



### **Licensing Consultant Caseloads**

The Child Care Services division at the Georgia Department of Early Care and Learning (DECAL) follows guidance from the National Association of Regulatory Agencies (NARA) best practices when determining the ratio of licensing consultants to providers. NARA recommends a caseload of 50-60 programs per licensing consultant, with evaluation of caseloads every three years. The Child Care Services division considers the work of a licensing consultant and distributes the responsibilities among several specialty units to improve overall service to providers and allow for thoroughness of inspections. The largest unit consists of regional consultants who are responsible for conducting ongoing regulatory visits, such as annual licensing studies, monitoring visits, lower-level investigations, and other follow-up inspections to monitor health and safety in all licensed programs. The compliant unit consultants are responsible for investigating high-level, serious complaint or incident investigations throughout the state, and Intake unit staff are responsible for monitoring phone calls from the public, including parents, to answer questions and listen to concerns, and entering allegations of potential rule violations into an electronic system to be investigated. The Applicant Services unit consultants are responsible for all steps required to help new providers obtain an initial license, and for processing changes of ownership with existing child care programs. A Technical Assistance unit supports programs and providers who are deemed in a non-compliance status of Support or Deficient, with training and coaching, and assists newly licensed programs as they begin operating. An Exemption unit conducts inspections at license-exempt programs, and an Enforcement unit is responsible for reviewing inspection visits and administering Adverse Actions when rule violations are found to be substantiated. In addition to dividing job responsibilities of licensing consultants, the Research division at DECAL helps Child Care Services factor the impact of travel, the number of complaints, and the size and type of programs when determining caseloads for consultants. Based on the most recent data, Child Care Services consultants have caseloads of approximately 54 programs each.