

Purpose: Provide an overview of how applicants can access and submit a Child Care Online Application through the Ohio Benefits Self-Service Portal (SSP).

Information: To access the Ohio Benefits SSP, applicants go to <https://ssp.benefits.ohio.gov/>.

Before individuals can use the Ohio Benefits SSP to fill out the JFS 001138, Application for Child Care Benefits”, individuals create a SSP user account.

When an individual signs-up, users create a secure **Username** and **Password**. Keep the **Username** and **Password** safe to prevent others from accessing any personal information. If the applicant already has an SSP account from applying for Medical, Food, or Cash Assistance they can use the same login.

Note: After 10 minutes of inactivity individuals receive a 5-minute warning before the browser times-out and closes. Applicants can reset the clock by clicking the **Next Step** buttons throughout the application. There is no save functionality, so individuals must complete the full application.

Section	Hyperlink to Section
Detailed Steps for Creating an SSP Account	Detailed Steps for Creating an SSP Account:
Detailed Steps for Submitting a Child Care Online Application	Detailed Steps for Submitting a Child Care Online Application:
Appendix: Helpful Tips	Appendix: Helpful Tips

Detailed Steps for Creating an SSP Account:

Step	Creating an SSP Account
<p>1</p>	<p>Signing Up</p> <p>A. Click Sign Up in the top right corner to create an SSP account. When filling out the <i>Personal Information</i> page and <i>Contact Information</i> page, only the fields marked with a red asterisk (*) are required. Once all required information is entered, click Save and Continue.</p> <p>Note: If an applicant is homeless, you can use the County Department of Job and Family Services address (http://jfs.ohio.gov/County/County_Directory.pdf).</p> <p>B. Once you enter your Home and Mailing addresses, you are brought to the <i>Select Address</i> section. Select a possible match found, or select the address you entered at the bottom, and click Save and Continue.</p> <p>Note: It is recommended you select the two bottom addresses you entered on the <i>Contact Information</i> page otherwise the system defaults the addresses to the ones auto-selected at the top.</p> <p>C. Enter all required information in the <i>Sign Up</i> page to choose a Username and Password. Once complete, click Sign Up.</p> <ol style="list-style-type: none"> The Username cannot contain special characters (<>, #, , &, ~, ?, (), {}, %, or *) The Password must be at least eight (8) characters and contain at least one (1) character of each of the following four (4) characteristics: <ul style="list-style-type: none"> Upper Case (A-Z) Lower Case (a-z) Numerals (0-9) Special Characters If you forget your log-in information, you need to answer the <i>Security Questions</i> you created on the <i>Sign Up</i> page. Be sure to select the checkbox to agree to the <i>Terms and Conditions</i>. <p>D. The <i>Sign Up Success</i> page displays when you successfully creates an account. Click Continue.</p>
<p>2</p>	<p>Verifying Your Identity</p> <p>A. After clicking Continue on the <i>Sign Up Success</i> page, the system prompts you to verify your identity on the <i>Verify Your Identity</i> page.</p> <p>B. Review the information on the page and click Continue. The system may continue to verify your identity and ask you to provide additional information.</p> <p>C. After reaching the <i>Verify Your Identity Results</i> page you can continue forward in the application process without verifying your identity by clicking Continue.</p> <p>D. You can try to verify your identity again by clicking the Verify your Identity hyperlink on the left-side menu of the homepage, or verify your identity as required with a Child Care worker before the processing of your benefits is complete.</p>

Detailed Steps for Submitting a Child Care Online Application:

Step Submitting a Child Care Online Application

1 How to Apply

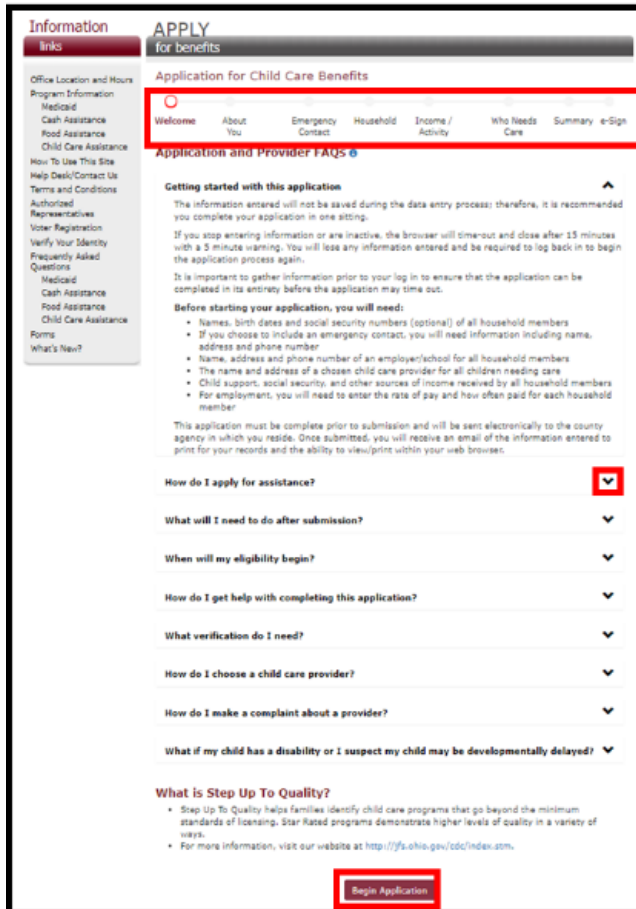
A. Once you create an account and log-in to the Self-Service Portal (SSP), you are brought to the SSP homepage. The left-hand column contains helpful information, such as “How To Use This Site.” To begin your Child Care Online application, click **Apply for assistance** under **Child Care Benefits**.

The screenshot displays the Ohio Self-Service Portal (SSP) homepage. At the top, the header includes the Ohio logo, 'Benefits', and 'SELF-SERVICE PORTAL'. On the right side of the header, there are links for 'Help', 'My Account', and the user name 'Jane Doe'. A red callout box points to the user name with the text: 'Once logged into the SSP you will see your SSP Account ID in the upper right-hand corner.' On the left side, there is a navigation menu titled 'Information links' with various options like 'Office Location and Hours', 'Program Information', and 'How To Use This Site'. The main content area is divided into three columns: 'CHECK Medicaid, Food & Cash Eligibility', 'APPLY Medicaid, Food & Cash Benefits', and 'ACCESS Medicaid, Food & Cash Benefits'. Below these columns is a 'Child Care Benefits' section with an 'Apply for assistance' button highlighted by a red box.

2 Submitting an Application

A. Application for Child Care Benefits

- a. Once you are ready to begin the application you are brought to the *Welcome* section. This page contains Frequently Asked Questions (FAQs) around the application process. Once you are ready to begin the application, click **Begin Application**.



General Navigation

You can see your progress within the application here and also navigate back and forth using the radial buttons.

General Navigation

You can collapse/expand each section by clicking the carrot icon.

Note: Once you click **Begin Application** button, you are unable to save the application. Be sure to stay active and complete the application in one sitting!

B. About You

- a. The *About You* page is where you enter your personal information, including your *First Name*, *Last Name*, *Mailing Address*, *County*, and *Is your mailing address different from street address*. Once you enter all the requested information, click **Next Step**.
 - Certain questions throughout the application are conditional. For example, if you answer **Yes** to the question *“Is your mailing address different from street address?”* a conditional question will appear asking *“Are you homeless?”*

Note: Each time you click **Next Step** within the application, the time out clock resets.

C. Emergency Contact

- a. The *Emergency Contact* page displays next for you to complete. If this section is not applicable, select the **Not Applicable** checkbox. This collapses the information and places a checkmark in the field. Once complete, click **Next Step** to continue.

D. Household Members

- a. The *Household Members* page displays next. This is where you can add additional household members to the application. Once complete, click **Next Step** to continue.

Note: If you need to add more members click **Add Household Member**.

E. Income/Activity

- a. The *Income/Activity* page displays next. This is where you can add your income and any other activities, such as school. Once complete, click **Next Step** to continue.

Note: If you need to add more activities, click **Add Activity**.

F. Who Needs Care

- a. The *Who Needs Care* section displays next. This is where you enter information about the child needing care. Once complete, click **Next Step** to continue.

Note: If you would like assistance with selecting a provider, you may use the [Child Care Directory](#) or contact your local [Child Care Resource and Referral Agency](#).

Note: If you need to add another child, click **Add Child**.

G. Application Summary

- a. The *Application Summary* page allows you to review the information you entered and make sure it is correct before signing your application. Once you've verified the information is correct, click **Next Step**.

Note: If information is missing and edits are needed, select the **Edit** link next to the section where you need to make changes and add/update information. Once complete, navigate back to the *Application Summary* page.

H. e-Sign your Application

- a. The *e-Sign your application* page is the last section to complete before submitting your application.
- b. Enter your name in the **Signature of Applicant** field and answer the **I have read and understand my Rights and Responsibilities** question. When you are ready to submit your application click the **Submit Application** button.

I. Your Application Has Been Submitted

- a. The *Your Application Has Been Submitted* page displays when you successfully submit your application. As a reminder, if you entered your email earlier in the application you receive an email of the information you entered to have for your records. You can also view/print a copy of the application within your web browser. Click **Download Your Application** to save or print a copy for your records.
- b. Once you submit your application you need to provide the county agency with all necessary verifications and required information. Once your application is reviewed; a caseworker will mail you a verification checklist requesting any additional information needed to determine your eligibility.

Note: Your eligibility for the Child Care program is determined within 30 days from the date the application is received by your county agency.

Appendix: Helpful Tips

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Complete the application in one sitting and stay active

Entered information is not saved as you enter it; therefore, it is recommended you complete the application in one sitting. After 10 minutes of inactivity, you receive a 5 minute warning before the browser times-out and closes. You will lose any information entered and be required to log back in to begin the application process again.

Be Prepared

Before starting your application, you need your:

- Household member information
- Emergency Contact information
- Employer/School information
- Chosen Child Care Provider Information
- Child Support, social security and other sources of income
- For employment: Rate of pay and how often paid

Complete application prior to submission

The application must be complete prior to submission and is sent electronically to the County agency in which you reside. Once submitted, you receive an email of the information entered to print for your records and the ability to view/print within your web browser.

What is Step Up To Quality?

Step Up To Quality helps families identify child care programs that go beyond the minimum standards of licensing. Star Rated programs demonstrate higher levels of quality in a variety of ways. For more information, visit our website at: <http://jfs.ohio.gov/cdc/index.stm>

Note: If English is not your primary language or if you have a disability, are hearing-impaired or visually impaired, the County agency will provide someone who can help you understand the questions on this application. You can find your [local county office](#) here.

For questions with the Self-Service Portal/Submitting the Child Care Online Application please contact your [local county office](#).