Health and Human Services

Iowa Department of Health And Human Services

CHILD CARE CENTER ANNUAL EVALUATION

Name of Center: Serendipity Preschool

Provider No.: 28276

Address: 1100 Gordon AVE, Norwalk, IA, 50211

County: Warren

Director's Name: Sara Cross

On-Site Supervisor:

Phone Number: 5159810588

E-Mail: saracross.serendipity@gmail.com

HHS Visit Date: 04/06/2026

Licensing Period: 05/01/2026 to 05/01/2028

Fire Inspection:

Date Inspected: 08/02/2024

Comments: Norwalk Fire Department

Report Visit Type:

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

License Type:

- [X] Full
- [ ] Provisional

Quality initiative:

- [ ] 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 3:00 PM	
Tuesday		8:00 AM to 3:00 PM	
Wednesday		8:00 AM to 3:00 PM	
Thursday		8:00 AM to 3:00 PM	
Friday		8:00 AM to 11:15 AM	
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			60		60
Summer					0

1. Basic Overview

Serendipity Preschool has been in operation since 1974. The preschool is located within the Norwalk United Methodist Church. The preschool uses it's own entrance. The classroom door is locked. The preschool offers programming to children ages three to five years. Sara Cross has been the director since 2015. Sara has a BA in Elementary Education and Early Childhood Special Education. She was a teacher for several years prior to coming to the preschool.

An unannounced visit was completed today. All areas subject to HHS licensing rules and standards were reviewed. Mandatory postings are in place at the entrance. There were current schedules and lesson plans, "Insects" for each class. There is a large classroom and two smaller classrooms. Classrooms are well supplied with labeled interest centers, age appropriate learning supplies, toys and furnishings. Children's artwork is displayed on walls. Children's belongings are kept in cubbies.

An unannounced visit was completed on today's date. Sara assisted with today's visit. A 4/5's class was being held during the visit. There were three teachers working during the visit, including Sara. There were nineteen children in attendance. Child directed play and learning, snack time, and circle time was observed. The learning theme is Insects so insects are integrated into many of the classroom learning centers. At large circle/learning time, Sara read books about insects. Small models of different insects were passed around for children to hold and see. Staff were spaced throughout the classrooms during child directed activities. Staff assisted children and supported them throughout the visit.

The preschool serves snack during programming. Menus reviewed showed compliance with CACFP requirements. The preschool is able to use the church's kitchen for food storage. The kitchen is clean and food storage is sufficient.

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The preschool has an outdoor playground. There is fencing around the playground. Rubber mulch is in place for surfacing material. Monthly playground checks are completed.

The center doesn't provide transportation.

2. Identify Observed Strengths of the program

Sara has been the director at the preschool for several years and the preschool benefits from her experience and leadership. Sara has NAC certification. The preschool partners with the local public school system for the Universal PreK preschool program. The preschool receives Warren County Empowerment funding. The classroom is well furnished with many well developed learning centers. The preschool has an outdoor playground.

3. Identify the aspects that fall below the standard

There were no licensing violations cited during today's visit.

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

NA

5. Special Notes/Recommendations

The center has a full license.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact me (phone 515-362-7823; email melinda.larson@hhs.iowa.gov) so that we may discuss the issue. If necessary, I can make a notation in your record. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report. If you have the need for any additional information discussed during my visit, please contact me and I will forward the information to you. Thank you.

*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.

Date: 04/20/2026

HHS Licensing Consultant: Melinda Larson, Child Care Licensing Consultant

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**.