

CHILD CARE CENTER COMPLAINT

Name of Center:	A Mothers Love Childcare Center	Enrollment:	40	License ID:	50777
Street:	5821 C St SW	City:	Cedar Rapids	IA Zip Code:	52404
County:	Linn				
Mailing Address:	5821 C St SW				
Mailing City:	Cedar Rapids	IA Zip Code:	52404		
Director's Name:	Elease Jones	Center Phone Number:	319-382-8600		
On-Site Supervisors:	Trisha Luten (co-director)	E-Mail Address:	eleasejones@amotherslovesw.com		

Date of Complaint: 03-31-2025**Date of Visit:** 04-01-2025☐ 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:**

On 3/31/2025, a complainant reported staff from A Mother's Love Childcare Center are presenting with fake professional development certificates for training not received, specifically CPR.

Licensing Rules Relevant to the Complaint:

109.6 Develop policies for hiring and maintaining staff and managers that demonstrate competence in working with children.

109.6(6)c Center repeats Iowa record checks at a minimum of every two years or when aware of additional child abuse or criminal history that occurs.

109.9(1)e All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training.

Inspection Findings:

CHILD CARE CENTER COMPLAINT

On 4/1/2025, licensing conducted an unannounced visit to A Mother's Love Childcare Center. The following is based upon a face-to-face interview with co-director Trisha Luten, observations on-site and a review of administrative items:

109.2(3) Denial. Initial applications or renewals will be denied when: d. Information provided either orally or in writing to the department or contained in the center's files is shown to have been falsified by the provider or with the provider's knowledge. **RULE NOT VIOLATED. EVIDENCE WAS NOT FOUND TO INDICATE ADMINISTRATIVE ITEMS ARE BEING FALSIFIED.**

109.6(6)c Center repeats Iowa record checks at a minimum of every two years or when aware of additional child abuse or criminal history that occurs. **RULE VIOLATED.**

109.9(1)e All files contain documentation to indicate that ongoing staff training requirements are met. **RULE VIOLATED.**

- On 4/1/2025, Ms. Luten reported their list of employees in Brightwheel (the program's online childcare management system) is a current list. Ms. Luten acknowledged their list of employees in Iowa's Early Childhood and School Age Professional Workforce Registry (i-PoWeR) is not accurate and does not match their list in Brightwheel.

- On 4/1/2025, CPR and first-aid certificates were reviewed for each and every employee listed in Brightwheel. EJ's CPR and first-aid certification expired 3/2/2025. JA's CPR and first-aid certification expired 3/2/2025. RL's CPR and first-aid certification expired 3/2/2025. TL's CPR and first-aid certification expired 3/2/2025. MW's date of hire was 12/20/2024, and as of 3/20/24, she was out of compliance for not having CPR and first-aid within the first 90 days of hire. MD, OG, HM, JL, JF and MC were all hired within the last 90 days and were noted as still having time yet to complete CPR and first-aid training.

- On 4/1/2025, Ms. Luten discussed having two employees (TL and NY) under the age of 18yo. Ms. Luten talked about how these two employees recently asked for copies of their CPR and first-aid cards, to provide to their high school, to meet the high school requirements for each to graduate. As noted above, TL's CPR and first-aid certification expired 3/2/2025. NY's CPR and first-aid certification is valid 9/19/2024 to 9/19/2026. Documentation indicated TL completed mandatory child abuse reporter training by end of day on 4/3/2025 and Essentials in 2022. Documentation further indicated NY completed mandatory child abuse reporter training on 9/8/2023 and all Essentials by end of day on 4/4/2025.

- On 4/1/2025, a sample of paper employee files were reviewed in their entirety.

- Staff file (e.g. paper on-site, ipower in April 2025, ipower May 2025) reviewed (CC date of hire 3/7/23) lacked documentation of current mandatory child abuse reporting training, lacked documentation of any 2024 annual professional development hours and lacked documentation of current Iowa record check results.

- Staff file (e.g. paper on-site, ipower in April 2025, ipower May 2025) reviewed (RZ date of hire 1/23/23) lacked documentation of current universal precautions training, lacked documentation of full 6 hours of 2024 annual professional development training and lacked documentation of current Iowa record check results.

- Staff file (e.g. paper on-site, ipower in April 2025, ipower May 2025) reviewed (JS date of hire 7/15/2024) lacked documentation of current mandatory child abuse reporter training, lacked documentation of current universal precautions training, and lacked documentation of completed Essentials training.

- In reviewing paper files and i-PoWeR (in April 2025 and May 2025), licensing did not find any training certificates and/or administrative items to be "fake" and/or to have been created by management, the center and/or staff. Management denied creating any fake administrative documents including training certificates. Management further denied knowing why anyone would report otherwise. Ms. Luten acknowledged having some staff not up-to-date on training and/or administrative items.

- On 4/1/2025, licensing referred A Mother's Love Childcare Center to the child care nurse consultant (CCNC) for CPR and first-aid training. On 5/9/2025, licensing received verification that 8 staff from A Mother's Love Childcare Center did complete CPR and first-aid training with the CCNC.

Special Notes and Action Required:

CHILD CARE CENTER COMPLAINT

It shall be noted that during the course of this complaint, information was additionally received that some of A Mother's Love Childcare Center staff exhibited unprofessional behavior during training opportunities. Licensing supports Ms. Jones and Ms. Luten coaching all staff on the importance of having a culture of professionalism to encourage all around favorable reviews.

Referrals continue to be made to CCR&R and CCNC for resources and supports in making correction to ensure your team of employees is professional and meets training requirements.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHHS Licensing Consultant to inquire.

Consultant's Signature:

Amy Lyons

Date:

05-12-2025