Department of Children & Youth

Complaint Inspection Summary Report

All licensed early care and education programs are inspected at least once each year. Non-compliances are documented and grouped by risk level. Documenting statements, technical assistance provided and supplemental information may be included in this report. Licensing inspection reports from the previous three years can be viewed on the Department of Children & Youth website at https://childcaresearch.ohio.gov/ . This includes complaint investigation reports with substantiated allegations. For any other early care and education records, please contact the Family and Customer Support Center at 1-844-234-5437.

Program Details		
Program Name DUKES, TWANETTA	Program Number 000000903268088	Program Type FCC - Type B Home
Address 12030 Elkridge dr Cincinnati OH 45240		County HAMILTON

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 09/17/2026	Begin Time 10:00 AM	End Time 10:40 AM	Reviewer: Lindsey Sweeney

Summary of Findings			
No. Requirements Verified 10	No. Requirements with Non-compliances 9		No. Requirements Compliant 1
No. Serious Risk 0	No. Moderate Risk Findings 1	No. Other Non-compliance Findings 10	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
9/17/26	Mixed Age Group	1 to 5		Ratio taken at 10:10am

Complaint Allegations

If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5180:2-12-03, 5180:2-13-03, 5180:2-19-10 and 5180:2-20-02 detail the process for submitting a request for review.

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The request for review must be submitted within ten business days from the receipt of the licensing report. In addition, if the program is Step Up To Quality rated, the rating may be impacted if a serious or moderate risk non-compliance is cited.

Domain: 01 Ratio & Supervision

Rule: 5180:2-13-18 Group Size and Ratios
Code: The program is required to follow ratio requirements.

Allegation: Allegation: Staff member is left with children who does not have the requirement.

Determination: Substantiated

Findings: During the inspection, it was determined that children were being supervised by an individual who did not meet the requirements of a child care staff member. Additional child care staff members must be hired or current child care staff members must be rescheduled to maintain compliance. Provide staff training. Submit the program's corrective action plan, which includes a statement that training was provided, to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 10/18/2026

Domain: 08 Staff Files

Rule: 5180:2-13-08 Employee Requirements
Code: The program is required to have every employee provide immunization records.

Allegation: Allegation: Children were being watched by a staff member that did not have the requirement.

Determination: Substantiated

Findings: In review of the staff records, it was determined that the immunization records for [ ] of [ ] employees, including child care staff members, did not meet the requirement.
The following was observed:

• The immunization records were not on file within the first thirty days from start of employment.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/18/2026

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Domain: 08 Staff Files

Rule: 5180:2-13-08 Child Care Staff Requirements
Code: The program staff is required to have educational verification on file at the program.

Allegation: Allegation: Children were being watched by a staff member that did not have the requirement.

Determination: Substantiated

Findings: In review of the staff records, it was determined that verification of a high school education for the child care staff member(s) listed on the Employee Record Chart, did not meet the requirements.

• The following was observed: Verification of completion of a high school education was not on file.

Submit the program's corrective action plan, which includes a copy of the education verification, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/18/2026

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Domain: 08 Staff Files

Rule: 5180:2-13-08 Child Care Staff Requirements
Code: The program is required to have staff complete the online staff orientation training. Additionally, the training must be completed before they are permitted to have sole responsibility of children.

Allegation: Allegation: Children were being watched by a staff member that did not have the requirement.

Determination: Substantiated

Findings: In review of the staff records, it was determined that child care staff member(s) did not meet the requirements for completing the online orientation training.

The following was observed:
• The training was not completed within 30 days of starting employment at the program as a child care staff member.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/18/2026

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Domain: 08 Staff Files

Rule: 5180:2-13-08 Child Care Staff Requirements
Code: The program staff is required to obtain the required trainings to meet the requirements.

Allegation: Allegation: Children were being watched by a staff member that did not have the requirement.

Determination: Substantiated

Findings: In review of the staff records, it was determined the training requirements were not met for the Child Care Staff Member(s) listed on the Employee Record Chart, as required. Submit the program's corrective action plan, which includes copies of verification of training, to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/18/2026

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Domain: 08 Staff Files

Rule: 5180:2-13-09 Background Checks
Code: The program is required to have a DCY 01176 "Program Notification of Background Check Review for Child Care" on file for the individual to have sole responsibility.

Allegation: Allegation: Children were being watched by a staff member that did not have the requirement.

Determination: Substantiated

Findings: During the inspection, it was determined that child care staff member(s) had sole responsibility of children in the incident when a child was was hit in the eye with a block group(s) and neither a preliminary approval nor the DCY 01176 "Program Notification of Background Check Review for Child Care" were on file as required. Submit the program's corrective action plan, which includes a copy of the DCY 01176 or a statement that the child care staff member(s) no longer have sole responsibility of children, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/18/2026

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Domain: 08 Staff Files

Rule: 5180:2-13-07 Staff Records
Code: The program is required to maintain a file for each staff member at the program.

Allegation: Allegation: No staff folder on site.

Determination: Substantiated

Findings: During the inspection, it was determined that documentation was not on file at the program to meet the requirements of this rule for the employee(s) and/or child care staff members, as noted on the Employee Record Chart. Submit the program's corrective action plan to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/18/2026

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Domain: 08 Staff Files

Rule: 5180:2-13-10 Health Training
Code: Child care staff members and substitute child care staff members are required to complete health trainings within the first ninety days of hire and prior to being left alone with children.

Allegation: Allegation: Children were being watched by a staff member that did not have the requirement.

Determination: Substantiated

Findings: In review of records, it was determined the CCSM or Substitute CCSM did not meet health training requirements listed in rule.

The following was observed:

• All health trainings were not completed prior to being left alone with children.

Correct the violation and submit the documentation of current certification with the program's corrective action plan to verify compliance with the requirement of the rule.

Corrective Action Plan Due: 10/18/2026

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Summary of Non-Compliances

If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5180:2-12-03, 5180:2-13-03, 5180:2-19-10 and 5180:2-20-02 detail the process for submitting a request for review. The request for review must be submitted within ten business days from the receipt of the licensing report. In addition, if the program is Step Up To Quality rated, the rating may be impacted if a serious or moderate risk non-compliance is cited.

Serious Risk Non-Compliances

A serious risk non-compliance is a licensing rule violation that has the potential to lead to a great risk of harm to a child and is observable and/or based on facts.

No serious risk non-compliances were observed during this inspection

Moderate Risk Non-Compliances

A moderate risk non-compliance is a licensing rule violation that has the potential to lead to an increased risk of harm to a child and is observable and/or based on facts.

No moderate risk non-compliances were observed during this inspection