

INTRODUCING!!



**FAMILY SUPPORT
CALL CENTER**

877 • ALL • GA • KIDS

1-877-255-4254

FINDQRCARE@DECAL.GA.GOV

Georgia's Source for Finding Quality Child Care
From DECAL & Quality Rated

GET ENHANCED SERVICES

FROM DECAL SPECIALISTS BY PHONE OR EMAIL

- Referrals to Quality Rated Providers
- Child Care Program Enrollment Help
- Information on All DECAL Programs
- Assistance in Multiple Languages



FAQS ABOUT THE NEW QUALITY RATED FAMILY SUPPORT CALL CENTER

What is the Quality Rated Family Support Call Center?

The Quality Rated (QR) Family Support Call Center is a new service from the Georgia Department of Early Care and Learning (DECAL). It is operated by a team of referral specialists from the DECAL staff who will respond to calls placed to the 1-877-ALL-GA-KIDS (1-877-255-4254) toll-free child care search and referral help line. The QR Family Support Call Center will provide more comprehensive, streamlined customer service to families who need child care referrals or information about Quality Rated and other DECAL programs, supports, and resources.

Why is DECAL Creating the Quality Rated Family Support Call Center?

DECAL's goal in creating the new Quality Rated Family Support Call Center is to make the Quality Rated child care search and referral process, as well as access to the child care and education supports DECAL offers, as easy and seamless as possible.

What Services are Available in the QR Family Support Call Center?

The QR Family Support Call Center Referral Specialists still deliver the services families have always received through 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. Additionally, the Referral Specialists can personally connect callers to agency colleagues who will help them access other beneficial DECAL family services and resources. These enhanced services are available to callers in English, Spanish, and other languages.

How Do I Contact the QR Family Support Call Center for Help?

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@decalfga.gov or by using the online search service at <https://families.decalfga.gov> to enter their preferences and request personalized follow-up help. With so many points of contact, DECAL hopes even more families will utilize the QR Family Support Call Center's services.