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

Name of Center: Hand in Hand-Indian Creek **Enrollment:** 72 **License ID No. (Reapplications)** 47222

Street: 2900 Indian Creek RD **City:** Marion Iowa **Zip** 52302 **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): Jessica Sivertsen **E-Mail:** hih@handinhandinc.com

Date(s) of Visit: 02-19-2024

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: 03-15-2023

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

Get-Well Evening Care Special Needs

SCHEDULE: X Year-round School-Year Summer Only

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

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Age	Capacity
General				83	83
Summer					0

QRS Rating: N/A

RECOMMENDATION FOR LICENSE:	
X	**FULL** license from 05-01-2024 to 05-01-2026
	PROVISIONAL license from
	DENIAL of initial application
	SUSPENSION of license
	REVOCATION of license

Licensing Consultant: Amy Lyons **Date:** 03-04-2024

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 - Indian Creek is located inside Indian Creek Elementary School which is part of the Linn Mar Community School District. Hand in Hand - Indian Creek commenced operations in June, 2016. Hand in Hand – Indian Creek is a profit program which operates year-round Monday through Friday 6:30am to 6:00pm. During the summer, full days of emergency closing (e.g. snow day), and some breaks (e.g. winter break, spring break), this program has the ability to combine with other Hand in Hand sites. Hand in Hand - Indian Creek serves school-age children. Current enrollment is 72.

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 supervisor of Hand in Hand - Indian Creek is Jessica Sivertsen. Ms. Sivertsen has been the on-site supervisor since November 2022. Ms. Sivertsen has over 8 years experience working with children and continues to participate in much child development related training.

On 2/19/2024, 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 - Indian Creek be in their 8th year of operation during 2024.

The philosophy of Hand in Hand is to "…understand your needs and your child's needs and offer convenient options....that go way beyond after school needs...offers a variety of activities that promote life skills such as teamwork, sportsmanship, creativity, and leadership..."

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. 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 supervisor Ms. Sivertsen. 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 - Indian Creek has retained seasoned staff as well as hired some new staff. Staff reported celebrating 8 years, 6 years and 2 years employment with Hand in Hand. Ms. Sivertsen described her team as "top-notch" and shared how one of this site's staff recently achieved "Employee of the Month". 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 - Indian Creek has a collaborative partnership with the school district. The school building and grounds are well maintained. School custodial staff, school administration, school nurse, and school food service personnel help ensure the children's space is sanitary and hazard free each day. The school kitchen is inspected at least annually by the health department. There is an AED on-site. The program has regular access to the school gymnasium for large gross motor activities. Ms. Sivertsen talked favorably about the program's relationship with the school.

Hand in Hand - Indian Creek 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. Hand in Hand - Indian Creek supports a character counts curriculum offering experiences in teamwork, sportsmanship, leadership and creativity. Curriculum includes a

reading incentive program called "Reading Rainbow" and homework time/assistance. Summer camp 2024 school-age planning is currently underway with a new option for a Junior Summer Camp experience. Theme of the 2024 summer camp is "Never Stop Dreaming" and will include off-site field trips, theme based activities, Rainbow Reading and in-house events.

Hand in Hand collaborates well with community partners including local school districts, early access persons, CCR&R, local businesses, health professionals and other childcare owners/directors (locally and nationally). Management discussed utilizing CART and AEA services when able in partnership with their in-house, multi-site curriculum leader Katie Simmons.

Hand in Hand – Indian Creek supports a “safe shoe” policy to encourage ease of play.

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. The program has policies and procedures in place for hand washing, cleaning, disinfecting, and sanitizing. Cleaning supplies and posted reminders were observed onsite.

On the day of the monitoring visit, staff were nurturing and attentive to the children's needs. Children and families were observed to be warmly greeted upon arrival. Children's accomplishment (e.g. artwork) were displayed in the program space. Activities observed were many (e.g. large gross motor play, self-selected activities, preparation for Rock Painting). Staff provided a companionable presence while allowing children to have choice in their programming experiences (e.g. board games, card games, imaginative play options, reading, crafting). Routine transitions (e.g. clean-up activities, breakfast rituals) worked smoothly into the program's welcoming and cooperative environment. Staff were overheard providing children with many words of encouragement, offering positive redirection when needed, and engaging children in meaningful discussion. Children responded well to staff and appeared to be truly enjoying their childcare experiences.

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

None noted.

V. SPECIAL NOTES/RECOMMENDATIONS:

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.