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: 408 E Clara 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: 08/27/2025

Licensing Period: 11/01/2024 to 11/01/2026

Fire Inspection:

Date Inspected: 07/13/2023

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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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, HACAP Head Start (HHS) - Manchester has been in operations for many years. On 8/30/2023, HHS - Manchester relocated to their current location in a refurbished building adjacent Lambert Elementary School on the West Delaware Community School District property.

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 been employed with head start for over 20 years, and continues to participate in much child development related training. HHS - Manchester specific director 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 been with head start for several years, and continues to participate in much child development related training. HHS - Manchester's specific on-site supervisors are Karol Hoeger and Julie Thomas. Ms. Hoeger and Thomas have been employed with head start for over 20 years and continues to participate in much child development related training.

On 8/27/2025, building, grounds and program space were observed to all be in good repair. The area of study included "new places". Evidence of positive discipline was observed in the form of "Proud of You" ticket. One staff was observed providing a child with comfort and reassurance as to participation in the day's events. On the day of the monitoring visit, staff were observed to be in ratio and actively engaged with the children in a variety of activities that included breakfast rituals, group circle discussion, center play experiences, carrying out curriculum, and routine transitions. Children appeared comfortable with staff and to be truly enjoying the 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 8/27/2025, HHS continues to be overseen by a board of directors. The program's management team (e.g. Ms. Regan, Ms. Knockel, 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. Ms. Hoeger and Ms. Thomas discussed being proud of how well their team works together and their knowledge of the unique rural community in which the program is located. Staff are seasoned and reported celebrating 28 years, 26 years and 24 years with HHS.

On 8/27/2025, HHS - Manchester was again found to be maintaining required postings, maintaining parent-staff-program information centers, utilizing technological communication resources, and offering family programming activities. HHS has a Parent Committee, Policy Council, and family support workers. Curriculum continues to include Creative Curriculum, teacher-inspired ideas and regular program-family conferences.

HHS - Manchester continues to have and update as needed policies and procedures that include those for safety, daily health checks, hand washing, diapering, cleaning, sanitizing and disinfecting. On 8/27/2025, staff discussed how they help ensure the children's space is sanitary and hazard free each day by using a cleaning checklist and following HHS policies and procedures. Staff also talked about continuing to have collaborative support from their board, HHS maintenance person and the school district as to building and grounds conditions and repairs.

HHS - Manchester has emergency plans, policies, and procedures. HHS - Manchester has successfully navigated through historic Delaware County flooding events, relocations, January 2019 Polar Vortex, 2019 health (covid-19) pandemic, 8/10/20 Derecho Storm, 2021 food supply issues, 2022 infant formula shortages, air quality alerts (2013, 2015) and 7/19/24 global technology outage.

3. Identify the aspects that fall below the standard

109.11(4)a: Center must have safe outdoor program area adjacent to the center, with sufficient square footage to accommodate at least 30 percent of the enrollment capacity at any one time at 75 spear feet per child. Outdoor space must:Be free from litter and unsafe materials and free from contamination by the drainage or ponding of sewage or storm water.Include safe play equipment and an area of shade.Include fencing to protect from bodies of water or vehicular traffic.

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

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- The outdoor play area has no shade, limited large gross motor materials and no storage for outdoor loose materials. Remedy.

5. Special Notes/Recommendations

Licensing strongly supports installing some kind of outdoor signage for families and the community.

To help with the above noted violation, please apply for the "Growing Iowa" fund designed to support childcare in Iowa by connecting with CCR&R. Application process can be found at https://iowaccrr.org/staff/. If needed, please also reach out to Regional 2 Director Mary Janssen (phone 319-233-0804 x7783, email mary.janssen@episervice.org) for further information regarding the process.

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The program's license remains in full status. Thank you for the visit.

Date: 09/24/2025

HHS Licensing Consultant: Amy Lyons

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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**.