

# Refutation Updates & Website Enhancements

Community Meeting  
July 22, 2014

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Child Care Services Directors  
Amy Page, Quality Improvement Coordinator

# Rationale for Updates

- Provide a refutation submission process for providers that is uniform and user-friendly
- Streamline the manner in which the division receives refutations
- Automate the refutation process in order to track data for quality assurance purposes
- Inform providers that there is an effective and non-punitive means by which they can express concerns or disagreements

# Communication plan

- Email blast- July 11<sup>th</sup>
- Webinars- July 17<sup>th</sup> (12:30 and 6:30 p.m.)
- Community meetings:
  - July 22<sup>nd</sup>- Atlanta  
Quality Care for Children  
2751 Buford Highway NE, Suite 500\*  
Atlanta, GA 30324  
Time: 6:30-7:30 p.m.  
\*The training room is located on the first floor.
  - July 24<sup>th</sup>- Macon  
Macon Child Care Resource and Referral Agency  
277 Martin Luther King Jr. Blvd, #104  
Macon, GA 31201  
Time: 6:30-7:30 p.m.

# What is a rule refutation?

- A formal disagreement to a particular rule citation that is part of a regulatory licensing visit

# How to refute a rule citation

- 1<sup>st</sup> step: Communicate with your consultant at the time of the visit
- 2<sup>nd</sup> step: Contact your consultant after the visit to resolve the issue
- 3<sup>rd</sup> step: Submit a formal refutation request using the updated process

# Primary updates for providers:

- Refutation process information to be added to the cover page of visit reports
  
- Website enhancements
  - Page dedicated to information regarding the refutation process
  - Documents available on web:
    - Submission form
    - Sample submission form

# Current report cover page

O.C.G.A. Section 42.1.12(i)(2) requires Bright from the Start: Georgia Department of Early Care and Learning to notify licensed/registered child care programs on accessing and retrieving from the Georgia Bureau of Investigation's (GBI) website a list of the names and addresses of all registered sexual offenders. Please see GBI's website located at <http://gbi.georgia.gov> to access the Georgia Sex Offender Registry.

Plan of Improvement: Developed This Date 10/23/2013

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I have read and understand the Rules and Regulations for Child Care Learning Centers, 591-1-1. I acknowledge that the items noted in this report have been discussed with me and I have agreed to a Plan of Improvement (POI) as indicated in this report. I understand that correction of these deficiencies, while required, will not necessarily prevent DECAL from taking adverse action against this facility. **I understand that if I disagree with any of the deficiencies cited, I have the right to refute them on this report or any other form that I choose to send to Child Care Services.**

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██████████ Program Official

Date

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██████████ Consultant

Date

# Revisions to report cover page



O.C.G.A. Section 42.1.12(i)(2) requires Bright from the Start: Georgia Department of Early Care and Learning to notify licensed/registered child care programs on accessing and retrieving from the Georgia Bureau of Investigation's (GBI) website a list of the names and addresses of all registered sexual offenders. Please see GBI's website located at <http://gbi.georgia.gov> to access the Georgia Sex Offender Registry.

Plan of Improvement: Developed This Date 05/20/2014

## Refutation Process

You have the right to refute any of the citations noted in this report with which you disagree. To refute a citation(s), e-mail the following information to [CCSRefutations@dec.al.ga.gov](mailto:CCSRefutations@dec.al.ga.gov).

- 1) Facility name, license number and visit date
- 2) Your name, title/relationship to the facility, e-mail address & up to two phone number(s) where you can be reached
- 3) Specific rule number(s) that you are refuting, along with your concerns or questions regarding the rule citation

Refutations must be submitted to Child Care Services (CCS) within 10 business days of the completion date.

A sample template form for submitting a refutation can be found at: <insert link>

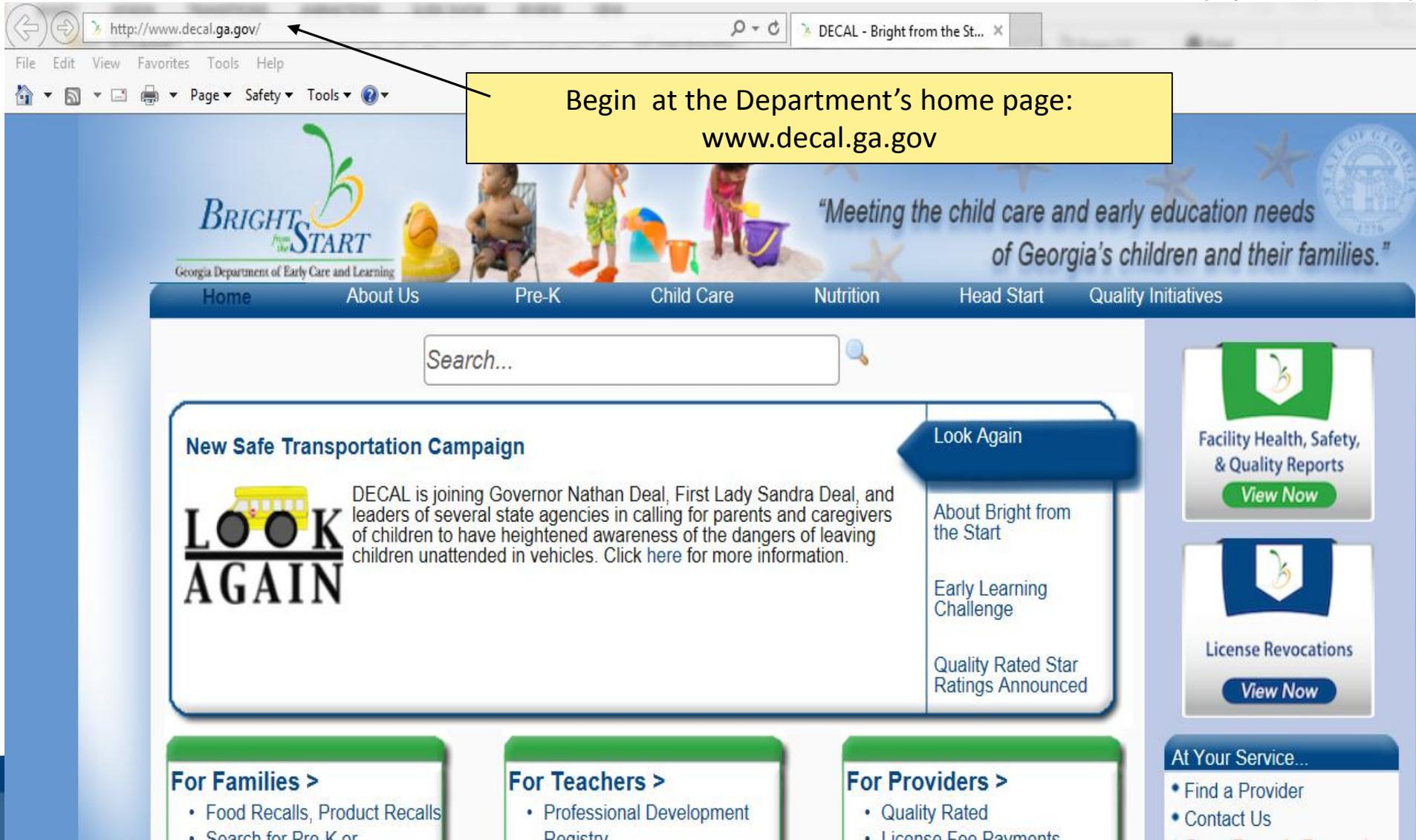
Your refutation will be forwarded to the appropriate CCS manager, who will follow up with you about your concerns. If you have any questions about this process, contact our office at 404-657-5562.

I have read and understand the Rules and Regulations for <Child Care Learning Centers, 591-1-1. I> acknowledge that the items noted in this report have been discussed with me and I have agreed to a Plan of Improvement (POI) as indicated in this report. I understand that correction of these deficiencies, while required, will not necessarily prevent DECAL from taking adverse action against this facility.

\_\_\_\_\_  
[Redacted], Program Official Date

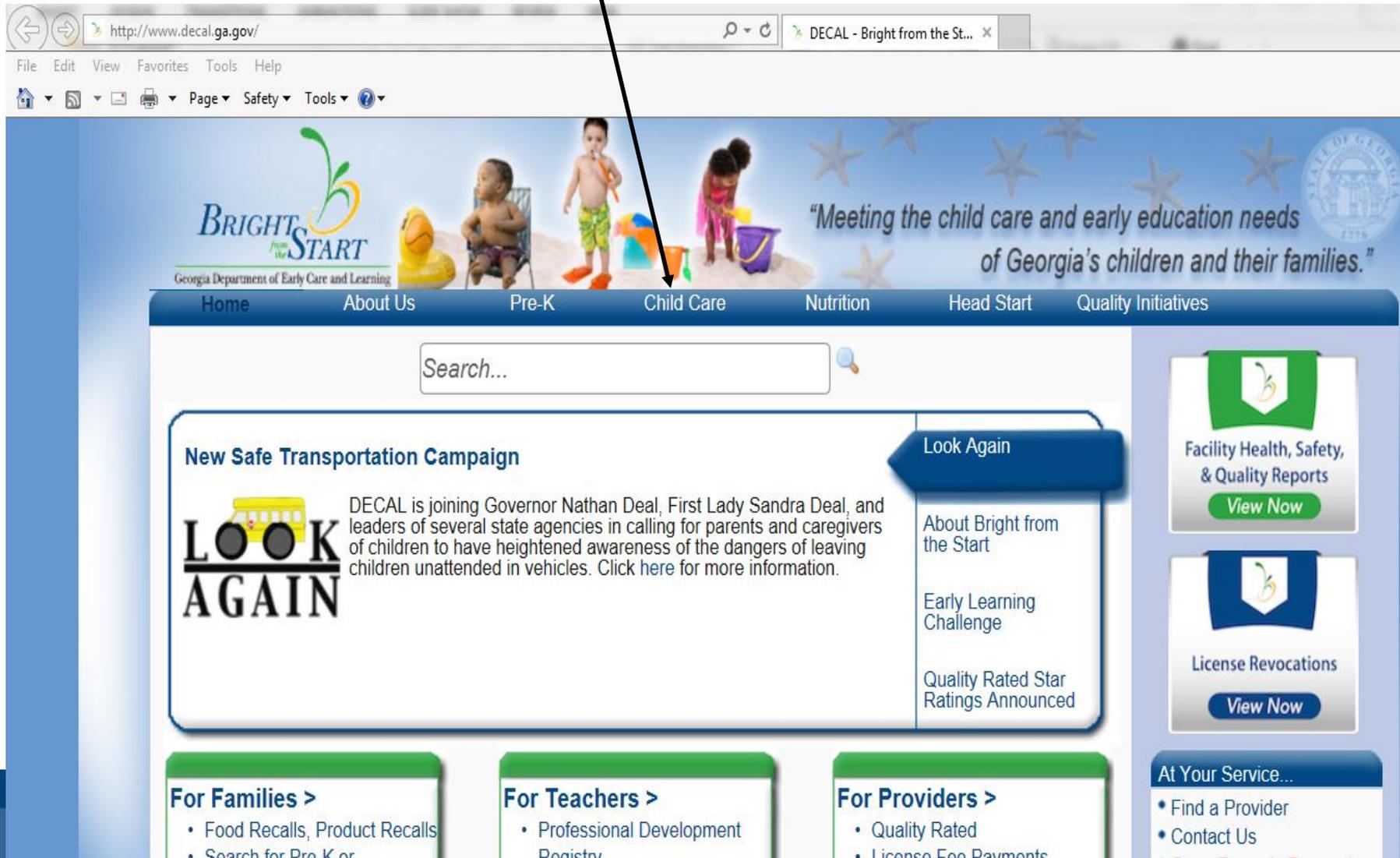
\_\_\_\_\_  
[Redacted] Consultant Date

# Accessing the website information



The screenshot shows a web browser window with the address bar displaying <http://www.dec.al.ga.gov/>. A yellow callout box with a black border and an arrow pointing to the address bar contains the text: "Begin at the Department's home page: www.dec.al.ga.gov". The website header features the Bright Start logo, the Georgia Department of Early Care and Learning name, and a banner with the quote: "Meeting the child care and early education needs of Georgia's children and their families." Below the banner is a navigation menu with links: Home, About Us, Pre-K, Child Care, Nutrition, Head Start, and Quality Initiatives. A search bar is located below the menu. The main content area includes a "New Safe Transportation Campaign" section with a "LOOK AGAIN" graphic and a "Look Again" button. To the right, there are two "View Now" buttons for "Facility Health, Safety, & Quality Reports" and "License Revocations". At the bottom, there are three sections: "For Families >", "For Teachers >", and "For Providers >".

# Next click on the "Child Care" section



http://www.dec.al.ga.gov/

DECAL - Bright from the St...

File Edit View Favorites Tools Help

Page Safety Tools

**BRIGHT**  
*from the* **START**  
Georgia Department of Early Care and Learning

Home About Us Pre-K **Child Care** Nutrition Head Start Quality Initiatives

Search...

**New Safe Transportation Campaign**

**LOOK AGAIN**

DECAL is joining Governor Nathan Deal, First Lady Sandra Deal, and leaders of several state agencies in calling for parents and caregivers of children to have heightened awareness of the dangers of leaving children unattended in vehicles. Click here for more information.

Look Again

About Bright from the Start

Early Learning Challenge

Quality Rated Star Ratings Announced

Facility Health, Safety, & Quality Reports

View Now

License Revocations

View Now

At Your Service...

- Find a Provider
- Contact Us

For Families >

- Food Recalls, Product Recalls
- Search for Pre-K or

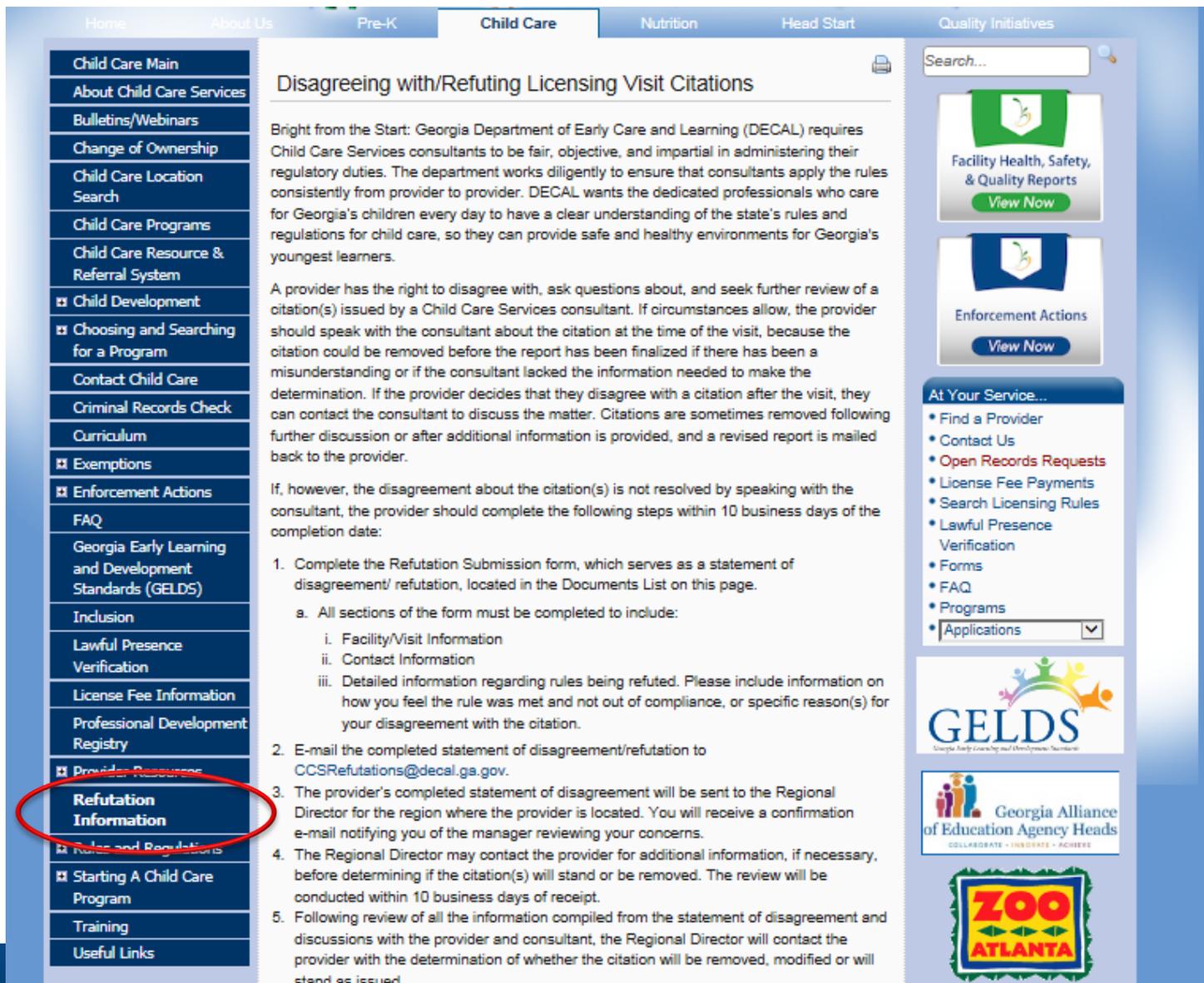
For Teachers >

- Professional Development Registry

For Providers >

- Quality Rated
- License Fee Payments

# Scroll to "Refutation Information"



Home About Us Pre-K **Child Care** Nutrition Head Start Quality Initiatives

Child Care Main  
About Child Care Services  
Bulletins/Webinars  
Change of Ownership  
Child Care Location Search  
Child Care Programs  
Child Care Resource & Referral System  
Child Development  
Choosing and Searching for a Program  
Contact Child Care  
Criminal Records Check  
Curriculum  
Exemptions  
Enforcement Actions  
FAQ  
Georgia Early Learning and Development Standards (GELDS)  
Inclusion  
Lawful Presence Verification  
License Fee Information  
Professional Development Registry  
Provider Resources  
**Refutation Information**  
Rules and Regulations  
Starting A Child Care Program  
Training  
Useful Links

## Disagreeing with/Refuting Licensing Visit Citations

Bright from the Start: Georgia Department of Early Care and Learning (DECAL) requires Child Care Services consultants to be fair, objective, and impartial in administering their regulatory duties. The department works diligently to ensure that consultants apply the rules consistently from provider to provider. DECAL wants the dedicated professionals who care for Georgia's children every day to have a clear understanding of the state's rules and regulations for child care, so they can provide safe and healthy environments for Georgia's youngest learners.

A provider has the right to disagree with, ask questions about, and seek further review of a citation(s) issued by a Child Care Services consultant. If circumstances allow, the provider should speak with the consultant about the citation at the time of the visit, because the citation could be removed before the report has been finalized if there has been a misunderstanding or if the consultant lacked the information needed to make the determination. If the provider decides that they disagree with a citation after the visit, they can contact the consultant to discuss the matter. Citations are sometimes removed following further discussion or after additional information is provided, and a revised report is mailed back to the provider.

If, however, the disagreement about the citation(s) is not resolved by speaking with the consultant, the provider should complete the following steps within 10 business days of the completion date:

1. Complete the Refutation Submission form, which serves as a statement of disagreement/ refutation, located in the Documents List on this page.
  - a. All sections of the form must be completed to include:
    - i. Facility/Visit Information
    - ii. Contact Information
    - iii. Detailed information regarding rules being refuted. Please include information on how you feel the rule was met and not out of compliance, or specific reason(s) for your disagreement with the citation.
2. E-mail the completed statement of disagreement/refutation to [COSRefutations@decals.ga.gov](mailto:COSRefutations@decals.ga.gov).
3. The provider's completed statement of disagreement will be sent to the Regional Director for the region where the provider is located. You will receive a confirmation e-mail notifying you of the manager reviewing your concerns.
4. The Regional Director may contact the provider for additional information, if necessary, before determining if the citation(s) will stand or be removed. The review will be conducted within 10 business days of receipt.
5. Following review of all the information compiled from the statement of disagreement and discussions with the provider and consultant, the Regional Director will contact the provider with the determination of whether the citation will be removed, modified or will stand as issued.

Search...

Facility Health, Safety, & Quality Reports  
[View Now](#)

Enforcement Actions  
[View Now](#)

At Your Service...

- Find a Provider
- Contact Us
- **Open Records Requests**
- License Fee Payments
- Search Licensing Rules
- Lawful Presence Verification
- Forms
- FAQ
- Programs
- Applications

GELDS  
Georgia Early Learning and Development Standards

Georgia Alliance of Education Agency Heads  
COLLABORATE • INSPIRE • ACHIEVE

ZOO ATLANTA

# Location of Documents

## Refutation Information

▣ Rules and Regulations

▣ Starting A Child Care Program

Training

Useful Links

3. The provider's completed statement of disagreement will be sent to the Regional Director for the region where the provider is located. You will receive a confirmation e-mail notifying you of the manager reviewing your concerns.
4. The Regional Director may contact the provider for additional information, if necessary, before determining if the citation(s) will stand or be removed. The review will be conducted within 10 business days of receipt.
5. Following review of all the information compiled from the statement of disagreement and discussions with the provider and consultant, the Regional Director will contact the provider with the determination of whether the citation will be removed, modified or will stand as issued.

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.

### Document List

[Refutation Submission Form](#)

# Steps for submitting a formal refutation

- Complete a Refutation Submission form
  - All sections of the form must be completed to include:
    - i. Facility/Visit Information
    - ii. Contact Information
    - iii. Detailed information regarding rules being refuted. Please include information on how you feel the rule was met and not out of compliance, or specific reason(s) for your disagreement with the citation.
  
- E-mail the completed statement of disagreement/refutation to:  
[CCSRefutations@dec.al.ga.gov](mailto:CCSRefutations@dec.al.ga.gov)
  
- The completed statement of disagreement will be sent to the Regional Director for the county where the provider is located. You will receive a confirmation e-mail notifying you of the manager reviewing your concerns.

# Steps for submitting a formal refutation

- The Regional Director may contact the provider for additional information, if necessary, before determining if the citation(s) will stand or be removed. The review will be conducted within 10 business days of receipt.
- Following review the Regional Director will contact the provider with the determination of whether the citation will be removed, modified or will stand as issued.

# Submission form

## Child Care Services Refutation Submission Form

You have the right to refute any citations noted in licensing reports with which you disagree. To refute a citation(s), e-mail the following information to [CCSRefutations@dec.al.ga.gov](mailto:CCSRefutations@dec.al.ga.gov).

### Office Use Only

Refutation ID #: [Type here]

Note: Refutations must be submitted to Child Care Services (CCS) within 10 business days of the visit/final report date. You will be contacted via e-mail by the reviewing manager upon receipt of your refutation.

**Please use one form per visit date\*.**

### Facility Information

Facility name: ABC 123 Child Care License number: CCLC-12345

Address: 123 Any Street, Anytown, GA 30000

Visit date\*: 8/1/14 Consultant's name: Suzie Consultant

### Contact Information

Name: Jane Doe Title/relationship to the facility: Asst. Director

E-mail address: jane@abc123cc.com

Phone numbers (up to two): (770)123-0000 (404) 456-0000



### Information regarding specific refutations

Refutation #1/ Specific rule number: 591-1-1-.30(2)(h) Infant sleeping Standards

Reason for disagreement regarding the rule citation (submit supporting documentation): We were cited for a baby sleeping in a swing without a physician's authorization. We disagree with this citation because we had a permission note from the parent.

Refutation #2 (if applicable) / Specific rule number: 591-1-1-.26(7) Playground- resilient surfacing

Reason for disagreement regarding the rule citation (submit supporting documentation): We were cited for inadequate mulch under our swings, the report stated that we only had 2 inches of mulch. We disagree with this finding because the consultant measured 5 feet in front of the swing and not directly under it where we have a full 6 inches of mulch.

Refutation #3 (if applicable) / Specific rule number: \_\_\_\_\_

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

The specific rule number can be found on your visit report as follows:

#### **Finding**

**591-1-1-.26(7)** requires that a resilient surface be provided and maintained beneath the fall zone of climbing and swinging equipment. It was determined, based on measurement that there was inadequate resilient

# Questions, Comments, Concerns



# Contact information

- [CCSRefutations@dec.al.ga.gov](mailto:CCSRefutations@dec.al.ga.gov)
- Child Care Services division  
404-657-5562