

CHILD CARE COMPLIANT

Name of Provider Esther Cooper		County Polk	
Care Address 900 Williams ST Unit 4		City Des Moines	Zip Code 50317
Mailing Address 900 Williams ST Unit 4		Mailing City Des Moines	Mailing Zip Code 50317
Phone 515-770-4108		Email	

Date of Complaint:	07/03/2025	Date of Visit:	05/29/2025
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Type of Visit		
☐ Scheduled	☐ Unannounced	☒ N/A

Compliance Regulation	
☒ Non-Compliance with Regulations Found	☐ Compliance with Regulations Found

Recommendation for Registration:	
☒ No Changes to registration status recommended	
☐ Revocation of Registration	
☐ Cancellation of Child Care Assistance Provider Agreement	

Category of Care:	
☒ 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:	
A complaint was submitted back in April 2025 for Esther billing over numbers and for billing to have to return over 147 timesheet errors to her. Since April DHHS has returned 50 more timesheet errors for her. Overcapacity reports have been run from 4/28/25-6/8/25 showing Esther to billing up to 13 children in care at one time.	

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Rule Basis and Findings of Complaint(s):

110.6 "No more children are in care than the number authorized on the Registration Certificate."

Findings:

There was a complaint called in by the Registration Unit on 4/3/2025 regarding Esther billing for numbers over her allowable category "A" Child Development Home certification. The details can be found in Complaint Report on 4/10/2025. Since that time a referral to Child Care Resource and Referral worker occurred. CCR&R has met multiple times with Esther to coach her regarding billing process and acceptable numbers. This worker has met with Esther, CCR&R, and Esther's daughter (translated) to address the above concerns. This worker met with them on 5/6/2025 and 5/29/2025. After the 5/29/2025 meeting it was felt CCR&R was able to assist Esther with trimming her families she works with to acceptable number. The billing errors with Esther's supports were also addressed.

On 7/3/2025 the Registration Unit ran numbers again from the billing sheets. It appeared the problem with billing and being over numbers were continuing to occur. After CCR&R consulted with DHHS it was determined Esther's numbers were over during transition times. Esther provides care 24 hours a day 7 days a week in shifts. During the transition times the numbers of children were over by an hour to two hours. She was back in numbers when the night children were eventually picked up by their families in the morning with the morning children being present. The same was happening when the evening shift children were still in attendance when the night shift children were dropped off. It took an hour to an hour and a half for the numbers to return to acceptable when the evening shift children were picked up by their respective families.

DHHS and CCR&R again reiterated to Esther she could not be over numbers for an hour to an hour and half. She cancelled several families from her care to address this issue guided by CCR&R.

Resolution and Action Required:

110.6 "No more children are in care than the number authorized on the Registration Certificate."

The provider was out of compliance with the above rule.

Since the last contact from DHHS and CCR&R it has been determined for the time being Esther is now billing appropriately and is within acceptable ratios for numbers of children in her care at one time. This DHHS consulted with the Registration Unit at the end of August 2025 and they reported there were no concerns found at that time. This report was completed on 9/23/2025 and there continues to not be any concerns communicated.

To this point CCR&R has met with the provider extensively and created workable schedules for her Child Development Home and it appears the issues have been resolved.

If the problems reoccur this worker and Child Care Resource and Referral will continue to address the concerns.

This worker completed a full compliance check on 4/9/2025. The details of the compliance check are available in another document.

No further actions are needed at this time.

Consultant's Signature:	Jake Aringdale	Date of Visit:	09/23/2025
Supervisor Signature:	Sheila Aunspach	Date of Visit:	09/23/2025