Health and Human Services

Iowa Department of Health And Human Services

CHILD CARE CENTER ANNUAL EVALUATION

Name of Center: ChildServe

Provider No.: 52162

Address: 1661 Boyson Square DR STE 100, Hiawatha, IA, 52233

County: Linn

Director's Name: Brianna Carter (Wood)

On-Site Supervisor: N/A

Phone Number: 3197777451

E-Mail: sarahho@childserve.org

HHS Visit Date: 12/04/2025

Licensing Period: 09/01/2025 to 09/01/2027

Fire Inspection:

Date Inspected: 10/17/2025

Comments: Does Comply

Report Visit Type:

- [ ] PTO
- [X] Licensing Visit
- [ ] Drop In
- [ ] Administrative Change

License Type:

- [X] Full
- [ ] Provisional

Quality initiative:

- [ ] Accrediation

Program Duration:

- [X] Year-Round
- [ ] School Year
- [ ] Summer Only

CHILD CARE CENTER ANNUAL EVALUATION

HOURS:	*Year-round*	*School-Year*	*Summer Only*
Sunday			
Monday	7:30 AM to 5:30 PM		
Tuesday	7:30 AM to 5:30 PM		
Wednesday	7:30 AM to 5:30 PM		
Thursday	7:30 AM to 5:30 PM		
Friday	7:30 AM to 5:00 PM		
Saturday			

Program Population Served:

- [ ] Infant(0-<24 Months)
- [X] Toddler
- [X] PreSchool
- [X] School Age
- [ ] All Ages

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Aged	Capacity
General	0	10	10	4	24
Summer					0

1. Basic Overview

Childserve is located in a commercial building which houses numerous Childserve services. Specifically, this DHHS license pertains only to the Childserve childcare component being offered in the building. Childserve commenced operations on 5/1/2023.

The director is Brianna Carter (Wood). Ms. Carter started in the clinic as lead teacher 10/14/2019 and was then promoted to Team Lead 5/25/2023. Ms. Carter has a BA degree in psychology, has much experience working with children and continues to participate in annual professional development.

On 12/4/2025, program space was observed. Primary programming continues to occur in two classrooms designated for either younger or older children. The building has sufficient restrooms and hand washing sinks to accommodate capacity as well as an outdoor play area. Management discussed how since the last review continued outdoor playground enhancements have occurred. Curriculum on the day of the monitoring visit was observed to allow for a variety of experiences that piqued individualized child interest as well as encouraged social emotional growth, school readiness, and child choice. On 11/4/2025, staff were observed to be in ratio and actively engaged with the children in a variety of activities that included various play experience, nap time routines, afternoon snack rituals, and routine transitions. On the day of this monitoring visit, children appeared comfortable with staff and to be the program.

2. Identify Observed Strengths of the program

-The director has been with the clinic since 2019.
-The center offers therapeutic services on-site: Applied Behavior Analysis (ABA), Autism Day Program, Occupational

CHILD CARE CENTER ANNUAL EVALUATION

Therapy, Physical Therapy and Speech-Language Pathology (Speech Therapy).
-Classrooms are clean and safe. Children are able to select the activity they would like to play with/learn from via talking or pointing to pictures.
-The center opened in 2023 to meet the needs of children/families in the community.

Childserve's mission, vision and values are to "...partner with families to help children with special healthcare needs live a great life...To transform lives by continuously improving pediatric healthcare....We believe in caring for others with acceptance and love. We believe in building partnerships through trust, collaboration and commitment. We believe in integrity, uncompromising standards of business and the passionate pursuit of excellence."

Childserve has the following website for families and the community to learn more about their program https://www.childserve.org/.

3. Identify the aspects that fall below the standard

4. Any corrective action plans, provisional license, and safety plans-steps to get into compliance

109.9(1)c All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training.
- Staff file reviewed (PF hire February 2025) lacked documentation of current first-aid, CPR and UP.

109.11(8)c All centers: Annual inspection prior to heating season of all fuel-burning appliances to reduce risk of carbon monoxide poisoning and shall install one carbon monoxide detector on each floor that conforms to UL Standard 2034.
- Documentation of an annual fuel burning appliance inspection was not found on the day of the monitoring visit.
- A UL Standard 2034 carbon monoxide detector was not in use on each floor. Please note - UL Standard 2034 means electric with battery back-up.

5. Special Notes/Recommendations

Nonporous surfacing is required for diapering activities to help ensure proper cleaning and disinfecting after each use. Please obtain documentation from the manufacturer that your current diapering surfaces (e.g. pads, mats) are made of nonporous materials or replace your diapering surfaces with documented nonporous ones.

A full license is issued. Thank you for the visit.

Date: 12/06/2025

HHS Licensing Consultant: Heidi Brown

Non-compliance with any of the mandated regulatory requirements listed above may lead to the cancellation or revocation of your Child Care License. Please take steps necessary to completely address each of the violations noted above.

Child Care Resource and Referral is an excellent resource for providers to access training options and support in your area. You can reach Child Care Resource and Referral at **https://iowaccrr.org**.