

## Programs and Providers

### ODJFS Child Care Help Desk

1-877-302-2347

Monday - Friday 8:00 am to 5:00 pm

**Option 1 – Provider technical support for** Child Care Information Data System (CCIDS) and Ohio Child Licensing and Quality System (OCLQS)

- OCLQS, including Step Up To Quality (SUTQ)
- COLTS/SOLAR technical assistance
- Payment questions (time frames, EFTs, etc.)
- CCIDS Provider Portal
- Provider agreement, rate, and banking forms 1099's and W-9's

Email: [CCIDS\\_business\\_unit@jfs.ohio.gov](mailto:CCIDS_business_unit@jfs.ohio.gov)

### Option 4 – Child Care Policy Help desk

- OCLQS including SUTQ questions
- Policy and county technical assistance
- Licensing/certification rule-related questions
- Complaints (may be e-mailed to above address)
- Unlicensed providers/alleged operations
- Report serious incident, injury and illness
- How to open a Child Care Center/Type A Home

Email: [childcarepolicy@jfs.ohio.gov](mailto:childcarepolicy@jfs.ohio.gov)

### Option 8 – Transfer to Ohio Electronic Child Care (ECC) Provider Helpline

### Ohio ECC Provider Helpline with Interactive VoiceResponse (IVR)

1-888-516-4776

Automated response available 24/7

- Confirm attendance information
- Void transactions
- Report absences
- Verify child authorizations
- Retrieve payment information
- Point of Service (POS) device including troubleshooting and replacement
- Provider website support
- Speak to a customer service representative Monday - Friday 6:00 a.m. to 7:00 p.m.

### Provider Website (PWeb)

- View authorization information
- View transaction information
- View, download and print exception reports
- View, download and print payment detail information
- Record absences

<https://www.eccproviderweb.ohio.gov/eccpw/>

### Child Care Licensing

- News from Child Care Bureau – current events
- Information for families
- Resources for providers
- CCIDS - Child Care Information Data System
- CCIDS Provider Portal
- Ohio ECC
- Step Up To Quality
- COLTS-SOLAR - System for Online License Applications and Renewals

<http://www.jfs.ohio.gov/cdc/childcare.stm>

### Ohio Child Care Resource and Referral Agency (OCCRA)

- Search for professional development trainings available for child care staff members
- Ohio Professional Registry
- Staff Profiles
- Contact information for local resource and referral agencies
- SUTQ Quality Achievement Awards
- T.E.A.C.H.- scholarships for child care workers to complete course work in early childhood education

<http://www.occra.org/>

### Step Up To Quality (SUTQ)

- SUTQ Updates and Guidance Document
- Early Learning and Development Standards

[www.EarlyChildhoodOhio.org](http://www.EarlyChildhoodOhio.org)



<p><b>CDJFS Contact Information for each county:</b></p> <ul style="list-style-type: none"> <li>• <u>Providers</u> – Type B Home provider licensing/In-Home Aide certification, eligibility and authorization information, manual claims</li> </ul> <p><a href="http://jfs.ohio.gov/county">http://jfs.ohio.gov/county</a></p>	<p><b>LAWriter©</b> Access child care licensing rules and laws:</p> <ul style="list-style-type: none"> <li>• Child Care Center (Chapter 5101:2-12)</li> <li>• Type A Home rules (Chapter 5101:2-13)</li> <li>• Type B Home rules (Chapter 5101:2-14)</li> </ul> <p><a href="http://codes.ohio.gov/oac/5101%3A2">http://codes.ohio.gov/oac/5101%3A2</a></p>
<p><b>ODJFS Forms Central</b></p> <ul style="list-style-type: none"> <li>• Access all ODJFS forms (prescribed and sample forms)</li> </ul> <p><a href="http://www.odjfs.state.oh.us/forms/inter.asp">http://www.odjfs.state.oh.us/forms/inter.asp</a></p>	<p><b>RSS Feed</b> is a way for websites to "feed" this information to subscribers automatically. Sign up here for the BCCD RSS Feed:</p> <p><a href="http://www.odjfs.state.oh.us/ccupdates/rss.aspx">http://www.odjfs.state.oh.us/ccupdates/rss.aspx</a></p>
<p><b>Parents/Caretakers</b></p>	
<p><b>Ohio ECC Caretaker (Parent) Helpline/IVR</b> 1-888-796-4322 – automated response available 24/7 TTY 1-877-411-6059</p> <ul style="list-style-type: none"> <li>• Activate card or change PIN</li> <li>• Report lost, stolen or damaged card</li> <li>• Request replacement card</li> </ul> <p>Speak to a customer service representative Monday - Friday 6:00 a.m. to 7:00 p.m.</p>	<p><b>Additional resources for families</b></p> <ul style="list-style-type: none"> <li>• Tax credits for working families</li> <li>• Children’s Hospitals</li> <li>• American Academy of Pediatrics (AAP)</li> <li>• Child and Adult Food Program</li> </ul> <p><a href="http://jfs.ohio.gov/cdc/families.stm">http://jfs.ohio.gov/cdc/families.stm</a></p>
<p><b>ODJFS Child Care Help Desk</b> <b>1-877-302-2347</b></p> <p>Monday - Friday 8:00 am to 5:00 pm</p> <p>Email: <a href="mailto:childcarepolicy@jfs.ohio.gov">childcarepolicy@jfs.ohio.gov</a></p> <p><b><u>Option 4</u> – Child Care Policy Help desk</b></p> <ul style="list-style-type: none"> <li>• Complaints (may be e-mailed to above address)</li> <li>• Unlicensed providers/alleged operations</li> </ul>	<p><b>CDJFS Contact Information for each county:</b></p> <ul style="list-style-type: none"> <li>• <u>Caretakers</u> (parents) – applications, eligibility, authorizations, case changes (contact the child care caseworker)</li> </ul> <p><a href="http://jfs.ohio.gov/county">http://jfs.ohio.gov/county</a></p> <p><b>Search for child care or early learning and development programs</b></p> <p><a href="http://www.odjfs.state.oh.us/cdc/query.asp">http://www.odjfs.state.oh.us/cdc/query.asp</a></p>
<p><b>County Department of Job and Family Services (CDJFS)</b></p>	
<p><b>ODJFS Child Care Help Desk</b> <b>1-877-302-2347</b></p> <p>Monday - Friday 8:00 am to 5:00 pm</p> <p><b><u>Option 2</u> – County JFS Technical support for CCIDS and OCLQS</b></p> <p>Email: <a href="mailto:CCIDS_help_desk@jfs.ohio.gov">CCIDS_help_desk@jfs.ohio.gov</a></p>	<p><b>LAWriter©</b> Access child care licensing rules and laws:</p> <ul style="list-style-type: none"> <li>• Child Care Center (Chapter 5101:2-12)</li> <li>• Type A Home rules (Chapter 5101:2-13)</li> <li>• Type B Home rules (Chapter 5101:2-14)</li> </ul> <p><a href="http://codes.ohio.gov/oac/5101%3A2">http://codes.ohio.gov/oac/5101%3A2</a></p> <p><b>ODJFS Forms Central</b></p> <ul style="list-style-type: none"> <li>• Access all ODJFS forms (prescribed and sample forms)</li> </ul> <p><a href="http://www.odjfs.state.oh.us/forms/inter.asp">http://www.odjfs.state.oh.us/forms/inter.asp</a></p>
<p><b>Add your own telephone numbers or websites that you want to remember:</b></p>	