



Bright from the Start Georgia Department of Early Care and Learning
2 Martin Luther King Jr. Drive SE, 670 East Tower
Atlanta, GA 30334

Phone: (404) 657-5562 WWW.DECAL.GA.GOV

Date: 5/28/2026 VisitType: Complaint Investigation Follow Up Arrival: 9:30 AM Departure: 4:30 PM

CCLC-56658

Chroma Early Learning Academy of Lilburn

917 Killian Hill Rd Lilburn, GA 30047 Gwinnett County
(678) 580-0350

Special Investigations Unit Sr. Specialist

Brittany Mathews

Phone: (229) 317-9646

Fax: Brittany Mathews

brittany.mathews@dec.al.ga.gov

Joint with: Colette Bolds

Mailing Address

Same

Quality Rated: ★

Compliance Zone Designation			Compliance Zone Designation - A summary measure of a program's 12 month monitoring history, as it pertains to child care health and safety rules. The three compliance zones are good standing, support, and deficient.
05/28/2026	Complaint Investigation Follow Up	Good Standing	
04/15/2026	Licensing Study	Good Standing	
09/24/2025	Monitoring Visit	Good Standing	
			Good Standing - Program is demonstrating an acceptable level of performance in meeting the rules.
			Support - Program performance is demonstrating a need for improvement in meeting rules.
			Deficient - Program is not demonstrating an acceptable level of performance in meeting the rules.

Ratios/License Capacity

Building	Room	Age Group	Staff	Children	NC/C	Max 35 SF.	35 SF. Comp.	Max 25 SF.	25 SF. Comp.	Notes
Main	1L-Preschool 2	Five Year Olds	1	15	C	32	C	NA	NA	Clean Up, Transitioning, Outside
Main	1R-Back - Infants	Infants	1	1	C	16	C	NA	NA	Feeding
Main	1R-Front - Toddlers	One Year Olds	1	4	C	12	C	NA	NA	Story
Main	2L - Preschool 1		0	0	C	32	C	NA	NA	
Main	2R-Pre-K/Afterschool	Three Year Olds	1	14	C	31	C	NA	NA	Outside
Main	Middle Back - Two-year-olds	Two Year Olds and Three Year Olds	2	10	C	23	C	NA	NA	Centers, Diapering

Total Capacity @35 sq. ft.: 146

Total Capacity @25 sq. ft.: 0

Total # Children this Date: 44

Total Capacity @35 sq. ft.: 146

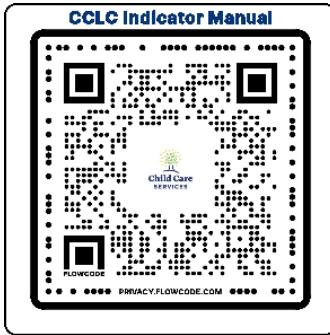
Total Capacity @25 sq. ft.: 0

Building	Playground	Playground Occupancy	Playground Compliance
Main	Main Top	117	C
Main	RSideToddler Playground	22	C

Comments

The following items were discussed during the visit:

- Staff CPR & First Aid Training
- Staff Health & Safety Orientation
- Weather Watch Chart



For additional information regarding any licensing topics discussed during this visit, please consult the Rules and Regulations Indicator Manual. This manual provides comprehensive clarification of each rule, including evaluation indicators, related best practices, and relevant considerations to support your program's continued and sustained compliance.

To access the Indicator Manual, please scan the QR code below or visit our website at <https://www.dec.al.ga.gov/CCS/RulesAndRegulations.aspx>.

Any rule violation which subjects a child to injury or life-threatening situation or any rule violations previously cited but not corrected, may result in the imposition of an adverse enforcement action. Serious or continued noncompliance may also jeopardize participation in one or more DECAL program(s).

Please refer to the website, <http://www.dec.al.ga.gov/CCS/RulesAndRegulations.aspx>, for information regarding October 1, 2018 rule changes about Criminal Records Checks that may affect your facility. In summary,

- New records checks will be required to be completed if a staff member experiences a six month break in service from the child care industry
- New clearance is required at least once every five years
- Any staff member solely responsible for supervising children will be required to have completed a comprehensive background clearance
- All staff members are required to have completed at least a national fingerprint based clearance check
- Any staff member with only the national fingerprint based clearance, must be under constant and direct supervision of a staff member with a satisfactory comprehensive records check clearance
- Facilities are required to use DECAL KOALA for Criminal Records Checks, including to verify portability of an employee

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 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.

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), do the following:

- 1) Log into DECAL KOALA www.decalkoala.com with the userid for your program
- 2) On the home page scroll down to the Inspection Reports and select 'Refute Citation' for the visit report in dispute
- 3) Select the specific rule number(s) that you are refuting, add the reason for disagreement regarding the rule citation, and upload supporting documentation
- 4) Submit the refutation in DECAL KOALA to Child Care Services (CCS) within 10 business days of the completion date.

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.

Bright from the Start recommends that all licensed child care providers carry liability insurance coverage sufficient to protect its clients. If you do not have this liability insurance, you are required to post a notice with ½ inch letters in a conspicuous location in the program, notify the parent or guardian of each child in care in writing, obtain their signature to acknowledge receipt and maintain this written acknowledgment on file at the program at all times while the child attends the program and for 12 months after the child's last date of attendance. (O.C.G.A. Section 20-1A-4)

Important Quality Rated/CAPS Update:

As January 1, 2022, child care providers must be Quality Rated to receive Childcare and Parent Services (CAPS). Newly licensed, or new to CAPS providers may be eligible for the new CAPS/QR Provisional Status, allowing for scholarships while working toward a star rating.

Contact the Quality Rated help desk at 855-800-7747 or qualityrated@dec.al.ga.gov for more information. Free technical assistance is available!



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Summary Report

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The following information is associated with a Complaint Investigation Follow Up:

Safety

591-1-1-.36 Transportation(CR)

Met

Correction Deadline: 4/16/2026

Corrected on 5/28/2026

.36(7)(c)3. -The previous citation was observed corrected on this date. The Consultant observed that transportation logs for R.D. Head Elementary and Hopkins Elementary had a documented return time for April 2, 2026. It was further observed that the load/unload time and return time were documented for April 2, 2026, at Knight Elementary.

Staff Records

Records Reviewed: 11

Records with Missing/Incomplete Components: 3

Staff # 1

Not Met

"Missing/Incomplete Components"

.09-Criminal Records Check Dissatisfied

Staff # 10

Not Met

"Missing/Incomplete Components"

.09-Criminal Records Check Dissatisfied

Staff # 11

Not Met

"Missing/Incomplete Components"

.09-Criminal Records Check Dissatisfied

Finding

591-1-1-.09(1)(j) requires that for portability for Directors, Employees and Provisional Employees, excluding Students-in-Training, only the most recently issued determination letter is eligible for portability and must be ported electronically. A Center may accept a satisfactory Fingerprint Records Check Determination letter or a satisfactory Comprehensive Records Check Determination letter issued by the Department if the Records Check Clearance Date is within the preceding 12 months from the hire date, the individual has not had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, and the Center does not know or reasonably should not know that the individual's satisfactory status has changed. It was determined, based on review of records, Staff #1, Staff #10, and Staff #11 had not been ported to the program as required.

POI (Plan of Improvement)

IMMEDIATE CORRECTION - The Center will [] to ensure that only the most recently issued determination letter is electronically ported for Directors, Employees and Provisional Employees, excluding Students-in-Training. A Center may accept a satisfactory Fingerprint Records Check Determination letter or a satisfactory Comprehensive Records Check Determination letter issued by the Department if the Records Check Clearance Date is within the preceding 12 months from the hire date, the individual has not had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, and the Center does not know or reasonably should not know that the individual's satisfactory status has changed. The program's owner or an officer/member of the corporation must view the A to Z Background Check video units pertaining to this records check rule and return the signed affidavit within one week from this visit date. The Center will to ensure CRC rules are maintained.

Correction Deadline: 5/28/2026