

Submitting Required Reports and Refutations for Exempt and Informal Providers

Part 2

July 1, 2025



**Georgia Dept
of Early Care
and Learning**
BRIGHT FROM THE START

Required Reporting and Refutations

- Review required reporting- how and what to submit through Decal Koala.
- Review and demonstrate how to complete a refutation of visit citations via Decal Koala.
- These changes and updates will be available in July 2025



Programs that have a DECAL KOALA account are required to submit certain required reports to the Department.

These programs are:

- ❖ **Informal Providers**
- ❖ **Exempt programs with a category 1 or 7 that participates in Childcare and Parent Services (CAPS)**
- ❖ **Exempt category 5-Licensed Faith Based**



Required Reporting

In accordance with the Child Care and Development Fund (CCDF) requirements, the administrator or designated person-in-charge of exempt programs for categories 1 and 7 that participate in CAPS and Informal Providers, shall report these incidents to the Department within twenty-four (24) hours or the next workday: serious incidents and/or injuries requiring professional medical attention, child abuse or neglect, communicable disease, death of a child, missing child, fire or structural disaster, emergency relocation of children, any employee that acquires a criminal record, and temporary and permanent closures.



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Required Reporting: Previously Licensed Faith-Based Programs, Ex-5

Exempt Programs that are approved for category 5, Licensed Faith-Based shall report accreditation documentation to the Department.



When is a Required Report necessary for Informal providers and exempt programs 1 and 7?

- Death of a child while in care
- Serious injury requiring hospitalization or professional medical care to a child while in care
- Serious illness requiring hospitalization or professional medical care
- Child abuse
- Missing Child
- Fire and/or Structural disaster
- Emergency relocation of children
- Any employee that acquires a criminal record
- Permanent and temporary closures

DECA **KUALA**
Kids Online Administrative Licensing Application

Exemptions Update Contact Background Check Emails

ABC Child Care **EX-123456**

Facility Address

123 Smith Way
Atlanta, GA
County: Cobb

Contact Information

Director/Admin Name:
Jane Doe
Website:
childcaretest.com

Owner Information

Owner Name: ABC Child Care



How to submit a Required Report:

Required Reports should be submitted through your DECAL Koala account.

www.decalkoala.com

DECAL KOALA
Kids Online Administrative Licensing Application

Exemptions Update Contact Background Check Emails

Exemption Categories

ABC Child Care EX-123456

Exemption Unit Phone: (770) 293-5977 Exemption Unit Email: CCSExemption@dec.al.ga.gov

Categories

Update Exemption Category Print Exemption Decision Letter and Certificate Close Exemption Category
Edit Exemption Category Amend Exemption Category Delete Exemption Category

Add New Category

Code	Name	Category #	Status	Receipt Date	Decision Date
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Step 1: After logging in, click "Exemptions" on the green ribbon at the top of the screen.



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Operating Details : EX-1 Government

ABC Child Care EX-123456

Government owned & operated; before and after school program operated by local school on school board property.

Hours of Operation: 07:30 AM to 05:00 PM Ages Served: 6 to 17 [+ Add Amendment](#)

Months of Operation: ☐ JAN ☐ MAY ☒ SEP ☐ FEB ☒ JUN ☒ OCT ☐ MAR ☒ JUL ☐ NOV

Days of Operation: ☒ Mon ☒ Fri ☒ Tue ☐ Sat ☒ Wed ☐ Sun

Type	Opening Time	Closing Time
Weekday	07:30 AM	05:00 PM
Weekend		

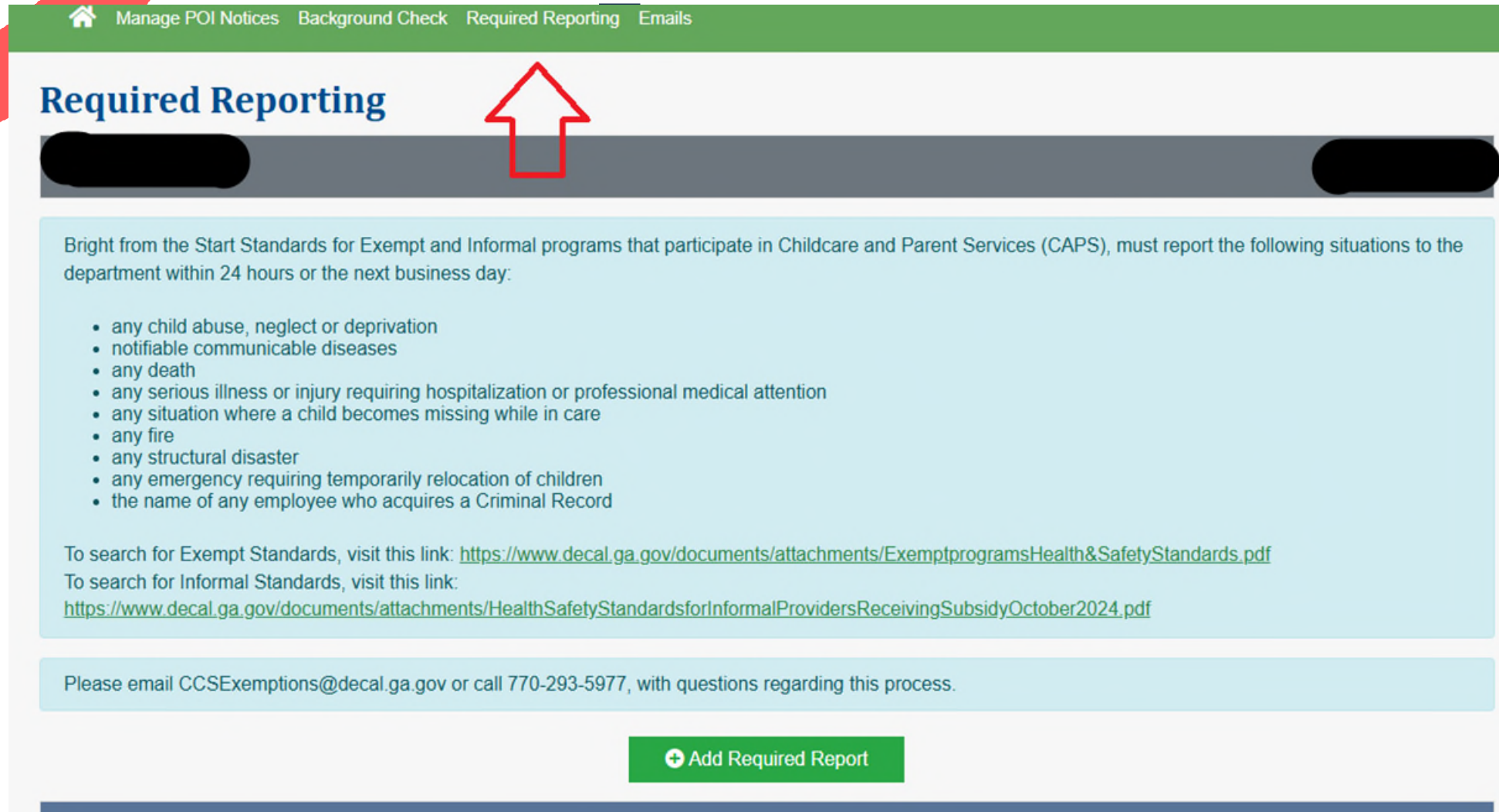
Step 3: Click "Required Reports" on the grey sidebar.



How to submit a Required Report:

Required Reports should be submitted through your DECAL Koala account.

www.decalkoala.com



The screenshot shows the DECAL Koala web interface. At the top, a green navigation bar contains links: Home, Manage POI Notices, Background Check, Required Reporting, and Emails. The 'Required Reporting' tab is highlighted, and a red arrow points to it. Below the navigation bar, the page title 'Required Reporting' is displayed. The main content area has a light blue background and contains the following text:

Bright from the Start Standards for Exempt and Informal programs that participate in Childcare and Parent Services (CAPS), must report the following situations to the department within 24 hours or the next business day:

- any child abuse, neglect or deprivation
- notifiable communicable diseases
- any death
- any serious illness or injury requiring hospitalization or professional medical attention
- any situation where a child becomes missing while in care
- any fire
- any structural disaster
- any emergency requiring temporary relocation of children
- the name of any employee who acquires a Criminal Record

To search for Exempt Standards, visit this link: <https://www.dec.al.ga.gov/documents/attachments/ExemptprogramsHealth&SafetyStandards.pdf>
To search for Informal Standards, visit this link: <https://www.dec.al.ga.gov/documents/attachments/HealthSafetyStandardsforInformalProvidersReceivingSubsidyOctober2024.pdf>

Please email CCSExemptions@dec.al.ga.gov or call 770-293-5977, with questions regarding this process.

At the bottom right, there is a green button with a plus icon and the text 'Add Required Report'.

How to submit a Required Report:

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- any structural disaster
- any emergency requiring temporarily relocation of children
- the name of any employee who acquires a Criminal Record

To search for Exempt Standards, visit this link: <https://www.dec.ga.gov/documents/attachments/ExemptprogramsHealth&SafetyStandards.pdf>

To search for Informal Standards, visit this link:

<https://www.dec.ga.gov/documents/attachments/HealthSafetyStandardsforInformalProvidersReceivingSubsidyOctober2024.pdf>

Please email CCSExemptions@dec.ga.gov or call 770-293-5977, with questions regarding this process.

+ Add Required Report



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To search for Exempt Standards, visit this link: <https://www.dec.ga.gov/documents/attachments/ExemptprogramsHealth&SafetyStandards.pdf>

To search for Informal Standards, visit this link:

<https://www.dec.ga.gov/documents/attachments/HealthSafetyStandardsforInformalProvidersReceivingSubsidyOctober2024.pdf>

Please email CCSExemptions@dec.ga.gov or call 770-293-5977, with questions regarding this process.

If you need to report multiple incidents use more than one required report.

If you don't see the reason to report a Required Report to DECAL then you don't need to complete a Required Report for this incident at this time.

What are you Reporting today? (Select One)

Select -->



Once in the report you can:

Describe action(s) taken to prevent reoccurrence: 300 characters

Children/Parent Information

Add Child/Parent

Witness(es)?

Add Witness

Name(s) of staff person(s) responsible for child at the time of Incident?

Add Staff

Name(s) of person who provided First Aid onsite?

Add Staff

Upload Additional Documents

Examples of documents that may be uploaded include staff and director statements, pictures, and diagrams, if applicable.

Upload

Type of Injury (Select One)

Select the injury that required professional medical attention that most closely applies. If there is more than one injury, select the most severe.

<input type="radio"/> Abrasions/Cuts/Scratches (includes carpet burns)	<input type="radio"/> Choking-swallowed foreign object (beads, wood chips, coins, etc.)	<input type="radio"/> Near drowning/drowning
<input type="radio"/> Allergic reaction- Select the specific type of injury, swelling, difficulty breathing, Skin irritation(redness/rash/hives)	<input type="radio"/> Concussion	<input type="radio"/> No physical injury observed
<input type="radio"/> Bite (animal, insect, human) – Select the specific type of injury caused by the bite	<input type="radio"/> Crushing	<input type="radio"/> Poisoning
<input type="radio"/> Broken bone/fracture	<input type="radio"/> Dental injury (tooth chipped, loosened, knocked out)	<input type="radio"/> Severed body part
<input type="radio"/> Bruises/Contusions	<input type="radio"/> Difficulty breathing	<input type="radio"/> Skin irritation(redness/rash/hives)
<input type="radio"/> Burn, not specified	<input type="radio"/> Dislocation (suspected or confirmed)	<input type="radio"/> Sprain or Strain (sudden or torn ligament, muscle)

- Describe how you will prevent reoccurrence
- Add child/parent information
- Add witness information
- Add staff information
- Any action taken

- Upload additional documents (statements, pictures, etc.)
- Choose the type of injury, affected area of body
- Where incident occurred, activity at the time,



DECAL Koala:
Online Refutations
for Informal and
Exempt
Providers receiving
CAPS subsidies

Effective July 2025



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What is a **Refutation**?

- A provider has the right to disagree with, ask questions about, and seek further review of a citation(s) issued by an exemption specialist.
- If the disagreement about the citation(s) is not resolved by speaking with the specialist, the provider can submit a refutation within 10 business days of the completion date of the visit. This serves as a statement of disagreement/refutation.
- Sometimes, citations are removed following review, and sometimes they are not. Providers are encouraged to ask questions and state disagreement with citations and may do so without fear of retaliation or negative consequence.
- If a refutation is not received within 10 business days of the visit/completion date, then it is subject to not being accepted.



How to submit refutations in DECAL Koala

User Name:

Password:

Sign In

[Need Help With Login](#)

[New Exempt Provider Request](#)

Bright from the Start is continuing its commitment to provide excellent customer service, increase communication and simplify administrative processes. DECAL KOALA is an online resource that is available to all licensed child care programs, approved exempt programs and registered support centers. When you activate your DECAL KOALA account, you can log in online to view and update specific information about your program(s), enter additional email addresses, pay license fees (if applicable), print your license or registration certificate and more.

If you have questions, comments or need support, send an email to decalkoala@dec.al.ga.gov

[Frequently Asked Questions](#)

[Legal Notice](#)

ABC 123

EX-

Facility Address

1 First Street
Abbeville GA 55555

County: Appling

Contact Information

Director/Admin Name:

John Jones

Website:

Facility Phone:

(555) 555-5555

Facility Fax:

Owner Information

Owner Name:

Government

DECAL Contact Information

Title	Email	Phone
CCS Exemption Unit	CCSExemptions@decals.ga.gov	(770) 293-5977
CAPS Contact	CAPS.Support@decals.ga.gov	(404) 657-3434

License Fee Info

Inspection Report

- When you log into your DECAL Koala account it will open to your home page. You will scroll down to the inspection report section.

- If there was a citation on your last visit, a “Refute Citation” link will be visible. When you click this link, it will take you to the refutation page.

- If there was NO citation on your last visit, the “Refute Citation” link will not be visible. But you will still be able to view your visit report.

- The “Refute Citation” link will only be visible for 10 business days after the visit date.



- The top of the refutation page shares information regarding the refutation process.
- The middle section, Visit Details, shows what standards were cited on that visit.
- The bottom section requires the Director/Provider signature once the refutation is ready to be submitted.



1 First Street Abbeville, GA - 55555 County: Appling	SE Facility Phone: (555) 555-5555 Facility Fax:	John Jones Email: marcy.maioli@decal.ga.gov CCS Consultant:	Licensed Child Care Type: Exempt Only (EX) CCS Consultant Phone:
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Visit Details

Visit Type: Exemption CAPS Monitoring	Consultant Name: Sherri Thompson	Visit Date: 05/27/2025	Visit Complete Date 05/27/2025	REF #:
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	Chapter Name	Section Name	Status	Submission Date
	Activities and Equipment	EX-HS-A(1) Activities		
	Activities and Equipment	EX-HS-A(2)(a)-(c) Activities		

Refute Status
Select-->

Manager Name
Select-->

Signature of Director/Provider

Facility Email Address:
marcy.maioli@decal.ga.gov

Phone Number:
(555) 555-5555

Alternate Phone Number:
(xxx) xxx-xxxx

Alternate Email Address:

☐ By submitting this application, I, indicate that I am the for ABC 123 and I have authority to submit this refutation as or on behalf of the program owner. I verify that the answers contained in this refutation are true and accurate to the best of my knowledge. I agree to reply promptly to requests for additional information or documentation.

Submit Cancel



Click on the first pencil icon of the citation you wish to refute to open the following screen.



1 First Street Abbeville, GA - 55555 County: Appling	SE Facility Phone: (555) 555-5555 Facility Fax:	John Jones Email: marcy.maioli@dec.al.ga.gov CCS Consultant:	Licensed Child Care Type: Exempt Only (EX) CCS Consultant Phone:
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	Activities and Equipment	EX-HS-A(1) Activities		
	Activities and Equipment	EX-HS-A(2)(a)-(c) Activities		

Refute Status
Select-->

Manager Name
Select-->

Signature of Director/Provider

Facility Email Address:
marcy.maioli@dec.al.ga.gov

Phone Number:
(555) 555-5555

Alternate Phone Number:
(xxx) xxx-xxxx

Alternate Email Address:

☐ By submitting this application, I, Disclaimer Name indicate that I am the Select--> for ABC 123 and I have authority to submit this refutation as or on behalf of the program owner. I verify that the answers contained in this refutation are true and accurate to the best of my knowledge. I agree to reply promptly to requests for additional information or documentation.

SubmitCancel



Refute Citation

The following information is associated with a EX-CAPS-Monitoring Follow Up:

Chapter name:	Chapter section name:	Compliance:	Correction Deadline:
Activities and Equipment	EX-HS-A(1) Activities	Not Met	May 27, 2025

Activities and Equipment

Finding:

EX-HS-A(1) requires the program to provide a daily planned program of varied and developmentally appropriate activities to promote social, emotional, physical, cognitive, language, and literacy growth. Program staff shall use a variety of teaching methods to accommodate the needs of the children's different learning styles. It was determined test.

POI(Plan of Improvement):

The program will arrange a schedule that includes a variety of developmentally appropriate activities that are provided daily, train staff to use various teaching methods, and monitor both.

Reason for disagreement regarding the rule citation(submit supporting documentation):

2000 characters

Supporting Documentation

Provide the needed supporting documentation that supports the reason for disagreement for refuting this/these rule(s)

Upload Document






You have the right to refute any citations noted in licensing reports with which you disagree. To refute a citation(s), complete the following information for each citation that is in question. If you have any questions please contact

You will be contacted via e-mail by the reviewing manager upon receipt of your refutation.

Please submit one refutation online for each visit/visit date.

Visit Details

Visit Type: Consultant Name: Visit Date: 11/10/2021 Violation Date: 11/10/2021 REF #: 1024

	Chapter Name	Section Name	Status	Submission Date	
	Facility	Playgrounds	Not Submitted		
	Sleeping & Resting Equipment	Safe Sleeping and Resting Requirements			

Your refutation REF-1024 has been saved. Be sure to upload any supporting documentation and submit your refutation before 11:59 pm on 11/29/2021

Signature of Director/Provider

Facility Email Address: Phone Number: Alternate Phone Number: Alternate Email Address:







You have the right to refute any citations noted in licensing reports with which you disagree. To refute a citation(s), complete the following information for each citation that is in question. If you have any questions please contact CCSRefutations@decalfga.gov.

You will be contacted via e-mail by the reviewing manager upon receipt of your refutation.

Please submit one refutation online for each visit/visit date.

Visit Details

Visit Type: Consultant Name: Visit Date: 11/10/2021 Violation Date: 11/10/2021 REF #: 1024

	Chapter Name	Section Name	Status	Submission Date	
	Facility	Playgrounds	Not Submitted		
	Sleeping & Resting Equipment	Safe Sleeping and Resting Requirements	Not Submitted		

Your refutation REF-1024 has been saved. Be sure to upload any supporting documentation and submit your refutation before 11:59 pm on 11/29/2021

Signature of Director/Provider

Facility Email Address: marcy.maioli@decalfga.gov Phone Number: (770) 459-1128 Alternate Phone Number: (xxx) xxx-xxxx Alternate Email Address:

☐ By submitting this application, I, indicate that I am the for Childcare Network #311 and I have authority to submit this refutation as or on behalf of the program owner. I verify that the answers contained in this refutation are true and accurate to the best of my knowledge. I agree to reply promptly to requests for additional information or documentation.

Submit

Go Back



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You have the right to refute any citations noted in licensing reports with which you disagree. To refute a citation(s), complete the following information for each citation that is in question. If you have any questions please contact CCSRefutations@dec.al.ga.gov.

You will be contacted via e-mail by the reviewing manager upon receipt of your refutation.

Please submit one refutation online for each visit/visit date.

Visit Details

Visit Type: Consultant Name: Visit Date: 11/10/2021 Violation Date: 11/10/2021 REF #: 1024

	Chapter Name	Section Name	Status	Submission Date	
	Facility	Playgrounds	Not Submitted		
	Sleeping & Resting Equipment	Safe Sleeping and Resting Requirements	Not Submitted		

Your refutation REF-1024 has been saved. Be sure to upload any supporting documentation and submit your refutation before 11:59 pm on 11/29/2021

Signature of Director/Provider

Facility Email Address:
marcy.maioli@dec.al.ga.gov

Phone Number:
(770) 459-1128

Alternate Phone Number:
(xxx) xxx-xxxx

Alternate Email Address:

☐ By submitting this application, I, indicate that I am the for Childcare Network #311 and I have authority to submit this refutation as or on behalf of the program owner. I verify that the answers contained in this refutation are true and accurate to the best of my knowledge. I agree to reply promptly to requests for additional information or documentation.

Submit

Go Back



Email Type: Refutation Submitted
Subject: Refutation Submission Confirmation-

To: <[provider email address on file](#)>

Email Body:

This email serves as confirmation that your refutation REF-1032 regarding rule violation(s) cited during a on 11/10/2021 has been submitted and received by the Department, you have until 11:59 pm on 11/24/2021 to make any changes to your refutation. After this date your refutation will be forwarded to the appropriate manager for review and follow-up. You will be contacted by the reviewing manager for any additional information that may be needed and will be notified once a final decision has been made regarding your concerns.

Thank you.

Example
email after the
program
submits the
refutation.



Once your refutation has been completed by the manager, you will receive an email with the refutation letter attached. In DECAL KOALA, the refutation status will show completed and you will be able to print the letter.

Inspection Report				
Note: Refutations must be submitted to Child Care Services (CCS) in DECAL KOALA within business days of the visit completion date.				
View	Report Date	Arrival Time	Report Type	Refutation
1 	Nov 10, 2021	08:50 AM		Completed 



Refutation Response meanings

Citation changed to Technical Assistance: The citation was removed but changed to a technical assistance comment

Citation Removed: The citation was removed from the visit report.

Citation Removed, alternate rule cited: The original citation was removed but another rule was cited.

Citation Revised: The citation will stand but the wording of the citation will be revised.

Citation Upheld: The citation will stand and will not be removed from the visit.



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**If you have any questions,
please email**

decalkoala@dec.al.ga.gov

or

exemptionrulechanges@dec.al.ga.gov



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