



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

November 19, 2014

|                             |  |
|-----------------------------|--|
| Date Complaint Received:    | 10/21/2014   |
| Complaint Received By:      | DHS  |
| Provider Name and Location: | Eva DeAvila<br>1219 Fremont Street<br>Des Moines, IA 50316 |

Complaint: The Department received a complaint regarding the provider exceeding approved capacity of children in care.

Rule Basis: 110.4 No more children are in care and the rules for the specific category will allow. 110.8(1)a Not more than two additional school age children for less than two hours at any one time.

Findings: A random spot check was completed November 3, 2014 to address the complaint, resulting in a corrective action plan. Provider acknowledged that she cares for multiple children however, she does her best to ensure a schedule where morning and afternoon daycare clients are not improperly overlapping in their attendance. Spot checker reviewed the rules and requirements regarding numbers of children in the home. Spot checker also showed provider where she was over on her numbers. Provider was receptive and worked with this spot checker to come up with a written plan that would keep her within the allotted number of children.

Resolution: Provider understood that her current daycare schedule places her over on her numbers for a period of time. Provider did work with this spot checker to rearrange her schedule so that she would again be in compliance.

If you have any questions regarding this matter feel free to contact me at 515-993-1742 or email address [mcrawfo@dhs.state.ia.us](mailto:mcrawfo@dhs.state.ia.us).

Sincerely,

Melissa Crawford  
Social Worker

*C. Mark Chappelle*

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Social Work Supervisor