

How to Submit a Waiver or Variance Request

The following steps will help you navigate through RCC TRAILS to submit a waiver or variance request.

1. From the RCC TRAILS homepage (<https://rcctrails.dhs.ga.gov>), insert your user name and password. Click on Log In.

Welcome to Residential Child Care Licensing



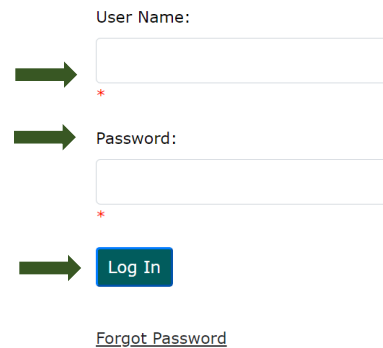
Submit Application

Submit POA for the Care of Child Report

File a Complaint

Find a Facility

Residential Child Care Licensing Login



User Name:

*

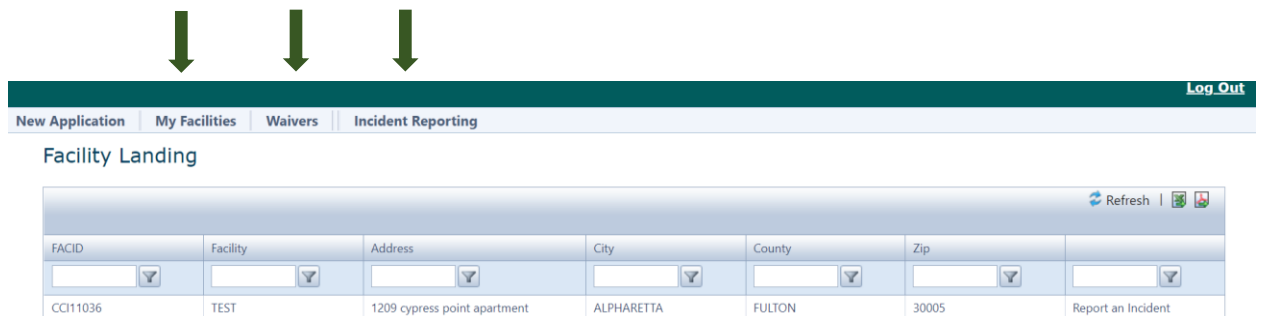
Password:

*

Log In

[Forgot Password](#)

2. The Facility Landing page will populate. This is your facility/agency's homepage. Currently, providers have access to the three tabs My Facilities, Waivers, and Incident Reporting. Note: These tabs are for search purposes only. You cannot submit a waiver or incident report from here.



Log Out

New Application My Facilities Waivers Incident Reporting

Facility Landing

FACID	Facility	Address	City	County	Zip	
CC11036	TEST	1209 cypress point apartment	ALPHARETTA	FULTON	30005	Report an Incident

My Facilities – Lists all facilities associated with your user account. Click anytime to return to the Facility Landing page.

Waivers – Search for an existing waiver or variance.

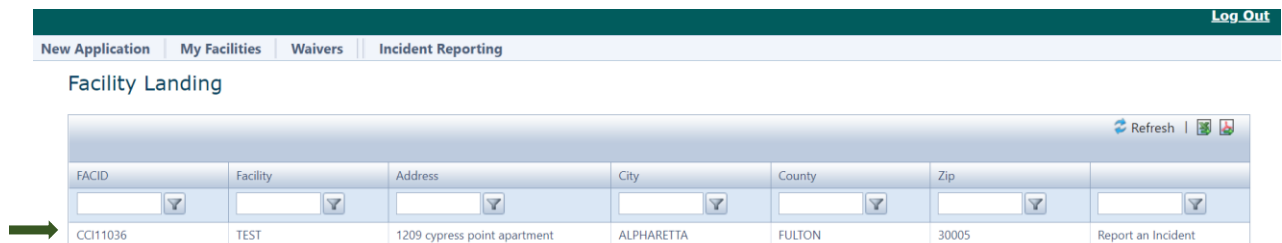
Incident Reporting – Search an existing incident.

- The Facility Landing page displays all facilities associated with your facility account. **Picture A** shows a Provider with one location. **Picture B** shows a Provider with multiple locations. Providers with multiple locations, click on the Facility ID (FACID) of the location for which you are requesting a waiver or variance. For example, for **Picture A** there is only one location to submit a waiver request. I will click CCI11036.

For **Picture B**, I am submitting a waiver request for the Carrollton location CCI001103, so I'll click the FACID for Carrollton.

Click the FACID to display the Facility Profile Page.

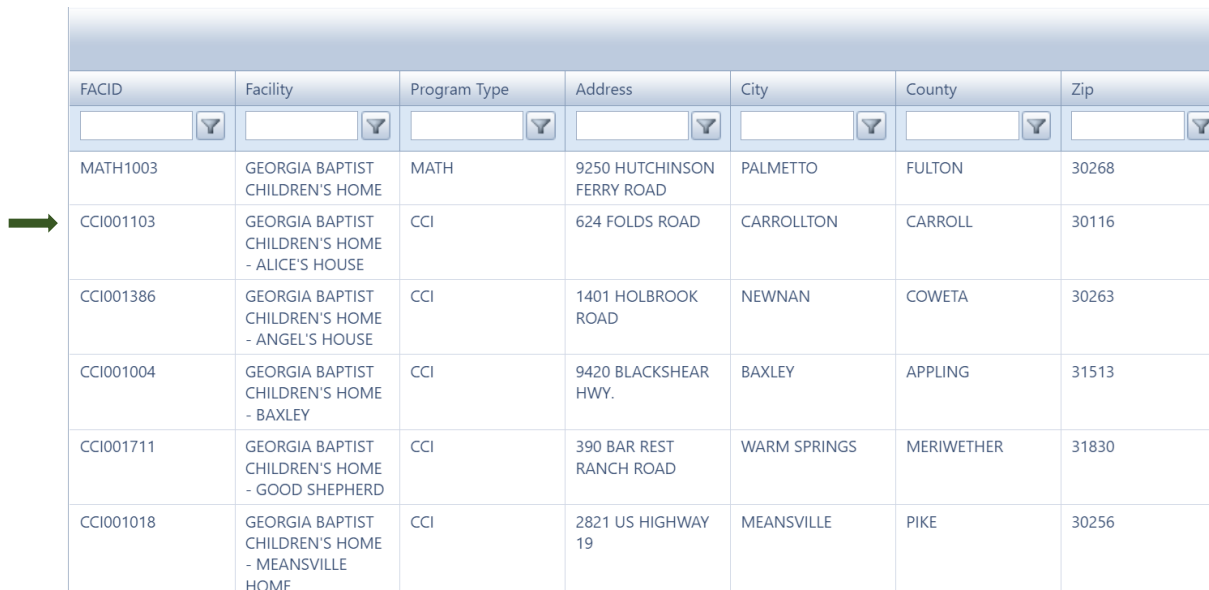
Picture A



The screenshot shows the 'Facility Landing' page with a navigation bar at the top containing 'New Application', 'My Facilities', 'Waivers', and 'Incident Reporting'. A 'Log Out' link is in the top right. Below the navigation bar is a table with columns: FACID, Facility, Address, City, County, Zip, and a 'Report an Incident' button. A green arrow points to the FACID 'CCI11036' in the first row.

FACID	Facility	Address	City	County	Zip	
CCI11036	TEST	1209 cypress point apartment	ALPHARETTA	FULTON	30005	Report an Incident

Picture B



The screenshot shows the 'Facility Landing' page with a table listing multiple facilities. A green arrow points to the FACID 'CCI001103' in the second row.

FACID	Facility	Program Type	Address	City	County	Zip
MATH1003	GEORGIA BAPTIST CHILDREN'S HOME	MATH	9250 HUTCHINSON FERRY ROAD	PALMETTO	FULTON	30268
CCI001103	GEORGIA BAPTIST CHILDREN'S HOME - ALICE'S HOUSE	CCI	624 FOLDS ROAD	CARROLLTON	CARROLL	30116
CCI001386	GEORGIA BAPTIST CHILDREN'S HOME - ANGEL'S HOUSE	CCI	1401 HOLBROOK ROAD	NEWNAN	COWETA	30263
CCI001004	GEORGIA BAPTIST CHILDREN'S HOME - BAXLEY	CCI	9420 BLACKSHEAR HWY.	BAXLEY	APPLING	31513
CCI001711	GEORGIA BAPTIST CHILDREN'S HOME - GOOD SHEPHERD	CCI	390 BAR REST RANCH ROAD	WARM SPRINGS	MERIWETHER	31830
CCI001018	GEORGIA BAPTIST CHILDREN'S HOME - MEANSVILLE HOME	CCI	2821 US HIGHWAY 19	MEANSVILLE	PIKE	30256

- From the Facility Profile Page as shown below, click the **Waivers** tab to submit a waiver request. The **Back to Search Results** tab will take you back to the Facility Landing Page that lists all the facilities associated with your user name. The Facility Profile Page displays the facility/agency's information and contacts.

Edit/View Facility

↓

[Waivers](#)
[License Request](#)
[Adverse Actions](#)
[Back To Search Results](#)

License Information (FACID: CCI11036)

Operating Status CLOSED-STATE ▼	License#
Type Select ▼	Service ▼
Capacity 	Provided
Date Opened / Date Active 	Ages From To
Most Recent Licence Issue Date 	Date Closed
License Issue Date 	Surveyor ALANA AUGUSTE ▼
License Effective From 	License Select ▼
	Type
	License
	Effective To

Identification

- After clicking the waivers tab, the **Waivers** box will populate. Click the **+Add New Waiver** tab.

Waivers

[Expand All](#)
[Collapse](#)

[+ Add New Waiver](#)
[Refresh](#)

Edit	FACID	Submission Date	Download Waiver	Download Decision Response
▶	CCI11036	12/15/2022		

- From here you will be able to click on the **Associated Rule** for which you are requesting a waiver/variance. Click on the down caret ▼ to display all the Associated Rules.

Waivers

[Expand All](#)
[Collapse](#)

[+ Add New Waiver](#)
[Refresh](#)

Edit	FACID	Submission Date	Download Waiver	Download Decision Response
				↓

Associated Rule ▼

Comments

Upload Waiver/Variances Application [Select](#)

Selected Rules:

No records to display.

7. Click the box(es) of the Associated Rule(s) you are requesting a waiver/variance. **Up to 10 Rules** can be selected. If you are submitting more than one waiver/variance request, you will need to complete an application for each request. In the box below, you can see that we chose three rules to have waived. If you selected the wrong rule by mistake, simply click on the box to uncheck it.

Waivers

[Expand All](#) [Collapse](#)

+ Add New Waiver Refresh

Edit	FACID	Submission Date	Download Waiver	Download Decision Response

Associated Rule 0803-Director.-290-2-5-.08(3)(a), 0812-Finances.-290-2-5-.08(4)(a),

Comments

Upload Waiver/Variances Application

Selected Rules:

0803-Director.-290-2-5-.08(3)(a), 0812-Finances.-290-2-5-.08(4)(a), 0815-Recordkeeping. Case Records.-290-2-5-.08(5)(a)2.,

No records to display.

8. The rule(s) selected will appear at the bottom under **"Selected Rules"**. If you have any comments, enter in the comment box.
- Note:** A waiver/variance request with multiple rules associated requires a separate decision for each rule, however, one response letter will be sent to the facility/agency.

Waivers

[Expand All](#) [Collapse](#)

+ Add New Waiver Refresh

Edit	FACID	Submission Date	Download Waiver	Download Decision Response

Associated Rule 0803-Director.-290-2-5-.08(3)(a), 0812-Finances.-290-2-5-.08(4)(a),

Comments

Upload Waiver/Variances Application

Selected Rules:

0803-Director.-290-2-5-.08(3)(a), 0812-Finances.-290-2-5-.08(4)(a), 0815-Recordkeeping. Case Records.-290-2-5-.08(5)(a)2., 0834-Recordkeeping. Personnel Records.-290-2-5-.08(5)(d)5., 0840-Staffing.-290-2-5-.08(6), 0843-Staffing.-290-2-5-.08(6)(a)3.,

No records to display.

9. To upload the waiver/variance application packet, click select. Once the application is uploaded, click the blue check mark to upload the packet or cancel to quite and return to the previous page. The waiver application can be found on the DHS website under Residential Child Care Licensing – Provider Tools.

Note: If you need to submit more than one document (i.e., application and supporting documents), you must combine the documents into one PDF document to upload. The system will not allow you to upload more than one document at a time. If you try to upload more than one document, the system will override the previously submitted document.

[Expand All](#) [Collapse](#)

+ Add New Waiver

Refresh

Edit	FACID	Submission Date	Download Waiver	Download Decision Response

Associated Rule

0803-Director.-290-2-5-.08(3)(a), 0812-Finances.-290-2-5-.08(4)(a),

Comments

Upload Waiver/Variances Application

Select

Selected Rules:

✓

✗

10. After you click the blue checkmark to save the uploaded document, you will see a **green** dot if the document was uploaded properly. If a **red** dot is displayed, remove the document and upload again.

Note: There is no pop-up to let you know that the information was saved. You will be returned to the list of waivers associated with your agency/facility (See picture under step 11).

[Expand All](#) [Collapse](#)

+ Add New Waiver

Refresh

Edit	FACID	Submission Date	Download Waiver	Download Decision Response

Associated Rule

0803-Director.-290-2-5-.08(3)(a), 0812-Finances.-290-2-5-.08(4)(a),

Comments

Upload Waiver/Variances Application

Waiver application and Instructions-revised 9-21.pdf x Remove

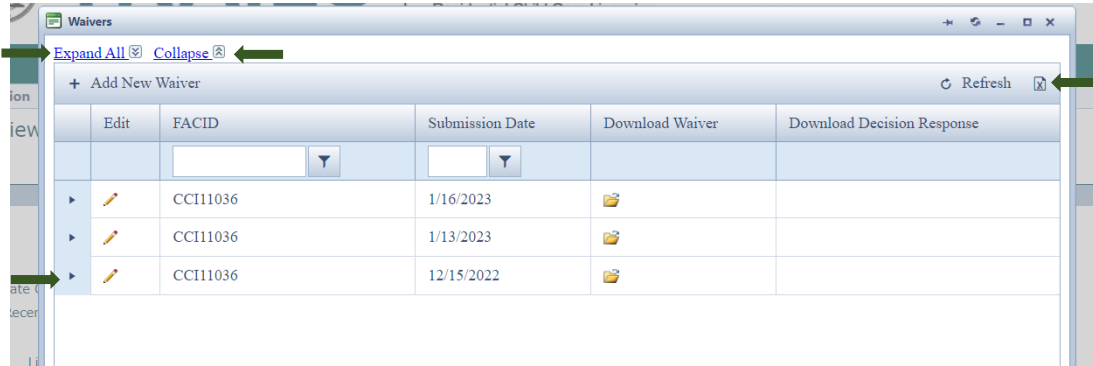
Selected Rules:

✓

✗

11. The waivers are displayed by the submission date. The last waiver submitted will be shown on the top row. If you need to upload an edited application or uploaded the wrong document, click

the pencil to upload the edited or correct application. **Expand All** will allow you to expand all the waivers for details. **Collapse** will take you back to the original view. The Excel icon will allow you to convert the page to an Excel spreadsheet.



- Click the caret ► on the far left of the picture in #11 above to expand the view to see details of the waiver as shown below. For example, the caret ► in picture 11 was clicked for the waiver request submitted 12/15/22. This will allow you to see the details of the waiver:

Associated Rule(s) - The rules requested to be waived.

Tag Number - Associated with the rule.

Decision status - Approved or Not approved.

Decision date - The date a decision was made on your request.

Effective date - The date the waiver becomes effective.

Expiration date - The date the waiver expires.

Submission date - The date your agency/facility submitted the waiver request.

Posted date - The date your request was posted to the Secretary of State website.

Comments - Any comments made when you submitted the wavier.


Log Out

New Application	My Facilities	Waivers	Incident Reporting										
Search Existing Waivers													
Expand All Collapse													
Edit	Fac Id	Submission Date			Download Waiver				Download Decision Response				
	CCI11036	12/15/2022											
Edit	Facility Id	Facility Name	Facility Address	Associated Rule	TAG	Decision Status	Decision Date	Effective Date	Expiration Date	Submission Date	Posted Date	Comments	FacType
	CCI11036	TEST SITE, INC	1209 cypress point apartment GA 30005	Recordkeeping, Case Records, 290-2-5-.08(5) (a)1.	0814					12/15/2022		None	1
	CCI11036	TEST SITE, INC	1209 cypress point apartment GA 30005	Recordkeeping, Case Records, 290-2-5-.08(5) (a)3.	0816					12/15/2022		None	1
	CCI11036	TEST SITE, INC	1209 cypress point apartment GA 30005	Health Services, 290-2-5-.12(3) (a)1.	1208					12/15/2022		None	1
	CCI11036	TEST SITE, INC	1209 cypress point apartment GA 30005	Child Care Services, 290-2-5-.12(2)(d)	1205					12/15/2022		None	1
	CCI11036	TEST SITE, INC	1209 cypress point apartment GA 30005	Assessment and Planning, 290-2-5-.10(1)	1000					12/15/2022		None	1

System References

The Icons and Controls below will help you to navigate through RCC TRAILS:

	ADD NEW RECORD	Opens a page or form to add a new record
	CANCEL	Abandons any inputs or edit to page or form
	DELETE	Deletes the associated entry or record
	DOWNLOAD FILE	Download a file to the local machine
	EDIT	Opens the EDIT mode of a page or form
	REFRESH	Reloads the active page
	SAVE	Saves the input or new record
	FILTER	Allows a data field to be drilled down to specific criteria, such as a Name or Date
	DATE PICKER	Allows a specific date to be selected
	MICROSOFT EXCEL EXPORT	Exports view of report to MS Excel file
	ADOBE EXPORT	Exports view or report to a PDF

	HISTORY	When clicked displays the history for associated data field
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Contact Information

If there are any questions or technical problems, please forward
to rcc@dhs.ga.gov.

For technical problems, be sure to include a screenshot of the
problem you are having on RCC TRAILS.