

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:	04/03/2025	Date of Visit:	04/09/2025
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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:	
Ratio concerns with provider. Overcapacity report shows Esther to have up to 10 children in care at once. Esther is only "A" only CAT allowing for 8 full time children.	

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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."

110.9(l) "Documentation from the Department confirming record checks have been completed and authorizing or limiting the person's involvement with child care."

Findings:

This worker went to the Child Developmental Home of Esther Cooper on 4/8/2025 at 2pm unannounced. There were 3 infants and 6 preschool children in the home at the time of arrival. There was also an unapproved adult in the home. This worker had planned for a family member to translate, this person forgot about the meeting and this worker rescheduled for 4/9/2025 at 9:30am to complete the complaint visit and compliance check.

On 4/9/2025 this worker returned to the Child Development Home. Esther was in compliance with numbers and there was not any unapproved adults in the home. Esther's adult daughter was there to translate.

I reviewed appropriate numbers with Esther informing her she was 3 children over her allowable numbers yesterday. She said one of the children was with the unapproved adult who was visiting yesterday. I explained to Esther any children who were not school age counted in her numbers. I told her yesterday she had 8 preschool children in her care plus the additional preschool child there yesterday. I informed her she is allowed to have 6 preschool children with an additional 2 school age children for a total of 8.

I also told Esther no unapproved person can be present in her home when she has child care children in care. This was communicated to Esther by her adult daughter, Catherine, translating.

Resolution and Action Required:

The provider was out of compliance with each of the rules cited in the above.

After reviewing acceptable numbers with Esther she said she now understands how many children she can have at any time.

I informed both Esther and her daughter, Esther has been completing her billing with errors reported by registration. I gave Catherine Child Care Resource and Referral worker's number and told them I would send an email referral to the CCR&R worker to meet with them. The worker will explain how to submit correct billing.

The was a full compliance visit conducted also, the results are addressed in a separate report.

No further action is required at this time.

Consultant's Signature:	Jake Aringdale	Date of Visit:	04/10/2025
Supervisor Signature:	Sheila Aunspach	Date of Visit:	04/10/2025