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**
1328 Jackson ST	Dubuque	52001
Phone	**Email**	
563-564-6441		

Date of Complaint:	08/14/2024	**Date of Visit:**	08/22/2024

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:

In reviewing Frank's registration capacity numbers it has been discovered that Frank is well over the amount of children in care at one time. Overcapacity reports were ran for time period of 6/10/24-8/4/24 showing Frank to have as many children as 16 children in care at one time. Frank is a category A allowing up to 8 children.

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Rule Basis and Findings of Complaint(s):

441 IAC 110.6 No more children are in care than the number authorized on the registration certificate.
441 IAC 110.13(1)a. Not more than six preschool children present at any one time including infants.

Findings:

This worker and Cherie Kennedy of Child Care Resource and Referral completed an unannounced visit with Frank on 8/22/24. Informed Frank of the recent complaint involving billing for more children than allowed on his certificate of registration. Frank stated that he has talked with someone in the CCA Unit already. Frank stated that he thought he could bill for his own two children, which he has been informed he can not. Frank also thought that he could have 8 children on each shift and didn't understand that he could only ever have 8 children at any one time as a category A child care provider. Frank reported that he provides child care from 5:30 in the morning through a night shift. Frank reported that he submits and completes his own billing. Frank stated that he does utilize a sign in/out attendance sheet with parents in order to accurately record children's attendance. Frank is in the process of moving locations and stated he would send this worker a picture of this attendance sheet. Frank stated that he is planning on using one of the child care apps in the future which will also greatly assist in tracking attendance, number of children, and many other important child care features.

Frank reports understanding his allowed capacity at this time and stated that this will not occur again.

Findings:
There is a preponderance of evidence to support the concern that Frank billed for more children than allowed by his registration capacity. This is documented through Frank's self-reported billing to the Child Care Unit.

Resolution and Action Required:

No further action is required at this time. Frank is in the process of moving and a change of address/pre inspection visit will be completed once the referral is received.

Consultant's Signature:	Kathy Huinker	**Date of Visit:**	08/23/2024
Supervisor Signature:	Sheila Aunspach	**Date of Visit:**	08/26/2024