 as advised and requested to add Abbey as an approved assistant/substitute within his child care. Background checks remain pending as of 3/8/2024.
On 2/22/24, Frank signed a safety plan with this worker stating that he will not allow any unapproved individual be involved in his child care in any manner, including advertising, billing, and social media posts. Safety plan stated that Frank would call the CCA Unit to add any person he like involved with his child care and Frank will modify any existing posts to ensure it is clear who is providing the child care. Safety plan further stated that occasional random visits may occur to ensure plan is being followed.

On 3/4/2024 an additional anonymous concern was received that Frank had another unapproved individual who has gang ties involved with his child care. This concern also stated that Frank had a history of charges and served time in prison. On 3/7/2024 this worker and Cherie Kennedy, CCRR, again attempted an unannounced visit to Frank's child care. Frank was not home. This worker called Frank and Frank stated that the parent of his only child due to be in care on 3/7/24 contacted Frank the day prior and stated they wouldn't be there. Based on this, Frank did not have any children in care and decided to take Abbey to Marion, Iowa for field print fingerprinting in an effort to expedite her approval. Frank called back several hours later and reported that he was back in town at the child care should this worker still be in the area and wish to return. This worker and CCRR Kennedy returned to Frank's child care to discuss the latest concern. Frank stated that he does know the individual in question, however, this person has not and does not have any involvement with Frank's child care. Frank stated that this person has never been to the child care location. Frank reported he saw him approximately a month ago at a park when Frank was assisting him with a start up business. Frank was providing information to him on applying for EIN and other tax related information. Frank stated that this individual is approximately 5 years younger than Frank and Frank states he is a "mentor" figure for him. Frank admitted that he had been in federal prison and all of his charges have been evaluated by the Child Care Unit in Des Moines prior to his approval. Frank stated that he does not have any additional charges that were not evaluated and

noted in his original application. The CCA Unit provided information to this worker regarding the charges that were evaluated prior to his approval as a registered child care provider.

On 3/8/2024, this worker spoke with a few parents of children attending Frank's child care setting. One parent stated that she drops off her children to Frank's child care and Frank is present. This parent stated that it is just Frank and the children and that everything is going well with the care being received. This parent did refer to the child care as "their" child care and stated that his 'girlfriend' Abbey is involved and goes over the paperwork items and has sent text reminders out to parents if anything is needed. Another parent stated that the child care is joint between Frank and what she believes is his wife Abbey. This parent stated that both Frank and Abbey are usually present at drop offs and pick ups. This parent also stated that they have taken her kids to their "home" and she has picked up the kids from that location.

This worker spoke with Frank on 3/8/24 to discuss the comments made by parents of children in care. Frank stated that at the beginning, Abbey was assisting with paperwork and billing items. Once this worker met with Frank on 2/22/24 and informed him she could not be involved in the child care in any manner unless she was an approved assistant or substitute, Frank reports he immediately discontinued her involvement and started the approval process. Frank denied ever bringing the children to any other location or providing care at any place other than the address on his registration certificate. Frank again stated that Abbey is not there during child care hours except to drop off food for meals. Frank stated that this typically occurs early afternoon and there is one parent that has dropped off their child/ren when Abbey was present delivering food. Frank added that this same parent has also seen Abbey there at pick up later in the evening as this is when Abbey is picking up their own children. Frank confirmed that he resides in this location. When questioned on the lack of apparent furniture (i.e. bed, etc...), Frank stated that he has an air mattress that he inflates nightly and then deflates prior to the arrival of children the next day. On 3/8/24, Frank agreed to a verbal safety plan that stated that he would only provide care to children at the address listed on his registration certificate (2506 Broadway). This worker completed a follow up call to the parent that indicated they had picked their child/ren up from a different address than the 2506 Broadway approved location. During the follow up call, the parent stated that they have picked their child/ren up at Comiskey Park, not another residence. This worker asked again if they had ever picked up their child at a location other than the Broadway location and the parent stated they had not, just at a public location such as Comiskey Park.

There is an apparent discrepancy between Frank's report and that of parents of children in care. It is unclear which account is accurate regarding Abbey's presence in the child care setting.

Findings:
There is a preponderance of evidence that Frank had an unapproved individual posting specific information about his child care, including photos of children on social media. This individual also was involved with paperwork and billing issues.
There is not a preponderance of evidence to support the concern that Frank has unapproved persons residing and/or providing care to children.
There is not a preponderance of evidence to support the concern that Frank has charges that have not been evaluated by HHS prior to his approval as a registered child development home.

Resolution and Action Required:

A safety plan was completed with Frank on 2/22/2024. This plan remains in effect. An additional verbal safety plan was made on 3/8/2024. A follow up written plan will be put in place.

Consultant's Signature:	Kathy Huinker	**Date of Visit:**	03/08/2024
Supervisor Signature:	Sheila Aunspach	**Date of Visit:**	03/15/2024