

**Child Care Complaint**

Name of Provider Shantoria Young	County Polk	
Care Address 1927 Franklin AVE	City Des Moines	Zip Code 50314
Mailing Address 6803 GABLES WAY	Mailing City Johnston	Mailing Zip Code 50131
Phone 515-978-1908	Email	

Date of Complaint:	04/03/2018	Date of Visit:	05/15/2018
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Type of Visit		
<input checked="" type="checkbox"/> Scheduled	<input type="checkbox"/> Unannounced	<input type="checkbox"/> N/A

Compliance Regulation		
<input checked="" type="checkbox"/> Non-Compliance with Regulations Found	<input type="checkbox"/> Compliance with Regulations Found	<input type="checkbox"/> Scheduled

Recommendation for Registration:	
<input checked="" type="checkbox"/>	No Changes to registration status recommended
<input type="checkbox"/>	Revocation of Registration
<input type="checkbox"/>	Cancellation of Child Care Assistance Provider Agreement

Category of Care:	
<input checked="" type="checkbox"/>	Category A
<input type="checkbox"/>	Category B
<input type="checkbox"/>	Category C (with no co-provider)
<input type="checkbox"/>	Category C (with co-provider)
<input type="checkbox"/>	Non-registered Child Care Home with CCA Provider Agreement

Complaint Details:	
Did this complaint result in a serious injury?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Did this complaint result in a death to a child?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary of Complaint:
The Department of Human Services received a complaint on 4/3/18 regarding Registered Category A Child Development Home provider, Shantoria Young. The complaint alleges Ms. Young has been transporting daycare children without a valid driver's license in September and October 2017.

Rule Basis and Findings of Complaint(s):

Code of Iowa, Chapter 237A / 441 Iowa Administrative Code Chapter 110

RULE(S):

110.8(1) m Any driver who transports children shall have a valid driver's license for the type of vehicle driven.

FINDING(S):

On 4/26/18 I attempted to complete an unannounced visit to Ms. Young's daycare care residence at 1415 11th Street in Des Moines. I was informed by the individual I spoke with that Ms. Young does not reside at the residence and the individual was not familiar with Ms. Young. This same day, I also made an attempt to visit Ms. Young at her mailing address, which she reports is also her home address. No one was available at the time of this attempted visit.

I contacted the Registration unit as I was unable to locate Ms. Young or her daycare business. Registration is currently in the process of Ms. Young's renewal application. Registration was able to complete additional research and learned Ms. Young had moved her daycare business to 1927 Franklin Avenue in Des Moines. This information was not initially reported on the renewal application provided by Ms. Young.

I made a second attempt to locate Ms. Young at her new daycare address on 5/8/18. The individual who answered the door indicated Ms. Young was not available and I left my business card, requesting a call.

Ms. Young promptly contacted me and we were able to set a scheduled visit for 5/15/18. I arrived at Ms. Young's new daycare address at the scheduled date and time. Ms. Young reported she just obtained the residence on 5/1/18 and it is in the midst of a remodeling project. No daycare children were present today, however, Ms. Young reports she has been consistently providing childcare even through the move and remodeling process. Ms. Young estimates the remodeling should be completed by 6/6/18. She acknowledges that during the daytime hours she is rarely at the house with the children. Ms. Young reports they are often on field trips, at the mall, parks, movies, etc. while the home is being remodeled. She also states they have been doing sack lunches and not eating at the new residence. Ms. Young reports they use one small bedroom for childcare during the evening and overnight hours as this room is safe and not under construction. They also have access to a working bathroom. Ms. Young reports she does offer overnight care and does this about five nights a week. Even though the remodel is not yet completed, Ms. Young stays overnight at the home with the children in the specified bedroom. She reports the couch pulls out into a bed. It appears that there are only two children present during overnight hours. Ms. Young plans to use the entire house, with the exception of the basement, for daycare purposes, once the remodel is finished. I informed Ms. Young that the remodeling needs to be completed as soon as possible as the limited space for the children on a long term basis would be an issue. I also informed Ms. Young that a pre-inspection will be needed upon Registrations approval of her renewal application and address change.

Regarding the specifics of the complaint, Ms. Young reported that a family member had stolen her identity and the charges on Iowa Courts Online, including the driving while bared charge, did not belong to her. Ms. Young reported she has submitted the requested paperwork to the Registration unit to clear up these concerns. I informed Ms. Young of a charge of driving while her license was under suspension that was determined to belong to her from September 2017. Ms Young reviewed Iowa Courts Online report and acknowledged that she had been pulled over for a traffic stop and had forgotten about this incident. She acknowledged at the time of this traffic stop she did not have a valid license. Ms. Young stated she had not had a license in Iowa for some time but had a Missouri license. She also acknowledged that the Missouri license was expired although she did not know when. Ms. Young reported she did not have daycare children in the vehicle at the time of this incident but admitted she had been consistently transporting children during this time and had been doing so for months without a license. She stated she had fines she was working to pay off and had also looked into the license reinstatement program to resolve the issues. I was able to verify at today's visit that Ms. Young has a current Iowa drivers license which was obtained on 3/15/18 and expires on 7/11/24. I was able to make a copy of this for verification purposes.

I spoke with Ms. Young regarding rules, regulations, and expectations pertaining to transporting daycare children. It does appear that Ms. Young has been able to resolve the issue and understands the concerns the Department has. We discussed the additional liability transporting brings to her business. It should also be noted that without a valid drivers license one cannot obtain insurance on the vehicle, which is a further liability for Ms. Young. Based on Iowa Courts Online records and Ms. Young's admission that she had been transporting daycare children without a valid license, I do find NONCOMPLIANCE with rules and regulations surrounding the transportation of daycare children.

It should be noted that the delay between when the complaint originated and contact was made with Ms. Young was due to additional research into Iowa Courts Online information as well as Ms. Young's daycare address being unknown.

Resolution and Action Required:

In the event the Registration unit makes a decision to approve Ms. Young's renewal, a pre-inspection will be required to be completed regarding Ms. Young's recent change of address. A full compliance visit will also be conducted at this time. The remodeling process should be completed in a reasonable amount of time so as to provide daycare children with an appropriate and safe environment. Remodeling should conclude no later than 6/20/18.

In the future, if Ms. Young has any issues come up with the validity of her license, she is expected to immediately discontinue transportation services for daycare children until the concern is resolved. Any future noncompliance with transportation rules and regulations may result in a safety plan and/or revocation of the Child Home Development Registration and the cancellation of the Child Care Assistance Agreement.

No additional action is required at this time.

Consultant's Signature:	Melissa Crawford	Date of Visit:	05/15/2018
Supervisor Signature:	Jone Staley	Date of Visit:	05/15/2018