Health and Human Services

Iowa Department of Health And Human Services

CHILD CARE CENTER ANNUAL EVALUATION

Name of Center: Townview Head Start

Provider No.: 30166

Address: 432 W 4th St, Sioux City, IA, 51103

County: Woodbury

Director's Name: Rachael Ostermyer

On-Site Supervisor: Melissa Moir

Phone Number: 7122335457

E-Mail: rostermyer@caasiouxland.org

HHS Visit Date: 10/06/2026

Licensing Period: 11/01/2025 to 11/01/2027

Fire Inspection:

Date Inspected: 08/05/2026

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:

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

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HOURS:	*Year-round*	*School-Year*	*Summer Only*
Sunday			
Monday		8:00 AM to 3:30 PM	
Tuesday		8:00 AM to 3:30 PM	
Wednesday		8:00 AM to 3:30 PM	
Thursday		8:00 AM to 3:30 PM	
Friday		8:00 AM to 1:30 PM	
Saturday			

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

I completed an unannounced visit to the center on 10/06/26. I had the opportunity to speak with Melissa Moir, who has been with Head Start for several years and currently serves as the on-site supervisor for Town View Head Start. The center is located on the first floor of the Town View apartment complex and 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. The program serves children ages 3 to 5. There are 14 children enrolled, and 11 were present during my visit.

All areas of the program were observed. These areas observed consisted of classroom observations and activities, nutritional practices, health and safety practices, field trip and transportation practices, and administrative review.

The classroom was thoughtfully arranged into a variety of learning centers, each designed to spark curiosity and support children's development. Displays around the room featured colors, shapes, the five senses, a globe, a visual schedule, a job chart, children's artwork, and the alphabet, creating a bright and engaging environment. Throughout my visit, staff were actively engaged with the children—supporting them during activities, leading group exercises, gently reminding them of classroom expectations, and sharing stories. Interactions were consistently positive, warm, and encouraging. The center implements the High Scope Curriculum GOLD to guide instruction and support children's learning. The classroom includes well-defined areas for toys, art, library, math and science, sensory exploration, listening, blocks, puzzles, writing, dramatic play (house area), and computer activities. There was an ample supply of developmentally appropriate toys and materials available. Several items offered learning on multiple levels—for example, a toy that allows children to match and place colored wheels on pegs, supporting both color recognition and fine-motor development. The center keeps additional toys and classroom materials in a designated storage area, rotating them regularly to keep the learning environment engaging and varied for the children. The program also incorporates the Al's Pals: Kids Making Healthy Choices curriculum, a nationally

recognized, evidence-based approach that supports children's social-emotional growth. This curriculum helps children build resilience, empathy, problem-solving abilities, and positive decision-making skills. Through structured lessons, stories, puppets, and hands-on activities, children practice identifying and managing emotions, showing kindness and respect, and making safe, healthy choices. Staff weave these lessons into daily routines and group activities so that positive behaviors and emotional awareness are reinforced throughout the day.

A daily schedule was posted along with menus. The program also teaches children to brush their teeth after breakfast and lunch, promoting healthy habits. The refrigerator was clean and maintained at the correct temperature, and food storage practices met expectations. The center follows CACFP nutrition guidelines, and menus were posted for families to review. Lunch is provided through the Sioux City School District, and Head Start prepares breakfast onsite.

The center has a functioning carbon monoxide detector, and the first aid kit is fully stocked for minor injuries. Fire and tornado drills are completed monthly, and playground inspections are documented as required. Outdoors, the center has a spacious, fenced-in playground adjacent to the building. The play area includes climbing structures, a sand table, riding toys, a stage, and musical equipment. Turf surfacing was added over the summer and provides adequate fall protection. Shade is available, and while the playground is well-maintained, it could benefit from additional equipment to further enrich play. The center does not transport children.

I observed warm, positive interactions between staff and children. Staff consistently engaged at the children's level, showing genuine interest and connection in each moment.

2. Identify Observed Strengths of the program

This center is certified at IQ4K Level 4, which reflects a strong commitment to high-quality care and continuous improvement. Level 4 programs demonstrate excellence across key areas—staff training, nutrition and wellness practices, family engagement, supportive learning environments, and strong leadership. This certification shows that the center consistently goes above basic licensing requirements and provides children with a nurturing, well-organized, and developmentally supportive place to learn and grow.

This center is located within an apartment complex, allowing it to feel closely connected to the families it serves and to play a meaningful role in the heart of the community.

3. Identify the aspects that fall below the standard

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

5. Special Notes/Recommendations

Targeted Assessment: Behavior Management

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

In discussing behavior management, the director explained that PBIS (Positive Behavioral Interventions and Supports) provides the foundation for how she supports her team. She shared that staff clearly understand expectations because PBIS practices are introduced during onboarding and reinforced through consistent routines, visual supports, and regular team conversations. With a small staff, everyone works closely together and feels comfortable asking for help when challenges arise.
When it comes to managing frustrations, the director encourages open communication and reflective problem-solving. She checks in with staff frequently, helping them identify triggers, think through strategies, and celebrate successes. The

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emphasis is on maintaining a calm, supportive environment for both children and teachers.
To monitor performance, the director uses informal observations, brief coaching moments, and ongoing feedback. She views this process as collaborative rather than evaluative—working side-by-side with staff to strengthen positive interactions and keep behavior expectations consistent. This approach allows the team to feel supported, confident, and united in helping children succeed.

It is recommended to update the licensing binder yearly.

A full license is recommended currently. At least one visit will be made to the center during the next year

Date: 10/06/2026

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**.