

CHILD CARE COMPLIANT

Name of Provider Heather Neighbors	County Pottawattamie	
Care Address 1626 Avenue I	City Council Bluffs	Zip Code 51501
Mailing Address 1626 Avenue I	Mailing City Council Bluffs	Mailing Zip Code 51501
Phone 402-651-1327	Email	

Date of Complaint:	08/04/2022	Date of Visit:	08/09/2022
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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 No

Did this complaint result in a death to a child? Yes No

Summary of Complaint:

IDHHS compliance staff received a concern that the provider had 20 children in her care the last week of July 2022. The concern also noted that the provider kept a 3 year old child in time out for 45 minutes. It was also reported that the provider uses flicking, a physical action towards the children. The last part of the concern reported that young children spend time in their cribs all day during the day.

Prior to visiting the provider, compliance staff checked Kindertrack to verify the household members and to see if any paperwork had been turned in to add a household member as an assistant. There were no notes from registration that indicated a change application had been submitted. Compliance staff also looked at the families that are attached to the provider for CCA payment. She currently has 10 families that equals 23 children who are able to go to Heather for care. Heather may also have private pay children who come to her for care.

Compliance staff also viewed payments made to the provider from May 31, 2022 to August 7, 2022. During this period, the provider consistently billed for at least 12 children. Between May 30 and June 3rd, the provider billed for 13 children. Between July 18 and July 24, the provider billed for 14 children. A category B home, can have up to 8 children with a single provider. If there is an assistant or substitute, the provider can have up to 4 more school aged children. The provider has overbilled during the past three months based upon the number of children in the childcare.

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Rule Basis and Findings of Complaint(s):

Compliance staff completed an unannounced visit to the child care home. Upon arriving to the home, compliance staff counted 12 children. Ages ranging from 1 year to 12 years old. Compliance staff asked where her assistant was on this date. Heather reported that she no longer has an assistant. Compliance staff talked with Heather about being over numbers on this date and told her that at least 4 children would need to leave.

Compliance staff completed an annual compliance visit on June 6, 2022. At that visit, discussion was held with the provider about the number allowance for a category B home. The provider had stated that she would have help from someone living in her home. The provider does not have anyone listed on her registration as an assistant or substitute. The provider was told in June that she would need to complete a change application to add a family member as an assistant or substitute. The provider did not complete this and has had at least 12 children in her care all summer. Compliance staff asked about private pay children, the provider reported that she has one private pay child in her care. She reported that this child is only there one day per week or so. The child is present on this date.

The provider did text families about picking up their children. The provider was on her phone most of the time this worker was present texting and swiping incoming calls. More conversation did occur after five children were picked up from the home.

More conversation occurred regarding the last time she had a helper in the home. She reported that July 29th was the last day someone was living in the home and helped her. The provider reported she did not recall needing to complete a change application to add an assistant. We discussed the steps she will need to take to care for over 8 children in her child care at one time over school breaks.

Compliance staff watched Heather interact with the children at times during the visit. Compliance staff did not see any concern regarding the interactions between the provider and children. Compliance did observe three children between the ages of 1 and 2. They were all in cribs or pack n plays. Discussion was held regarding the reason for this. Heather stated that at the time of the arrival of the compliance staff, the three had just been laid down for a nap. She reported that normally they nap for around 30-45 minutes. Two of the children did eventually fall asleep, but one child was in the crib almost to the end of the visit. Compliance staff asked why the last child would remain the crib while not sleeping. The child was trying to interact with the others playing on the floor next to the crib. This child was not crabby, the child was happy and then very excited to be removed from the crib.

Compliance staff also discussed discipline practices. Heather reported she uses time out. One minute for each year of age. She stated that children will sit on the couch while in time out. Once she talks to them, they will either go back to playing or they may sit for a while longer. She was upset that it was reported that children sit in time out for 45 minutes. She reported that does not happen. She stated that since kids sit on the couch, they will continue to sit on the couch. In the compliance workers presence, the provider did not use any forceful physical motions with any of the children during the visit.

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Resolution and Action Required:

The provider is not eligible to care for more than 8 children on non-school days, per the registration and category guidelines of a category B home. As of August 9, 2022, the provider is not able to bill the state for more than 8 children until she has an assistant or substitute approved on her registration. The provider cannot care for any additional private pay children that would put her care numbers over 8 children at one time.

The provider is encouraged to find an assistant or two who can become part of her registration and help her to care for the additional children on non-school days. If assistance is needed to clarify the steps to add additional persons to her registration, compliance staff or CCR&R representatives are available to help with any questions.

In the event the provider continues to bill for more than 8 children past the above identified date, compliance staff will request a revocation of the registration of the provider.

Other action by compliance staff will include further unannounced visits to the child care home to ensure the provider is compliant with the laws and regulations of a category B child care home.

Consultant's Signature:	Stacy Burris	Date of Visit:	08/10/2022
Supervisor Signature:	Anne Matthai	Date of Visit:	08/11/2022