

CHILD CARE CENTER COMPLAINT

Name of Center:	Bob and Billie Ray Child Development Center	Enrollment:	110	License ID:	27349
Street:	401 NE 66th AVE	City:	Des Moines	IA Zip Code:	50313
County:	Polk				
Mailing Address:	401 NE 66th AVE				
Mailing City:	Des Moines	IA Zip Code:	50313		
Director's Name:	Cassidy LeCroy	Center Phone Number:	515-309-2376		
On-Site Supervisors:	Christina Pulley	E-Mail Address:	cjlecroy@eastersealsia.org		

Date of Complaint: 09-02-2026**Date of Visit:** 09-15-2026☒ Scheduled ☐ Unannounced ☐ NA☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found**RECOMMENDATION FOR LICENSE**☒ NO CHANGES to licensing status recommended☐ PROVISIONAL license from _____ to _____☐ SUSPENSION of License☐ REVOCATION of License

Complaint Details:Did this complaint result in a serious injury? ☐ Yes ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

Concerns were reported that on 8/27/26, two staff members left a three year old child in a classroom unsupervised for approximately 47 minutes, while these staff took the rest of the children from the classroom outdoors to the playground.

Licensing Rules Relevant to the Complaint:

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

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9/1/26 This worker received an email from director, Cassidy LeCroy. The email stated an incident had occurred on 8/27/26, in which a child was left unsupervised in his classroom. Cassidy was the staff who discovered the child in the classroom. She made sure the child was OK, she then brought the child to the playground to join his class and she notified the parents of the incident. Cassidy included the steps that had been taken to address the situation with staff.

9/2/26 Email communication with this worker and Cassidy LeCroy.

9/2/26 Email from HHS Ortiz.

9/4/26 Email communication with HHS Ortiz.

9/4/26 Email communication with Cassidy LeCroy.

9/8/26 Email communication with HHS Ortiz.

9/15/26 This worker and HHS Ortiz met with staff N.B.

N.B. recalled this child being dropped off late on that day. The child had a hard time separating from his mom at drop off. Later in the day, the child didn't want to go outside. The child was refusing to put on sunscreen and repeatedly say he didn't want to go outside. The group started on the carpet as a group then were lining up. The child kept hiding. He brought the child to the line of kids. Neither him nor the other staff, M.C., counted the kids at that time. They were on the playground for around 45 minutes. Cassidy brought the child outside to the class. She told them she had seen him on video in the classroom. He was off work by that time. Cassidy had called him and told him what happened. He is no longer employed at the daycare. After the incident, they talked to staff about doing name to face counts and using a tablet too. They are supposed to count kids at each doorway they cross to make sure they have all their kids when they leave an area.

9/17/26 Email from HHS Ortiz

9/18/26 Email communication with HHS Ortiz

Special Notes and Action Required:

109.10(14)a

The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

VIOLATION

Staff didn't follow the center's policy to ensure they had all the kids from their classroom. The staff didn't count children when they left their classroom. Staff didn't count children when they were on the playground. Staff didn't realize they were missing the child until the director brought the child to the playground.

The director and on site supervisor reviewed the supervision policy with staff. The center has an appropriate supervision policy in place.

The two staff involved in the incident are no longer employed at this center.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

10-13-2026