

[Rev 4/28/2023]

COMMUNICATIONS WITH DECAL DURING THE BACKGROUND CHECK PROCESS

DECAL wants the Comprehensive Background Check process to work as smoothly as possible for participating applicants, providers, and support centers. The agency works to achieve this goal through email communications that deliver important information, answer questions, and resolve problems. To ensure that all messages from DECAL reach the intended inboxes and don't go to spam folders, all applicants, providers, and centers should add the following email contacts to their address books:

1. ChildCareServices@decalfga.gov
2. feepayment@decalfga.gov
3. CCSAffidavit@decalfga.gov
4. QualityRated@decalfga.gov
5. CRC@decalfga.gov
6. OutOfState@decalfga.gov
7. CCSEnforcement@decalfga.gov
8. CCSComplaints@decalfga.gov
9. DoNotReply@decalfga.gov
10. decalkoala@decalfga.gov
11. CustomerService@FieldPrint.com
12. auth@FieldPrint.com