Health and Human Services

Iowa Department of Health And Human Services

CHILD CARE CENTER ANNUAL EVALUATION

Name of Center: Hand in Hand at Edwards Church

Provider No.: 51463

Address: 3420 Jersey Ridge Rd, Davenport, IA, 52807

County: Scott

Director's Name: Ashlyn Utterback

On-Site Supervisor: none

Phone Number: 5633328010

E-Mail: autterback@handinhandqc.org

HHS Visit Date: 06/16/2026

Licensing Period: 07/01/2025 to 07/01/2027

Fire Inspection:

Date Inspected: 04/30/2026

Comments:

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	7:00 AM to 5:30 PM		
Tuesday	7:00 AM to 5:30 PM		
Wednesday	7:00 AM to 5:30 PM		
Thursday	7:00 AM to 5:30 PM		
Friday	7:00 AM to 5:30 PM		
Saturday			

Program Population Served:

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

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Aged	Capacity
General				45	45
Summer					0

1. Basic Overview

An unannounced off year visit took place at this center on 6/16/26. The center is owned and operated by Hand In Hand. Hand In Hand is an existing center that opened up this second location to serve school age children only. The center director for this site is Ashlyn Utterback. Ashlyn is qualified with a bachelor's degree in early childhood education with specialization in regular and special education, a current teaching license in the state of Iowa, several years experience working at Hand In Hand at both locations, and completion of at least 12 hours of administrative training. Ashlyn was present along with other staff. The center director for the main Hand In Hand location, Jennifer Chastain, arrived at the center during the visit. This center is a non-profit center governed by a board of directors. Angie Kendall is the CEO for the board. This center operates out of several rooms located within the Edwards United Church of Christ. This is a contract arrangement between the center and Hand In Hand. The program operates during the summer only. The center uses the Creative Curriculum. The center reports enrollment of 43 children.

The center utilizes the following program space: Youth room ("relax room", room 6, quiet, sensory type activities), touchstones room ("art room", room 7, art activities), children's chapel room ("play room", room 3, play room), Baxter Hall (fellowship area, used for all meals and snacks and indoor large motor activities), and game room (room 8). Program rooms were observed to be clean and organized and generally well supplied with accessible materials to support program needs. Books were displayed nicely for the children as well. All children have to travel to use nearby hallway restroom areas for all toilet and diapering activities and including for most hand washing activities, with the exception of the touchstones room which does include a hand washing sink within the room. Hallway restroom areas nearest to Baxter Hall are used for all hand washing prior to food service activities. All program space was observed.

The center does not participate in the CACFP. Morning and afternoon snacks are provided by the center, and children bring

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their own lunches from home. The center utilizes designated space in the church kitchen. The kitchen area is large and nicely designed with commercial dish washing facilities and a separated hand washing sink.

2. Identify Observed Strengths of the program

The center continues to be nicely organized and supplied. The building is clean and well maintained. Furnishings and materials are well maintained. The center reports an excellent relationship with the church. The center is highly staffed and staff were once again observed to be highly engaged with the children in activities in all program areas. The staff appear to work well together. Licensing documentation for the licensing binder and child and staff files were found to be organized.

3. Identify the aspects that fall below the standard

109.10(1): Medications.
1. Medication authorization missing the specific dates for the period of authorization.
2. Emergency medication present without emergency action plan.

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

N/A

5. Special Notes/Recommendations

Targeted Assessment: Behavior Management
I discussed with (director) their oversight of behavior management related to helping childcare staff: 1) Understand expectations, 2) managing frustrations, 3) monitor performance. The center director provided the following responses:
1)All lead staff are trained in PBIS. We have some staff that are trained in Conscious Discipline as well. We do not use timeouts as discipline. We use a step-by-step problem-solving process:
1. Approach calmly and stop any unsafe or hurtful behavior
2. Acknowledge feelings (“You’re feeling frustrated…”)
3. Ask what happened and gather input
4. Restate the problem clearly
5. Brainstorm solutions together and agree on a plan
6. Support follow-through and offer praise for positive choices
2) At Hand in Hand, keeping everyone safe - physically and emotionally - is one of our highest priorities. That’s why we’ve trained our staff in Safety-Care, a nationally recognized, evidence-based approach rooted in Positive Behavior Interventions and Supports (PBIS). Safety-Care helps staff:
• Build positive, supportive relationships
• Prevent behavioral challenges before they start
• Teach meaningful alternatives to unsafe behavior
• Safely and respectfully respond to crisis situations only when absolutely necessary
• Reflect on what happened to reduce the chance of it happening again
During orientation, each staff is trained to recognize their need to TAP OUT when they need a break or feel overwhelmed. Tapping out means that another staff member will take over with a situation so the original staff member and walk away, take a break, and deescalate. The lead for the classroom should be notified so that the staff and lead can have a conversation about what happened and what the next steps are.
3) We have annual trainings in Safety care. Regular conversations are had with individual staff and teams of staff. Incident reports are tracked and there is a monthly meeting to discuss the reports. Lead teachers and the director have conversations about classroom behaviors and management to discuss any changes in routine, structure in schedule, classroom management, and layout need to be made. Additional trainings are assigned by the director or if a staff member feels they need a refresher training.

The center will continue with a full license. Please address the violation(s) and/or concern(s) noted in the report so that corrections are obvious and ensure that items remain in compliance. This report does not require a written response. Thank you.

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Date: 07/15/2026

HHS Licensing Consultant: Heidi Hungate

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**.