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

| **Brian P. Kemp** | **Amy M. Jacobs** |
| *Governor* | *Commissioner* |

**FOR IMMEDIATE RELEASE**
Media Contact: Reg Griffin
404-656-0239
reg.griffin@decal.ga.gov

## 877-ALL-GA-KIDS Now Operated by DECAL's New Quality Rated Family Support Call Center

### *New Call Center Helps Families Find High-Quality Child Care and Access All DECAL Services*

**ATLANTA, Ga., (July 7, 2025) –** The Georgia Department of Early Care and Learning (DECAL) announced that in order to deliver more integrated customer service to Georgia families, the 1-877-ALL-GA-KIDS toll-free child care search and referral help line is now operated by the agency's newly created Quality Rated (QR) Family Support Call Center.

The DECAL referral specialists in the QR Family Support Call Center, who began answering calls on July 1, 2025, deliver the services families have always received when calling 877-ALL-GA-KIDS (1-877-255-4254), including information on the benefits of high-quality child care, referrals to Quality Rated providers matching their preferences, and help with the enrollment process at the programs they choose. Now, the Call Center team can also personally connect families to colleagues across the agency who will help them access other free and beneficial early care and education information and supports from DECAL. These enhanced services from the QR Family Call Center are available in English, Spanish, and other languages.

"We created the QR Family Support Call Center to give families who call the 1-877-ALL-GA-KIDS phone line more comprehensive and streamlined assistance with their questions and requests regarding child care," said DECAL Commissioner Amy Jacobs. "In addition to referrals to Quality Rated providers and enrollment help, families literally have access to all of DECAL's programs and supports at their fingertips, just by contacting our Family Support Call Center specialists at 877-ALL-GA-KIDS."

Families can reach the new QR Family Support Call Center by calling 1-877-ALL-GA-KIDS (1-877-255-4254) Monday–Friday, 8:00 a.m.–5:00 p.m., except state holidays. Families can also contact the Call Center team by sending an email to **findqrcare@decal.ga.gov**, or by using the online child care search service at **https://families.decal.ga.gov** to enter their preferences and request personalized follow-up help.

"Our goal is to make the Quality Rated child care search and referral process, as well as access to the many services DECAL offers, easier than ever for Georgia families," said Bentley Ponder, Deputy Commissioner of Quality Innovations and Partnerships Division. "With so many points of contact, we hope even more families will utilize the QR Family Support Call Center's services."

**About Quality Rated**
Quality Rated is Georgia's systematic approach to assessing, improving, and communicating the level of quality in early care and education providers. Similar to rating systems for other service-related industries, Quality Rated assigns a star rating to child care providers that meet a set of defined program standards. By participating in Quality Rated, providers embark on a path of continuous quality improvement, with the goal of instilling lasting, positive effects on Georgia's children, families, and economy.

**About DECAL**
The Georgia Department of Early Care and Learning is responsible for meeting the child care and early education needs of Georgia's children and their families. It administers the nationally recognized Georgia's Pre-K Program; licenses child care centers and home-based child care; administers Georgia's Childcare and Parent Services (CAPS) Program and federal nutrition programs; and manages Quality Rated, Georgia's community-powered child care rating system. The department also houses the Head Start State Collaboration Office, distributes federal funding to enhance the quality and availability of child care, and works collaboratively with Georgia child care resource and referral agencies and organizations throughout the state to enhance early care and education. For more information, go to www.decal.ga.gov.