Health and Human Services

Iowa Department of Health And Human Services

CHILD CARE CENTER ANNUAL EVALUATION

Name of Center: English Head Start

Provider No.: 28745

Address: 1224 18th St, Sioux City, IA, 51104

County: Woodbury

Director's Name: Rachael Ostermyer

On-Site Supervisor: Kelly Osburn

Phone Number: 7122930554

E-Mail: rostermyer@caasiouxland.org

HHS Visit Date: 10/08/2026

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

Fire Inspection:

Date Inspected: 06/22/2025

Comments:

Report Visit Type:

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

License Type:

- [X] Full
- [ ] Provisional

Quality initiative:

Quality Rating: 4

- [ ] Accrediation

Program Duration:

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

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HOURS:	*Year-round*	*School-Year*	*Summer Only*
Sunday			
Monday	8:30 AM to 3:30 PM		
Tuesday	8:30 AM to 3:30 PM		
Wednesday	8:30 AM to 3:30 PM		
Thursday	8:30 AM to 3:30 PM		
Friday	8:30 AM to 1:30 PM		
Saturday			

Program Population Served:

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

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Aged	Capacity
General	8	8	44		60
Summer					0

1. Basic Overview

I completed an unannounced visit to the center on 10/08/26. I was greeted by the on-site supervisor, Kelly Osburn, who shared program updates and answered questions throughout the visit. Kelly has extensive experience in Head Start and holds a Bachelor of Arts degree in Early Childhood Education. She has also received training in TPITOS, which supports high-quality practices in infant and toddler settings. Several additional staff members have earned their Child Development Associate (CDA) credentials, demonstrating their commitment to ongoing professional development and meeting national competency standards in early childhood care and education.

The English Head Start program includes both Early Head Start (EHS) and Head Start classrooms. Head Start operates Monday through Thursday from 8:30 a.m. to 3:30 p.m., and Fridays from 8:30 a.m. to 1:30 p.m. during the school year. Early Head Start operates year-round, closing only for two weeks in August, and EHS rooms remain open until 3:30 p.m. on Fridays. The site includes four classrooms: two EHS rooms serving infants and toddlers ages six weeks to two years, and two Head Start rooms—one for children age three and one for four- and five-year-olds. Enrollment is currently 48, with 41 children present at the time of my visit.

The building remained secure throughout the visit. A buzzer system at the main entrance allows staff to see and verify visitors before granting access. I observed all areas required for review, including classroom activities, nutritional practices, health and safety procedures, field trip and transportation readiness, and administrative documentation. Daily schedules and menus were clearly posted. The classrooms were rich, warm, and engaging. Walls displayed children's artwork, colors, shapes, the alphabet, a picture schedule, a job chart, and materials reflecting the five senses. Staff interacted closely and positively with children—leading activities, engaging in conversations, supporting transitions, and reading stories. I observed a small-group activity in which children gathered together to talk about what they had worked on during center

time. Each child was encouraged to share their experience, and then select the picture that represented the activity they completed. This allowed teachers to check for understanding, support vocabulary development, and help children make meaningful connections between their words and the visual representations. The children were engaged and proud to identify their activities, and staff provided gentle support and encouragement throughout the process. The program follows the HighScope Curriculum, which emphasizes active, hands-on learning and encourages children to make choices, explore materials, and solve problems through meaningful experiences. They also use Conscious Discipline, a well-established social-emotional framework that promotes safety, connection, emotional regulation, and positive relationships for both children and staff.

Meals and nutrition practices were appropriate. Lunch is provided by the Sioux City Community School District, while Head Start supplies breakfast and snacks. Refrigerators were clean and maintained at the proper temperature, and CACFP guidelines were followed. Children also participate in toothbrushing after breakfast and lunch. Tables were sanitized prior to eating, and proper handwashing procedures were consistently observed. Medication was stored securely in a lock box or out of children's reach, and medication administration followed state guidelines. First aid kits were well-stocked, and the program's emergency preparedness plan has been updated.

Fire and tornado drills were completed and documented monthly. The fuel-burning inspection was up to date; radon testing showed levels within the normal range. The annual heating inspection has been completed. A functioning carbon monoxide detector was present. Outdoors, the center offers a large fenced-in playground with both turf surfacing and a grassy area. Surfacing is turf and the equipment is well cared for. Shade is available, and playground inspections were current. The center does not transport children.

I observed appropriate diapering practices in the EHS rooms. Staff remained consistently engaged with children—getting down on their level, offering comfort and encouragement, and using songs and verbal cues to support smooth transitions. Their warm interactions contributed to a positive, nurturing environment throughout the visit.

2. Identify Observed Strengths of the program

Toddlers participated in a baby-doll circle time. Teachers used the dolls to help children practice gentle interactions, build early social-emotional skills, and stay engaged during group routines. The dolls provided a comforting, familiar tool that encouraged participation, and staff modeled language and simple actions, creating a calm and supportive learning moment.

This center is certified at IQ4K Level 4, which reflects its strong commitment to high-quality early childhood practices. Level 4 programs consistently go beyond basic licensing requirements by supporting ongoing staff training, building strong family partnerships, maintaining well-designed learning environments, and using intentional teaching practices that help children grow socially, emotionally, and academically. This rating shows that the center is actively engaged in continuous improvement and is providing a nurturing, enriching program where children and families feel supported.

Head Start provides services not only for the enrolled child but for the entire family. The program recognizes that a child's success is closely connected to the well-being of their caregivers, so Head Start offers support in areas such as health, nutrition, mental health, family goal-setting, and community resource connections. Families are encouraged to partner with staff to identify strengths and set goals, and they receive assistance accessing medical and dental care, parenting resources, and other supports that strengthen the home environment. This whole-family approach helps ensure that children thrive both in the classroom and at home.

3. Identify the aspects that fall below the standard

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

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5. Special Notes/Recommendations

Targeted Assessment: Behavior Management

I discussed with Kelly regarding her oversight of behavior management related to helping childcare staff: 1) Understand expectations, 2) managing frustrations, 3) monitor performance.

Kelly explained that their PBIS-based approach helps create consistency across classrooms. Expectations are taught, modeled, and reviewed regularly so staff feel confident in responding to children's behaviors in a positive and predictable way. She shared that the team is very comfortable asking for help when challenges arise, and that open communication is a strong part of their culture. Staff support one another throughout the day, stepping in when needed and using shared strategies to maintain a calm, safe environment.

A full license is recommended at this time.

At least one visit will be made to the center during the next year.

Date: 10/08/2026

HHS Licensing Consultant: Leann Steinhauer

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**.