



CHILDCARE AND PARENT SERVICES (CAPS) Georgia's Subsidy Program

CAPS Policy – Agency Contacts	No.: CAPS/00-19	Effective Date: 10/01/2016
		Revised: 00/00/0000
		Revision Effective: 00/00/0000

Note: Definitions of words or phrases in bold are located in [Definitions and Acronyms](#). Only the first occurrence of the defined words or phrases are bolded.

19 AGENCY CONTACTS

DECAL – CAPS Unit

Staff in the **Childcare and Parent Services (CAPS)** Unit are available during normal business hours to resolve customer services matters for all CAPS constituents, including federal, state and local CAPS stakeholders. Consumers can contact CAPS at 1-833-4GACAPS (1-833-442-2277). For information on CAPS eligibility, policies, and related topics, visit www.CAPS.DECAL.ga.gov.

DECAL – Child Care Services (CCS)

The Child Care Services division of the **Department of Early Care and Learning (DECAL)** is responsible for licensing and regulation of child care programs statewide. If consumers have general licensing questions, concerns regarding a particular program's compliance with licensing requirements or wish to make a complaint pertaining to health and safety regarding a specific program, contact CCS directly at **404-657-5662** or email CCS Complaint Intake at CCScomplaints@dec.al.ga.gov.

DECAL – Audits and Compliance

The DECAL Audits and Compliance Division is responsible for investigating allegations of **improper payments** and billing noncompliance for DECAL programs. Constituents who would like to report any instances of impropriety or misuse of state or federal funds by a parent or child care program can contact Audits and Compliance at **770-288-8958** or email CAPS.investigations@dec.al.ga.gov.

Department of Human Services (DHS) Personal Advocate Line

The DHS Personal Advocate line was established to assist customers with Georgia DHS related issues or locating the county/regional personnel who can provide additional assistance. Consumers can reach the Personal Advocate line at **1-800-869-1150**.

Division of Family and Children Services (DFCS) Constituent Services

Constituents including federal, state and local stakeholders who have issues that arise with Georgia DFCS staff can contact the Constituent Services hotline. Calls are screened, assigned, and case information is forwarded to the designated County Director and Regional Director for response within five to seven business days. Constituents can call **404-651-6316** to reach the hotline.

Georgia Association of Child Care Resource and Referral Agencies (GACCRRRA)

GACCRRRA has a unique position to support the development of quality child care in Georgia. CCR&Rs provide a wide array of services to families such as assistance to parents in their search for quality child care, parent education classes, newsletters, and community resources. CCR&R services are also offered to child care providers including training, technical assistance, access to materials educational newsletters, advocacy, and more. For more information, visit www.gaccrrra.org.

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MAXIMUS

MAXIMUS is a vendor contracted by DECAL to assist child care providers with enrollment into the CAPS program, invoicing, payments, training, and CAPS program compliance. MAXIMUS is referred throughout the CAPS policy as the current State Provider Management Agent (SPMA). Child care providers who have questions regarding services offered can contact MAXIMUS directly at 1-877-755-6522 or <https://max.gacaps.com/>.

POLICY REVISION HISTORY

Date	Description of Change