

## Child Care Resource Guide for Parents/Caretakers/Sponsors

Dec. 2022

<p><b>ODJFS Child Care Policy Help Desk</b></p>	<p><b>1-877-302-2347</b> (Option 4) Mon – Fri 8am-5pm</p> <ul style="list-style-type: none"> <li>• Email: <a href="mailto:childcarepolicy@jfs.ohio.gov">childcarepolicy@jfs.ohio.gov</a></li> <li>• Policy questions for licensing/certification, PFCC, and SUTQ</li> <li>• File a complaint</li> </ul>
<p><b>Time Attendance and Payment (TAP) Resources</b></p>	<p>Website: <a href="https://ohiocctap.info/">https://ohiocctap.info/</a>  <b>TAP Smart Phone App (KinderSmart)</b></p> <ul style="list-style-type: none"> <li>• Record attendance and approve attendance recorded by program</li> <li>• View messages and authorization information</li> </ul> <p><b>TAP Support Center (1-833-866-1708, Option 9)   Mon – Fri 7am- 8pm</b></p> <ul style="list-style-type: none"> <li>• KinderSign tablet-related questions, PIN reset, KinderConnect password reset</li> </ul>
<p><b>Resources for Families</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">ODJFS Family Website</a></li> <li>• <a href="#">Early Childhood Resource Guide</a></li> <li>• <a href="#">BOLD Beginning! for Families</a></li> </ul> <div style="text-align: right;"> </div>
<p><b>Ohio Benefits</b></p>	<p>Website: <a href="https://benefits.ohio.gov/">https://benefits.ohio.gov/</a></p> <ul style="list-style-type: none"> <li>• Apply, Reapply and Manage Benefits</li> </ul>
<p><b>ODJFS Public Records Request</b></p>	<p>Email: <a href="mailto:ODJFS_CHILDCARE@jfs.ohio.gov">ODJFS_CHILDCARE@jfs.ohio.gov</a></p>
<p><b>ODJFS Forms Central</b></p>	<p>Website: <a href="http://www.odjfs.state.oh.us/forms/">www.odjfs.state.oh.us/forms/</a></p> <ul style="list-style-type: none"> <li>• Access all ODJFS forms, including child forms, required forms and sample forms</li> </ul>
<p><b>Ohio Administrative Code – Child Care Rules</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">ODJFS eManuals &gt; Family Assistance - Child Care(ohio.gov)</a></li> <li>• <a href="#">Rules in Clearance Available for Public Comment</a></li> </ul>
<p><b>County Agency Contact Information</b></p>	<ul style="list-style-type: none"> <li>• Website: <a href="https://jfs.ohio.gov/county/index.stm">https://jfs.ohio.gov/county/index.stm</a></li> <li>• Publicly funded child care applications, eligibility, authorizations, case changes (contact the child care caseworker), family child care licensing/in-home aide certification</li> </ul>
<p><b>Search For Child Care Early Learning and Development Programs</b></p>	<p>Website: <a href="http://childcaresearch.ohio.gov/">http://childcaresearch.ohio.gov/</a></p> <ul style="list-style-type: none"> <li>• View inspection reports and sign up to receive notifications when a new inspection has been posted for a program from the program details page</li> <li>• Search by PFCC, SUTQ star-rating, provider type, zip code. Map-based search available</li> </ul>