Health and Human Services

Iowa Department of Health And Human Services

CHILD CARE CENTER ANNUAL EVALUATION

Name of Center: HACAP Head Start-Manchester

Provider No.: 51199

Address: 1001 Doctor St, Manchester, IA, 52057

County: Delaware

Director's Name: Amy Knockel

On-Site Supervisor: Karol Hoeger; Julie Thomas

Phone Number: 5639273515

E-Mail: AKnockel@hacap.org cregan@HACAP.ORG

HHS Visit Date: 09/10/2026

Licensing Period: 11/01/2026 to 11/01/2028

Fire Inspection:

Date Inspected: 07/29/2026

Comments:

Report Visit Type:

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

License Type:

- [X] Full
- [ ] Provisional

Quality initiative:

- [ ] Accrediation

Program Duration:

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

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HOURS:	Year-round	School-Year	Summer Only
Sunday			
Monday		8:00 AM to 3:00 PM	
Tuesday		8:00 AM to 3:30 PM	
Wednesday		8:00 AM to 12:30 PM	
Thursday		8:00 AM to 3:00 PM	
Friday		8:00 AM to 3:00 PM	
Saturday			

Program Population Served:

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

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Aged	Capacity
General			20		20
Summer					0

1. Basic Overview

HACAP is a community action agency currently providing head start services throughout 9 Iowa counites. HACAP began in 1968 serving families in Johnson, Jones, and Linn Counties. From 1973-1981, HACAP expanded to provide services in Benton, Iowa, and Washington Counties. Then, in fall of 2020, HACAP again expanded to provide services in Delaware, Dubuque, and Jackson Counties. Specifically, this license and report pertain to HACAP Head Start (HHS) - Manchester located inside Lambert Elementary School which is part of the West Delaware Community School District. This program operates during the school-year offering head start (HS) to preschool-age children. Total enrolled children were reported to be 15 on 9/10/2026.

Multi-site HHS early childhood program executive director is Christi Regan. Ms. Regan has a BA degree in elementary education with early childhood reading, has experience working with children and participates in professional development. Specific director of HHS - Manchester is Amy Knockel. Ms. Knockel is a multi-site director who has been in this position since June 2023. Ms. Knockel has a BA degree in elementary education, has experience working with children and participates in professional development. Specific on-site supervisors (OSS) of HHS - Manchester are Karol Hoeger and Julie Thomas. Ms. Hoeger and Thomas have been employed with head start for over 20 years. Ms. Hoeger and Ms. Thomas both have education, experience working with children and participate in much child development related training.

On 9/10/2026, program space was observed. Primary programming occurs in a designated HHS classroom #303. The program has access to sufficient restrooms with handwashing sinks to accommodate capacity. The program has access to an outdoor play area. Foods are brought to the classroom after being prepared in the Lambert Elementary school kitchen which is inspected by the health department. On 9/10/2026, the areas of study included "The First Six Weeks" as well as the rules of the classroom. Activities observed included center play experiences, outdoor large gross motor play and group circle

book reading (Pete the Cat and His Magic Sunglasses) with discussion. Curriculum allowed for a variety of experiences that were observed to pique child interest as well as encourage social emotional growth, innovation, the use of social graces and child choice. Routine transitions observed included indoor-outdoor movements, restroom breaks and meal-time rituals. On 9/10/2026, staff were observed to be in ratio, conducting face-to-name checks, offering positive redirection when needed and actively engaged in programming. Most noteworthy were lunchtime observations which included transition activities, hand washing, food table preparations and social graces of eating. Staff did an exceptional job with all the tasks while also maintaining a calmness in the classroom! The children appeared comfortable with staff and to be enjoying their day.

2. Identify Observed Strengths of the program

HACAP's mission and goal is "...helping people develop skills to become successful and build strong communities..." and "...to bring about a greater degree of social competence in the young children..." HHS has community support and operates under a Board of Directors. HHS has the following website for families and the community to learn more about the program: http://www.hacap.org.

HACAP sponsors the following website https://www.hacap.org/headstart.

As of 9/10/2026, HHS locations continue to be overseen by a board of directors. The program's management team (e.g. Ms. Regan, Ms. Hoeger, Ms. Thomas) are invested in the community and are mentors helping connect families and children with various community resources and events. The management team continues to have a system of organization in place to help ensure administrative items are completed and maintained in a secure manner. The management team remains knowledgeable of licensing guidelines as well as their own program's policies and procedures. In reviewing staff files, it is clear HHS staff participate in professional development that exceeds licensing requirements. Staff are professional and seasoned celebrating 26 years, 25 years and 3 years of employment with head start.

On 9/10/2026, HHS - Manchester was found to be maintaining most required posting, maintaining a parent-staff-program information area, utilizing technological communication resources, and offering family programming activities. HHS programs have a Parent Committee, Policy Council, and family support workers. Curriculum continues to include Creative Curriculum, teacher-inspired ideas and regular program-family conferences. Curriculum continues to include Creative Curriculum Gold, teacher-inspired ideas and regular program-family conferences.

On 9/10/2026, HHS childcare locations continue to have and update as needed policies and procedures that include those for safety, daily health checks, hand washing, cleaning, sanitizing and disinfecting. On the day of this monitoring visit, staff discussed how they help ensure the children's space is sanitary and hazard free each day by following their current policies and procedures as well as maintaining checklists for cleaning and maintenance. Staff continue to report having supports from the school district, Lambert Elementary, the HHS board and the HHS maintenance persons as to daily building and grounds conditions and repairs.

HHS locations including HHS - Manchester each have emergency plans, policies, and procedures. HHS childcare locations have successfully navigated through flooding events, relocation situations, 2019 winter Polar Vortex, 2019 health (covid-19) pandemic, 8/10/20 Derecho Storm, 2021 food supply issues, 2022 infant formula shortages, air quality alerts (2023, 2025, 2026), technology outages (7/19/24 global technology outage, 10/10/2025 AWS outage, 10/29/2025 Microsoft outage) and 2026 nationwide cyclosporiasis outbreak.

3. Identify the aspects that fall below the standard

None noted.

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

Not applicable.

5. Special Notes/Recommendations

Targeted Assessment: Behavior Management
Prior to this inspection, licensing has discussed with various HHS management persons oversight of behavior management

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related to helping childcare staff: 1) understand expectations, 2) manage frustrations, and 3) monitor performance. Management has shared how they are present in the center talking with staff, scheduling extra staff whenever possible, ensuring staff have breaks, establishing child behavior plans, communicating with families and exercising required polices for enrollment and discharge of children as needed. Management has also talked about how staff have orientation and on-going professional development opportunities focusing on behavior strategies and child milestones.

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

Date: 09/18/2026

HHS Licensing Consultant: Amy Lyons

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**.