Health and Human Services

Iowa Department of Health And Human Services

CHILD CARE CENTER ANNUAL EVALUATION

Name of Center: Childserve Des Moines

Provider No.: 27792

Address: 1750 48th St, Des Moines, IA, 50312

County: Polk

Director's Name: Melody Bruns

On-Site Supervisor: Savannah Joyce

Phone Number: 5152805332

E-Mail: savannj@childserve.org

HHS Visit Date: 09/09/2026

Licensing Period: 06/01/2026 to 06/01/2028

Fire Inspection:

Date Inspected: 04/23/2026

Comments: fire inspections due at least every three years; The inspection on 4/23/26 was complete by Lt Eric Jacobson, Des Moines Fire Dept.

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	7:30 AM to 6:00 PM		
Tuesday	7:30 AM to 6:00 PM		
Wednesday	7:30 AM to 6:00 PM		
Thursday	7:30 AM to 6:00 PM		
Friday	7:30 AM to 6:00 PM		
Saturday			

Program Population Served:

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

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Aged	Capacity
General	24	40	41	37	142
Summer					0

1. Basic Overview

An unannounced visit was conducted 9-9-26 and an announced visit was conducted on 10-8-26. Savannah Joyce was present for the unannounced visit that occurre 9-9-26

Childserve Des Moines was given permission to open on 5/11/26 at 1750 48th ST Des Moines, IA, formerly named Childserve Woodland. The center's operation continue to be shaped by ChildServe's process manual, which contains a comprehensive set of policies and procedures for the center's daily functions. Childserve Des Moines operates from a ground floor building completely renovated in 2026 specifically to meet the needs of children in child care that may have special medical needs. Childserve Des Moines offers medical childcare, Autism Day Programming, and Applied Behavior Analysis (although this area of the building is not licensed and utilizes other mechanisms of payment and oversight).

Savannah Joyce has assumed the director position on 6/20/25. Savannah Joyce comes with early childhood post-secondary education; previous child care experience that includes working for Childserve for the previous 2 years. Konsetta Jones is an on-site supervisor as of 6/20/25.

The center hours are from 7:30 am - 6:00 pm.

Room observations/activities: This center continues to use the STAR programming, which is therapy focused. All the children have special care plans that direct services and daily activities. The center operates daily with a reduced staff to child ratio then is required by Iowa Standards. The new classrooms all offer natural lighting, viewing of the outdoors, and a variety of age/developmentally appropriate toys and learning centers. The children were content during this visit; with the infants and toddlers in the middle of diaper changes, having individual play with close supervision. The pre-school room

had a guest reader. There are two rooms that are planned for infants with a combined capacity of 24. The rooms dedicated for the Autism Day Program number 3 and have a capacity of 15, 13, and 14. The ADP offers care for children ages 2 to 6. Based on this centers unique medical child care services, the center has classrooms with mixed ages such as 2-3-4 year olds, preschool, and also for school aged children.

Nutrition Practices: There is an on-site kitchen and participates in the CACFP food program and menus appear in line with those guidelines. Children are offered breakfast, lunch and an afternoon snack. Menus were posted in the kitchen. The center follows special care plans for the children, which often include specialized diets/nutrition. The kitchen has secure entry and was very clean/organized.

Playground: This center's outdoor play ground is enclosed and has available green space to play. Play equipment is not yet installed and the area for the play equipment is sectioned off. There are shade structures. The children also have access to an indoor large motor play area with play equipment. Discussion took place with regard to ensuring children have outdoor experiences daily as required in licensing.

The center does have some video monitoring on site.

2. Identify Observed Strengths of the program

When operating as Childserve Woodland, this center had attained Level I in IQ4K. Now that the programming space has been updated/relocated, the center director indicated that they would begin the process to attaining IQ4K certification. Iowa Quality for Kids (IQ4K®) is Iowa's new 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 upon.

This center provides a unique child care program for children with special needs and special medical needs.

This center works closely with other health care agencies in an effort to meet the needs of all the children served at this site. The center has occupational, speech and physical therapists on site.

The center provides nursing care to the children with nurses on staff daily to meet the medical and health care needs of the children.

Each child has a specific care plan created for their care needs and individualized goals. Therapy restorative plans are written for each child with specific goals for staff to work on daily with the child.

The child and family benefit from the comprehensive and all inclusive care and services provided by the center.

The children can attain success and some children can move into traditional child care.

3. Identify the aspects that fall below the standard

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.

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

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--Staff files reviewed indicated some staff completed First Aid and CPR separately and beyond the first three months of employment. Two staff files indicated a staff had gone beyond three months of hire to complete Mandatory Reporter training.
--The director and staff will review staff files to ensure accuracy and that trainings are completed within the first three months of hire. Childserve utilizes electronic files that are maintained by administration. It is unclear if the records keeping system accounts for the lapse in completing mandatory trainings in the first three months of hire or that trainings were not completed. It is highly recommended staff and the director ensure mandatory trainings are completed and up to date with documentation.

5. Special Notes/Recommendations

A full two year license in recommended.

HVAC is brand new in 2026 with construction in 2026 and documented inspection 6/17/26.

This is a new site and as such the center has one year to complete Radon testing.

Targeted Assessment: Behavior Management
I discussed with the center director their oversight of behavior management related to helping childcare staff: 1) Understand expectations, 2) managing frustrations, 3) monitor performance. This center offers medical child care and each child has a special care plan, to include for any special behavioral needs as well.

Date: 10/09/2026

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**.