Iowa Department of Human Services
CHILD CARE CENTER EVALUATION AND RECOMMENDATION FOR LICENSE

Name of Center: Hand In Hand-Hiawatha **Enrollment:** 77 **License ID No. (Reapplications)** 43965

Street: 103 N Center Point RD **City:** Hiawatha Iowa **Zip** 52233 **County:** Linn

Mailing Address: 103 N Center Point RD, Hiawatha, IA, 52233

Director's Name: Kathy Kolthoff **Phone Number:** 319-200-4840

On-Site Supervisor(s): Haley Becker, Cassie Himmelsbach **E-Mail:** hih@handinhandinc.com

Date(s) of Visit: 02-22-2024

X **Licensing Visit** X **Unannounced Visit** **Off Year Visit** **Administrative Change**

LICENSING VISITS

New Application X **Re-Application** **NA**

Signed Application (470-0722) Received **Yes** **No** X **NA** **Date Signed:**

FIRE INSPECTION **State** X **Local** **NA** **Is Fire Inspection Approved?** X **Yes** **No** **NA**

Date Inspected: 10-19-2023

Comments :

LICENSE TYPE: X **Child Care** **Preschool (ages 3-5 meets three hours or less per day)**

Financial Type: X Profit Non-Profit NA

Accredition: Accredited NAEYC NSACA Other X NA

Program Serves: X Infants (0-23 mo.) X 2 Years X Preschool-Age School-Age

Get-Well Evening Care Special Needs

SCHEDULE: X Year-round School-Year Summer Only

HOURS:	*Year-round*	*School-Year*	*Summary Only*

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Age	Capacity
General	28	18	40	26	112
Summer					0

QRS Rating: 3

RECOMMENDATION FOR LICENSE:	
X	**FULL** license from 06-01-2024 to 06-01-2026
	PROVISIONAL license from
	DENIAL of initial application
	SUSPENSION of license
	REVOCATION of license

Licensing Consultant: Amy Lyons **Date:** 02-27-2024

I. IF CURRENT LICENSE IS PROVISIONAL, IDENTIFY THE CORRECTIVE ACTIONS

Not applicable.

II. IDENTIFY THE AREAS OBSERVED ON THE VISIT:

Hand in Hand operates multiple programs throughout the community and has been in operation since 2001 or for 23 years. Specifically, Hand in Hand - Hiawatha has been in operation since August, 2014. Hand in Hand - Hiawatha is a profit program which operates year-round Monday through Friday 6:30am to 6:00pm. The program serves children age infant through school-age. Hand in Hand - Hiawatha includes a statewide voluntary 4-year-old preschool program in collaboration with the Linn Mar School District. Current enrollment is 77.

Hand in Hand multi-site owner/director is Kathy Kolthoff. Ms. Kolthoff holds a degree in Early Childhood Education and Business Management. Ms. Kolthoff has achieved the National Administrators Credential (NAC) and is a member of National Association for the Education of Young Children (NAEYC). Hand in Hand multi-site management personnel includes Ms. Sara Swestka who has been with Hand in Hand for over 20 years. Ms. Swestka holds her Bachelor of Art Degree in Elementary Education and Early Childhood Education. Ms. Swestka has many years of experience working with children, continues to participate in much child development related training, and has achieved NAC. Hand in Hand multisite curriculum specialist Katie Simmons has been with Hand in Hand for over 18 years, and specifically, been part of the management team since 2011. Ms. Simmons has an AA degree in early childhood education, has much experience working with children, and continues to participate in child development related training. Hand in Hand multi-site school-age coordinators are Katie Little and Katie Marshall. Ms. Little has been with Hand in Hand since December, 2017. Ms. Little has a BA degree in nursing, an AA degree in marketing management, several years experience working with children, and continues to participate in much child development related training. Ms. Marshall has been with Hand in Hand since 2016. Ms. Marshall has a BA degree in early childhood education, has several years experience working with children and continues to participate in much child development related training. Site specific on-site supervisors of Hand in Hand - Hiawatha are Haley Becker and Cassie Himmelsbach. Ms. Becker has a BA degree in leisure, health and human services, over 6 years experience working with children and continues to participate in much child development related training. Ms. Himmelsbach has over 9 years experience working with children and continues to participate in much child development related training.

On 2/22/2024, program space was observed.

III. IDENTIFY THE OBSERVED STRENGTHS OF THE CENTER:

Hand in Hand offers a variety of early learning/childcare programming options to help meet the needs of children and families in the community.

The year 2024 marks Hand in Hand's 23rd year of providing childcare and early learning services to children and their families throughout the community. Congratulations on celebrating 23 years! Specifically, Hand in Hand - Hiawatha will be in their 10th year of operation during 2024.

The mission, goal and purpose of Hand and Hand is to "...provide an engaging, nurturing, and safe environment that supports your child's foundation for learning through developmentally appropriate practices...to guide all children with

experiences that will help them to grow in independence by meeting and solving problems and feeling secure with other children and adults...to provide a safe, healthy and loving environment and to meet the physical, mental, emotional, and social needs of the children..."

Hand in Hand has the following website for families and the community to learn more about their programs: http://handinhandinc.com/.

Hand in Hand has a history of participating in quality initiatives including local quality initiatives. Hand in Hand - Hiawatha has a QRS 3-Star. Management has talked about future goals related to IQ4K, PBIS and possible CACFP. In 2022, Hand in Hand received a "Certificate of Appreciation" from the Linn Mar Community School District to certify that Hand in Hand made a significant and important contribution to Linn Mar High School and is held in the highest esteem as a member of their school community.

Founding original owner Ms. Kolthoff is a local entrepreneur invested in the local and surrounding communities. Ownership and management of Hand in Hand has remained consistent. This includes owner Ms. Kolthoff, management personnel Ms. Swestka, curriculum specialist Ms. Simmons, school-age coordinator Ms. Little, school-age coordinator Ms. Marshall and specific on-site supervisors Ms. Becker and Ms. Himmelsbach. Management is extremely organized, and in turn, the program operates smoothly. Hand in Hand has noteworthy systems of organization in place to help ensure administrative items are completed and maintained as required. Management is knowledgeable of licensing guidelines as well as their own policies and procedures. Management has achieved NAC. Since the last review, the program began using a new childcare management software tool to help with administrative items (e.g. LineLeader).

Management team continues to be mentors throughout the community as well as part of an online innovative national director social media group. Hand in Hand management team also continues to be part of a local task force known as "Building Community Childcare Solutions" which examines childcare needs and solutions. In 2021, Hand in Hand management team established an optional monthly employee wellness challenge to help focus on lowering stress and maintaining a healthy lifestyle. In 2022, Hand in Hand undertook the immense task of establishing a company-wide unique online process for staff onboarding, training, and continuous transfer of knowledge. This then brought about an updating of the company's Employee Manual and a new Lead Teacher Manual both of which have become part of the company's online staff onboarding program. In 2023, management further enhanced hiring practices to include a 2-week new staff onboarding, seasoned-new staff mentorship, and program created educational videos. In 2023, Hand in Hand also added 3 new Marion Independent Community School District school-age childcare locations as well as an additional school-age coordinator position.

Since the last monitoring visit, Hand in Hand - Hiawatha has retained seasoned staff as well as hired some new staff. Staff reported celebrating 4 years, 3 years, and 2 years of employment with Hand in Hand. Management encourages staff to pursue professional goals through the use of mentoring/shadowing experiences, the Wages program, and one-on-one management-staff meetings. Hand in Hand hosts semiannual lead staff meetings (e.g. welcoming idea generation, tapping into specific staff/room expertise, collective linking of resources), has an annual staff requirements calendar book (e.g. necessary forms, materials) and sponsors quarterly employee newsletters (e.g. helpful policy reminders, classroom tips, teacher resources). Management continues to support employees through an accrued point system rewarding staff for their daily dedication, providing fun staff incentives (e.g. childcare, snack cart, social media contests, wellness challenges, birthday acknowledgement), and offering staff the ability to collaborate among all Hand in Hand sites to share materials, curriculum, joys, challenges, and ideas/planning. In 2023, management established the staff "score card" with a weighted checklist for data driven monetary rewards and a "Four-Walls, Four-Corners" tool encouraging overall classroom/building aesthetics. In 2023, management further assisted each staff in establishing a quarterly training "Roadmap" to pursue personal trainings for specific classroom needs/resources as well as collective trainings to support the center as a whole. Documentation indicates employees complete annual professional growth training that exceeds Iowa Code requirements. Ms. Simmons discussed the investment Hand in Hand makes in their employees which is directly related to quality as well as staff longevity and "...not just for IQ4K but because it's right..."

Hand in Hand programs have emergency plans, policies, and procedures in place which are annually reviewed and updated as needed. Hand in Hand sites have successfully navigated through the 2008 Linn County flood, 2019 winter Polar Vortex, 2019 health (covid-19) pandemic, 8/10/20 Derecho Storm, 2021 food supply issues, 2022 infant formula shortages and 2023 air quality alerts. In 2023, Hand in Hand began monthly employee safety plan reviews focusing on a series of topics including first-aid, housekeeping, ergonomics, proper lifting, workplace violence, and slips, trips and falls.

Hand in Hand - Hiawatha continues efforts at optimal communication between the program/staff and families. The program has an organized parent-staff/program information center, offers regular program newsletters, utilizes technological communication resources, and supports family programming activities. Family programming activities include open houses, parent/program conferences, holiday parties, themed events, preschool graduation ceremony, on-site guest events (e.g. Blank Park Zoo, Humane Society, fire department, police department), graduate luncheon, muffins with mom, donuts with dad, and giving back community service projects.

Building and grounds are well-maintained. The kitchen is spacious, sanitary and organized. The cook has been employed with Hand in Hand for 14 years having transitioned to the food service position a few years ago. The cook is knowledgeable of food safety and sanitation. Classrooms are arranged in a thoughtful manner with learning at the forefront. Children's accomplishments (e.g. artwork, milestone work, framed 3yo room child artwork celebration) are displayed throughout the program space. Materials are accessible to children. Staff were observed communicating with children verbally, using picture cues, and through sign language. Curriculum is inclusive including a combination of teacher inspired ideas and academic based learning strategies (e.g. individualized Handwriting Without Tears, intense kindergarten readiness, Everyday Mathematics, A Little Spot of Emotion and Feeling, Hand in Hand's "We are safe. We are kind. We are workers."). Curriculum additionally incorporates on-site guest speaker events, themed days, extra outside enrichments and sentimental memory book for families as each child graduates into the next classroom. Ms. Simmons discussed current and upcoming goals related to ITERS, ECERS and new PBIS.

Hand in Hand - Hiawatha collaborates well with community partners including local school districts, early access persons, CCR&R, local businesses, and health professionals. Management discussed utilizing CART and AEA services when needed in partnership with their own in-house, multi-site curriculum leader Katie Simmons.

The infant room has a “no shoe” policy and was observed supporting safe sleep practices.

Management discussed how each child is engaged in a daily health check upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior which may adversely affect the child or the group. Hand in Hand has policies and procedures in place for hand washing, diapering, cleaning, sanitizing and disinfecting. Staff were able to verbalize and engage in these processes. Cleaning checklists and daily sanitation reminders were observed to be posted in various areas of the center.

On the day of the monitoring visit, staff were nurturing and attentive to the children's needs. Staff throughout the classrooms discussed being most proud of the relationships they have built with enrolled children and their families. Areas of study throughout the classrooms included Valentines, friends, dental health, and President's Day. Activities observed were many (e.g. infant cares, group circle discussions, center play experiences, large gross motor activities). Group circle discussion in the 3yo room included a clever, noteworthy sticky ball phonics experience! Children had access to an array of materials (e.g. books, imaginative play options, sensory items, building materials, puzzles, journaling, crafts) that encouraged innovative play. Staff provided a companionable presence allowing children to have many choices in their play experiences. Routine transitions (e.g. putting on winter attire for outdoor play, clean-up activities) worked smoothly into the program's welcoming and cooperative play environment. Throughout the classrooms, staff were overheard providing children with many words of encouragement, utilizing positive redirection when needed, engaging children in much meaningful discussion and encouraging the use of social graces. Children responded well to staff and appeared to be truly enjoying their day.

IV. IDENTIFY THE ASPECTS OF OPERATION THAT FALL BELOW THE STANDARDS REVIEWED:

None noted.

V. SPECIAL NOTES/RECOMMENDATIONS:

Continue to ensure each child's bedding is stored separately.

Please continue to monitor the fencing for any increased gaps (e.g. behind little play house).

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

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHS Licensing Consultant to inquire.