Iowa Department of Human Services
CHILD CARE CENTER EVALUATION AND RECOMMENDATION FOR LICENSE

Name of Center: Childserve Child Care - Ames **Enrollment:** 92 **License ID No. (Reapplications)** 16849

Street: 1915 Philadelphia ST **City:** Ames Iowa **Zip** 50010 **County:** Story

Mailing Address: 5406 Merle Hay RD, Johnston, IA, 50131

Director's Name: Emily Hofer **Phone Number:** 515-232-7220

On-Site Supervisor(s): Samantha Lee **E-Mail:** barbwil@childserve.org

Date(s) of Visit: 08-06-2025

X **Licensing Visit** X **Unannounced Visit** **Off Year Visit** **Administrative Change**

LICENSING VISITS

New Application X **Re-Application** **NA**

Signed Application (470-0722) Received X **Yes** **No** **NA** **Date Signed:** 06-26-2025

FIRE INSPECTION **State** X **Local** **NA** **Is Fire Inspection Approved?** X **Yes** **No** **NA**

Date Inspected: 07-07-2025

Comments : Fire inspections are due at least every three years. Completed by Ames Fire Dept Jason Ziph

LICENSE TYPE: X **Child Care** **Preschool (ages 3-5 meets three hours or less per day)**

Financial Type: Profit X Non-Profit NA

Accredition: Accredited NAEYC NSACA Other X NA

Program Serves: X Infants (0-23 mo.) X 2 Years X Preschool-Age School-Age

Get-Well Evening Care Special Needs

SCHEDULE: X Year-round School-Year Summer Only

HOURS:	*Year-round*	*School-Year*	*Summary Only*

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Age	Capacity
General	47	17	41	30	135
Summer					0

QRS Rating: 4

RECOMMENDATION FOR LICENSE:	
X	**FULL** license from 08-01-2025 to 08-01-2027
	PROVISIONAL license from
	DENIAL of initial application
	SUSPENSION of license
	REVOCATION of license

Licensing Consultant: Maggie Gibson, SWIV **Date:** 08-12-2025

I. IF CURRENT LICENSE IS PROVISIONAL, IDENTIFY THE CORRECTIVE ACTIONS

N/A.

II. IDENTIFY THE AREAS OBSERVED ON THE VISIT:

An unannounced full licensing visit was completed 8-6-25. The director was present for the entire visit.

Childserve Child Care - Ames has been in operation since the mid-1990's and since 2000 in the current building . There are several Childserve Centers in the State of Iowa. The administrative offices are located in Johnston with Barb Williams as the Service Manger for the Childserve centers. This center offers traditional child care for children ages newborn to age 5. Emily Hofer is the director of this center. She has a Bachelor's degree in Family and Consumer Science, a Master's Degree and has worked at this center since 2005. Samantha Lee is the on-site supervisor, as of 12/2004. Samantha has an associate's degree and meets the criteria for on-site supervisor.

Along with child care; Childserve offers physical, occupation and speech therapies on-site as well. The center offers care for children with specialized medical needs as well.

Observation of Rooms: The center is using teaching is GOLD strategies for curriculum along with Handwriting without tears. Playground is the application used to communicate with parents. The classrooms were consistently clean, organized and offered a variety of toys and play centers. The children were content and staff were observed to be either leading a group activity or helping children with a bathroom break. The classrooms had good structure with staff providing nurturing responses for the children. All rooms were observed within ratio. (Childserve does self-impose a reduced ratio of staff to children).

Center Nutrition: Childserve Ames has a on-site kitchen and dedicated cook. The center participates in the CACFP food nutrition program and had menus inline with CACFP guidelines. The kitchen was clean and organized. Lunch and snack are served family-style in the classrooms. Menus were posted in the kitchen.

Health and Safety: medications are stored in secured areas, often administered by nursing staff. First aid kits are stocked and available. Emergency fire and tornado drills were noted to have been completed. Radon testing was completed 11/2022 and was under the cutoff for safety. There is a maintenance team that provides continuous maintenance to the facility. This center is over-all very clean and organized, with space for personal items for the children attending also being organized. The center does have an off-site emergency evacuation plan, that is reviewed with staff upon hire and annually.

Playground: This center has several sectioned playground areas, divided by ages. Safety surfacing was some pour an play and some wood chips. The playground has multiple shade structure. Wood chips from the other children's play ground had floated or been blown to the younger children's play area; with remnants water retention after seasonal rain. The area could use additional pour and play or similar to prevent the a choking hazard of wood/rubber chips that have migrated over to a younger child's playground. The director had swept the chips back as a temporary fix.

Administrative Record Review: The center has posted mandatory reporter information, access to handbook, consultant contact information, license, along with emergency exits for fires and emergency plans for tornado. There were non-smoking signs also posted. Ten child files were reviewed and contained all required information. Ten staff files were

reviewed; with one staff that had not completed required HHS trainings within first three months of hire (however did later complete the necessary training).

III. IDENTIFY THE OBSERVED STRENGTHS OF THE CENTER:

This center has now attained IQ4K Level 4. (Iowa Quality for Kids (IQ4K®) is Iowa's Quality Rating and Improvement System (QRIS) for Department of Health and Human Services (HHS) licensed Child Care Centers and preschools, registered Child Development Homes and programs operating under the authority of an accredited school district or nonpublic school.)

The center provides an integration of child care with a component of therapy if needed for a child. The center offers on-site adaptive technology, speech therapy, physical therapy and occupational therapy.

The center offers on-site screenings for children.

The staff are educated, all of the lead teachers have degrees in Early Education or their CDA.

The center continues participating in the WAGES program for their staff.

IV. IDENTIFY THE ASPECTS OF OPERATION THAT FALL BELOW THE STANDARDS REVIEWED:

109.7(1): All staff (within first three months of employment):Iowa's training for the mandatory reporting of child abuse. At least one hour of training regarding universal precautions. Certification in First Aid infant, child, and adult cardiopulmonary resuscitation (CPR) or equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained. Certification in infant, child, and adult first aid that uses a nationally recognized curriculum or is received from a nationally recognized training organization including the American Red Cross, American Heart Association, American Safety and Health Institute, or MEDIC First Aid or an equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained. Minimum health and safety trainings, (Essentials) approved by the Department. If significant changes occur to content, the Department may require the training be renewed.
-One staff had not completed Essentials training within first 3 months of hire, however later this training was documented as completed.

V. SPECIAL NOTES/RECOMMENDATIONS:

The furnace is inspected monthly, with a larger inspection completed annually before winter. The center has dedicated maintenance staff.

The children were content and engaged in staff lead activities or staff were observed helping with individual activities; with good structure in the rooms maintained.

A full two-year license is recommended.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHS Licensing Consultant to inquire.