IOWA HHS **Iowa Department of Health And Human Services**

CHILD CARE COMPLIANT

Name of Provider Helen Sando	**County** Polk	
Care Address 3907 10th ST	**City** Des Moines	**Zip Code** 50310
Mailing Address 3907 10th ST	**Mailing City** Des Moines	**Mailing Zip Code** 50313
Phone 515-257-0826	**Email**	

Date of Complaint:		**Date of Visit:**	

Type of Visit

[X] Scheduled [ ] Unannounced [ ] N/A

Compliance Regulation

[X] Non-Compliance with Regulations Found [ ] Compliance with Regulations Found

Recommendation for Registration:

[X] No Changes to registration status recommended

[ ] Revocation of Registration

[ ] Cancellation of Child Care Assistance Provider Agreement

Category of Care:

[ ] Category A

[X] Category B

[ ] Category C (with no co-provider)

[ ] Category C (with co-provider)

[ ] Non-registered Child Care Home with CCA Provider Agreement

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:

On 1/31/2023 the Department of Human Services received a complaint regarding registered category B child development home provider Helen Sando. The complaint alleges Ms. Sando is either over billing or watching 17 children at a time.

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Rule Basis and Findings of Complaint(s):

RULE(S):
441 IAC 110.14(1) “a” No more than eight children not attending kindergarten or a higher grade level shall be present at any one time
441 IAC 110.14(1)“b” Of these eight children, not more than four children who are 24 months of age or younger shall be present at any one time. Of these four children, no more than three may be 12 months of age or younger.
441 IAC 110.14(1)“c” In addition to the eight children not in school, no more than four children who attend school may be present
441 IAC 110.14(1)“d” No more than 12 children shall be present at any one time when an emergency school closing is in effect.

FINDINGS:
I completed an unannounced visit on 1/31/2023 to Ms. Sando's daycare residence. Ms. Sando allowed entrance to discuss to discuss the complaint and was cooperative. Three 3 year old daycare children were present during the visit. Ms. Sando offers 24 hour care. We reviewed Ms. Sando's billing and what children should be billed for what hours. Ms. Sando is working with with CCR&R (Child Care Resource & Referral) to gain better understanding of the billing process. Ms. Sando reported she does not read or write English, which is why she struggles to fill out her time sheets.

Resolution and Action Required:

A full compliance visit completed at this time. Minor corrective actions were necessary at that time, unrelated to the current complaint. This report concludes the evaluation of this complaint, no further action is required at this time

Consultant's Signature:	Ellen Abbott	**Date of Visit:**	02/09/2023
Supervisor Signature:	Sheila Aunspach	**Date of Visit:**	02/09/2023