IOWA DEPARTMENT OF HUMAN SERVICES

Child Care Complaint

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

Date of Complaint:	11/06/2019	Date of Visit:	11/15/2019

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:

[X] Category A

[ ] 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 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