

**Child Care Complaint**

Name of Provider Natalie Hoepfner	County Polk	
Care Address 8058 Crestview DR	City Des Moines	Zip Code 50320
Mailing Address 8058 Crestview DR	Mailing City Des Moines	Mailing Zip Code 50320
Phone 515-953-7527	Email	

Date of Complaint:	05/18/2017	Date of Visit:	06/02/2017
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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:
The Department received a complaint that provider Natalie Hoepfner had allowed her adult daughter to move into the home before being approved by the Department with full background checks.

Rule Basis and Findings of Complaint(s):**Rule:**

110.9(1)b(2) "Documentation from the Department confirming record checks have been completed and authorizing or limiting the person's involvement with child care."

Findings:

I conducted an unannounced spot check with provider Natalie Hoepfner on 6/2/17. Natalie admitted that her daughter and granddaughter temporarily needed a place to live, she allowed them to move in, and hadn't considered the compliance rules for child care or how that might effect her registration.

We conducted a long review of policy in regards to household members, reporting, background checks, and enforcement. I explained that Natalie could not have her daughter living in the home before being approved by the Department. Though she was upset, Natalie understood the safety concerns the Department has with regards to adults having access to children and agreed that her daughter would move out of the home until she could get her properly added and approved by the Registration Unit. Natalie signed a safety plan agreeing that her daughter would not be residing in the home until approved by DHS. I agreed to mail her a change application to begin the process of adding her daughter.

Resolution and Action Required:

Per my interview with provider Natalie Hoepfner, there was non-compliance with allowing an unapproved adult to move into the home without being approved by the Registration Unit as reported in the complaint. The provider was cooperative with the Department's insistence that the daughter move out of the home until approved and signed a written agreement to these terms.

During the visit, I also conducted the full annual spot check. Natalie needs to correct a couple other compliance items unrelated to the complaint. These are identified in a corrective action report to go along with this complaint response. I will monitor Natalie's progress in adding her daughter to the household through the Kindertrack system. I have no plan for a re-check of the operation at this time though will respond if any further concerns are reported.

Consultant's Signature:	Earl Crow	Date of Visit:	06/03/2017
Supervisor Signature:	Jone Staley	Date of Visit:	06/05/2017