Health and Human Services

Iowa Department of Health And Human Services

CHILD CARE CENTER ANNUAL EVALUATION

Name of Center: New Horizon Academy - WDM

Provider No.: 50394

Address: 9040 University AVE, West Des Moines, IA, 50266

County: Polk

Director's Name: Nichelle Hoey

On-Site Supervisor: Korie Mahieu

Phone Number: 5154129915

E-Mail: 3002@nhacademy.net

HHS Visit Date: 03/12/2026

Licensing Period: 04/01/2025 to 04/01/2027

Fire Inspection:

Date Inspected: 03/11/2026

Comments: Fire inspections are due at least every three years. Completed by West Des Moines Fire Dept; Deputy Fire Marshall Kurt Westhoff.

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

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HOURS:	*Year-round*	*School-Year*	*Summer Only*
Sunday			
Monday	6:30 AM to 6:00 PM		
Tuesday	6:30 AM to 6:00 PM		
Wednesday	6:30 AM to 6:00 PM		
Thursday	6:30 AM to 6:00 PM		
Friday	6:30 AM to 6:00 PM		
Saturday			

Program Population Served:

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

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Aged	Capacity
General	48	24	110		182
Summer					0

1. Basic Overview

An unannounced full licensing visit was completed 3/12/26. Director Nichelle Hoey was present through the visit.

New Horizon Academy in West Des Moines was given Permission to Open on 11/26/18. New Horizon is based out of Minnesota and has Chid Care centers in several states. Kelena Bonnell is the Area Director for all of the center in Iowa. Nichelle Hoey became the director for this center 12-2023, She has previous director and assistant director experience along with a Bachelor's degree in Family Services. Korie Mahieu is the assistant director. Both meet qualifications for their positions.

New Horizon Academy-WDSM serves children ages 6 weeks up to preschool age.

The center hours of operation are from 6:30AM to 6:30PM.

Room observations/activities: New Horizon uses the Creative Curriculum in their teachings; and the pro-care application for communicating with parents. The classrooms have a variety of toys and learning centers. The teachers were observed to be engaged with leading group activities or attending to individual needs and children were content. There are Jack N Jill restrooms available for the children's use; which were clean and had the necessary sanitary items. Some discussion did take place to remind staff to help younger children with handwashing after diaper changes.

Nutrition Practices: There is an on-site kitchen and dedicated kitchen staff that prepare meals. The center offers breakfast, Lunch, afternoon snack and the option to take an additional snack on the way home. Meals and snacks are served family-style in the classrooms.

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Playground-- The playground is enclosed ,offering outdoor play equipment and play structures for a variety of ages.

Transportation/Field Trips NA

2. Identify Observed Strengths of the program

This center has staff participating in WAGES and TEACH: Child Care WAGE$® Iowa (WAGE$) is a salary supplement program offered by Iowa AEYC. WAGE$ works hand-in-hand with TEACH Early Childhood® Iowa.

TEACH (Teacher Education and Compensation Helps) is a comprehensive scholarship program that provides the early childhood workforce access to educational opportunities and is helping establish a well-qualified, fairly compensated and stable workforce for our children.

The center is working toward application for level I in 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. IQ4K® provides five levels of quality (building blocks) that programs can achieve and continue to improve on

The center was re-certified by NAEYC in 2023.

The center has a secure entrance and video monitoring in all rooms.

3. Identify the aspects that fall below the standard

109.7(2): Center directors and all staff have the required contact hours of training.

109.9(2)d: All files contain sufficient information and authorization to allow the center to secure emergency medical and dental services at any time child is in center's care.

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

109.9(2)d--child files should have emergency contact information for children's physician and dentist. There were at least two files reviewed missing emergency dental information; which the director indicated would be obtained from the family and placed in the file.

109.7(2):--child care staff and directors are required to complete yearly training hours, documentation of such was missing from the files at the center and not present in the electronic file (Ipower). The director indicated that certificates of completion for the center's professional development day would be provided. No further follow up.

5. Special Notes/Recommendations

Radon testing is now required every five years if the cutoff is under 4.0. The center completed radon testing 5/30/25, and all rooms tested were under the 4.0 cutoff.

The menus reflected the center is following CACFP guidelines.

I discussed with the director their oversight of behavior management related to helping childcare staff: 1) Understand expectations, 2) managing frustrations, 3) monitor performance. The director indicated that the center has staff meetings monthly where behavioral management and staff burnout are discussed. The staff are encouraged to reach out for breaks and assistance from the director and/or assistant director.

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Date: 03/13/2026

HHS Licensing Consultant: Maggie Gibson, SWIV

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**.