

Case Study: Georgia DECAL × TORSH From Consultation to Coaching — and a National First



Recognized by NIEER. Built From the Inside Out.

In the 2025 NIEER State Preschool Yearbook, Georgia became the first universal program in the country to meet all 10 of 10 quality standards benchmarks — a national milestone that reflects years of intentional investment in educators, coaching systems, and continuous quality improvement.

Two of those benchmarks are directly related to what TORSH powers:

- **Staff professional development:** individual PD plans and ongoing coaching for teachers and assistants
- **Continuous quality improvement:** structured classroom observations and data used for program improvement

TORSH is proud to be part of the ecosystem that supports this work.



The Challenge

Georgia's Department of Early Care and Learning (DECAL) supports child care providers across the state through a network of seven regional CCR&R groups. For years, much of that support happened at the program level — one technical assistant working across an entire center, sometimes 18 classrooms at once.

DECAL's team knew one-on-one coaching was where the real impact lived.



When DECAL introduced TORSH, it was like a fire lit underneath us. Finally, we had the tools and the structure to become true coaches for our providers.

Regina Little, CCR&R
Leader, Georgia DECAL





The Solution

DECAL partnered with TORSH to build the infrastructure for coaching and continuous quality improvement across their entire network — customized to fit the needs of each region and division.

With TORSH, DECAL's team gained:

- ✔ **Video-Based, Asynchronous Coaching Workflows:** Enabling true one-on-one coaching without the constraints of geography or schedule.

- ✔ **Customizable Tools For Each CCR&R Region:** So the platform could look different for each team while supporting everyone.
- ✔ **Cross-Department Visibility:** Giving operational leaders insight into work happening across divisions that wasn't visible before.
- ✔ **Centralized Learning Infrastructure:** Video library, learning paths, and coaching tools all in one place

In Their Own Words

"We knew that coaching was where we'd get the biggest bang for our buck. We just needed the opportunity to truly invest our time and efforts into it."

— Regina Little, CCR&R Leader

"Once we got in there and realized we could do the library, the learning paths, the video — all of that in one place — that was surprising. And how customizable it was for each region."

— Abby Ruiz, Operational Analyst



The Results

A Culture Shift Toward Coaching: Staff who once focused primarily on consultation are now deeply engaged in one-on-one coaching — and have invested in additional skills training to build sustainable, replicable capacity.

Cross-Team Visibility And Collaboration: Operational leaders gained insight into work happening across departments and regions that even senior managers hadn't seen before — creating new opportunities to align and improve.

High Adoption, Low Friction: Despite initial hesitation about new technology, DECAL's team came around quickly. The platform's flexibility and TORSH's hands-on support made the difference.

National Recognition: Georgia met all 10 of 10 NIEER quality benchmarks, including the two most directly tied to coaching infrastructure and continuous quality improvement.