

**Child Care Complaint**

Name of Provider Shantoria Young	County Polk	
Care Address 1927 Franklin AVE	City Des Moines	Zip Code 50314
Mailing Address 1927 Franklin AVE	Mailing City Des Moines	Mailing Zip Code 50314
Phone 515-505-6655	Email	

Date of Complaint:	11/06/2019	Date of Visit:	11/15/2019
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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:
On 11/6/19 the Department of Human Services received a complaint regarding registered category A child development home provider Shantoria Young. The complaint alleges Ms. Young has unapproved household members residing in daycare residence.

Rule Basis and Findings of Complaint(s):**RULE(S):**

441 IAC 110.9(1)“b”(2) Documentation from the department confirming the record checks required under 441 IAC 110.11(3) have been completed and authorizing or conditionally limiting the person’s involvement with child care.

FINDING(S):

On 11/15/19 this worker and another social worker conducted a scheduled visit. Ms. Young allowed entrance to discuss the complaint and was cooperative. She verified Daniel Green resides in the household. Ms. Young signed a safety plan stating she would add Daniel Green to the household by 11/25/19. We discussed how to contact registration and submit a change application.

Ratios and billing was discussed as well. Ms. Young agreed to keep an accurate log of arrival and departure times of daycare children.

Resolution and Action Required:

A full compliance visit was complete 8/12/19.

This report concludes the evaluation of this complaint, no further action is required at this time.

Consultant's Signature:	Ellen Abbott	Date of Visit:	12/12/2019
Supervisor Signature:	Jone Staley	Date of Visit:	12/13/2019