

CHILD CARE COMPLIANT

Code of Iowa Chapter 237A

441 Iowa Administrative Code Chapter 110

441 IAC 110.7(1)a. Provider gives careful supervision. 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 HHS-approved substitute. If absence is planned, the parents are given at least 24 hours prior notice.

441 IAC 110.9(3)Substitutes. a. Documentation from the Department confirming record checks have been completed and authorizing or limiting the person's involvement with child care.

Child Care Assistance Provider Agreement 470-3871

Three days prior to the receipt of this child care complaint, provider Clarisa Williams contacted this worker as well as her Child Care Resource and Referral consultant to report that she had a parent who was upset with her. Clarisa stated this parent was upset with her due to a disagreement regarding transporting a child. This disagreement led to Clarisa telling the parent that she would no longer provide transportation services. Clarisa reported she was trying to help the parent out, however, stated that it just became too difficult to ensure that she was back for drop offs of other children in her care. The parent became very upset with Clarisa and reportedly threatened to report Clarisa to HHS. The parent sent numerous texts to Clarisa threatening her and her business.

On 2/26/24, HHS received a complaint regarding Clarisa's child care setting. The complaint stated that Clarisa was having people create fake schedules so she could get paid by the state. Complaint further alleged that Clarisa advised the parent to not come at certain times so HHS would not see she was over ratio. Finally, the complaint alleged that Clarisa had unapproved individuals picking children up from school, specifically her ex Terrance Brown SR. This worker met with Clarisa on 3/14/24 to discuss this complaint and also complete a pre inspection visit, as Clarisa had recently moved. Clarisa was aware of the specifics of the complaint, reminding this worker she had contacted earlier about this situation. Clarisa reiterated that she had a parent that was upset with her regarding a transportation incident. Clarisa reported that a parent needed assistance getting their child to Clarisa's. Clarisa asked the parent if it was ok if her brother picked up the child on that day. The parent agreed that was acceptable. The parent became upset when Clarisa reported her brother was outside for the pick up and he wasn't. Clarisa noted that it was her brother, not Terrance Brown SR who picked the child up. Clarisa stated that this was a one time occurrence. Clarisa added that neither her brother or her ex reside with her. Neither are approved substitutes within her child care setting. This incident prompted Clarisa to decide to discontinue transport services for all children. Once the parent became aware of this, the parent reportedly started threatening Clarisa and her business.

Clarissa denied asking this parent or any parent to falsify their schedules for billing purposes. Clarisa did stated that she talked to this parent extensively about the need to ask their employer for additional hours at work so the parent could qualify for the CCA program. Clarisa stated she talked with this parent about asking for more hours or getting a job with 32 hours a week or more to remain eligible for the child care assistance program. Clarisa denied ever talking to anyone about not bringing their children at certain times of the day to avoid being over capacity. Clarisa added that visits from HHS are unannounced and she has talked with all of her families about HHS representatives being able to stop by at any time.

Clarisa reported that this specific child's last day of care was 2/23/2024. The parent picked the child up that day and immediately afterwards, Clarisa blocked the parent and has had no further contact with the parent.

This worker spoke to one parent that was dropping their children off on 3/14/24. This parent stated that they have no concerns regarding the care Clarisa provides to their children, adding that they think she is amazing. Parent stated that Clarisa has never asked them to change their schedules or falsify billing in order to bill for additional hours. This parent added that Clarisa has also never told her not to come at a certain time, noting that they communicate well about work schedules and child care needs.

Findings:

There is a preponderance of evidence to support the concern that Clarisa had an unapproved individual transport a child on at least one occasion. This is based on Clarisa's admission that her brother assisted on one day, with

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permission from the child's parent.

There is not a preponderance of evidence to support the concern that Clarisa has had parents falsify schedules and/or bring children at specific times to avoid being over capacity.

Resolution and Action Required:

Clarisa has since discontinued providing transportation as a service to her families.

Consultant's Signature:	Kathy Huinker	Date of Visit:	03/14/2024
Supervisor Signature:	Sheila Aunspach	Date of Visit:	03/15/2024