## Programs/Providers

<table>
<thead>
<tr>
<th>ODJFS Child Care Help Desk</th>
<th>TAP Tablet and Website – KinderConnect</th>
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<tbody>
<tr>
<td>Monday – Friday 8:00 am to 5:00 pm</td>
<td>• View authorization information</td>
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<td></td>
<td>• Review attendance</td>
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<td>• Submit attendance after the service week has ended</td>
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<td>• View transactions</td>
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<td>• View, download, and print payment detail information</td>
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<td></td>
<td>• Record absences including school out of session and professional days</td>
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<td>• Merge pending applications</td>
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<td>• Request payment for denied applications</td>
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**Option 1 – Provider technical support** for Child Care Information Data System (CCIDS), Time, Attendance and Payment (TAP) system, and Ohio Child Licensing and Quality System (OCLQS)

- OCLQS which includes Licensing and Step Up To Quality (SUTQ)
- TAP payment questions (time frames, EFTs, etc.)
- CCIDS Provider Portal
- Provider agreement, rates, banking information 1099s and W-9s

Email: CCIDS_business_unit@jfs.ohio.gov

**Option 4 – Child Care Policy Help Desk**

- Policy and county technical assistance
- Licensing and SUTQ rule-related questions
- Complaints (may be e-mailed to address below)
- Report unlicensed providers/alleged operations
- Report serious incident, injury and illness
- How to open a Child Care Center/Family Child Care home

Email: childcarepolicy@jfs.ohio.gov

**Option 8 – Transfer to TAP Support Center – (Option 9 after being transferred)**

**Child Care Licensing**


- Information for families
- Resources for providers
- Time, Attendance, and Payment (TAP) System
- CCIDS Provider Portal
- Step Up To Quality

**TAP Interactive Voice Response**

1-833-599-6670

Automated response available 24/7

- Report attendance (caretaker must be calling from program phone of record)
- Report absences, school out of session, and professional days

**TAP Support Center**

1-833-866-1708 Option 9

Monday – Friday 7:00 a.m. to 8:00 p.m.

[https://ohiocctap.info/](https://ohiocctap.info/)

- KinderSign tablet related questions
- KinderSign reset PIN
- KinderConnect reset password
- Report lost, stolen or damaged tablet

**Step Up To Quality (SUTQ)**

[http://www.earlychildhoodohio.org/index.stm](http://www.earlychildhoodohio.org/index.stm)

- SUTQ updates and links to the SUTQ rules
- Early Learning and Development Standards
- OCLQS training materials for providers
- Bold Beginning for Providers

[https://boldbeginning.org/programs/](https://boldbeginning.org/programs/)

**Search for child care or early learning and development programs:**

[http://childcaresearch.ohio.gov/](http://childcaresearch.ohio.gov/)

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**County agency contact information:**

[http://jfs.ohio.gov/county/index.stm](http://jfs.ohio.gov/county/index.stm)

- Family child care licensing/In-Home Aide certification, eligibility and authorization information for PFCC
### Ohio Administrative Code – Child Care Rules

- [http://codes.ohio.gov/oac/5101%3A2](http://codes.ohio.gov/oac/5101%3A2)
  - Child Care Center (Chapter 5101:2-12)
  - Family Child Care (Chapter 5101:2-13)
  - Child Care In-Home Aide (Chapter 5101:2-14)
  - Publicly Funded Child Care (Chapter 5101:2-16)
  - Step Up To Quality (Chapter 5101:2-17)
  - Child Care Day Camp (Chapter 5101:2-18)


### Resources for Programs:

- [http://jfs.ohio.gov/cdc/providers.stm](http://jfs.ohio.gov/cdc/providers.stm)
  - Bold Beginning for Providers [https://boldbeginning.org/programs/](https://boldbeginning.org/programs/)

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

- [https://occrra.org/](https://occrra.org/)
  - Ohio Professional Registry
    - Search for professional development trainings
    - Staff Profiles
    - Background Checks
  - Contact information for local resource and referral agencies
  - T.E.A.C.H.- scholarships for child care professionals to complete course work in early childhood education
  - POWEROhio- wage & retention program
  - School-Age Endorsement

### ODJFS Forms Central:

- [http://www.odjfs.state.oh.us/forms/](http://www.odjfs.state.oh.us/forms/)
  - Access all ODJFS forms (prescribed and sample forms)

### RSS Feed:

- [http://www.odjfs.state.oh.us/ccupdates/rss.aspx](http://www.odjfs.state.oh.us/ccupdates/rss.aspx)
  A way for websites to "feed" information to subscribers automatically.

### Parents/Caretakers/Sponsors

#### TAP Smart Phone App – KinderSmart

- Record attendance
- Approve attendance recorded by program
- View messages
- View authorization and benefit information

#### TAP Support Center

1-833-866-1708 Option 9
Monday – Friday 7:00 a.m. to 8:00 p.m.
- KinderSign tablet related questions
- KinderSign reset PIN
- KinderConnect reset password

#### Resources for Families:

- [http://jfs.ohio.gov/cdc/families.stm](http://jfs.ohio.gov/cdc/families.stm)
  - Bold Beginning for Parents/Caretakers [https://boldbeginning.org/](https://boldbeginning.org/)

#### County agency contact information:

- [http://jfs.ohio.gov/county](http://jfs.ohio.gov/county)
  - Caretakers (parents) – applications, eligibility, authorizations, case changes (contact the child care caseworker)

#### ODJFS Child Care Policy Help Desk

1-877-302-2347 Option 4
Monday – Friday 8:00 a.m. to 5:00 p.m.
- Complaints
- Report unlicensed providers/alleged operations
  Email: childcarepolicy@jfs.ohio.gov

#### Search for child care or early learning and development programs:

- [http://childcaresearch.ohio.gov/](http://childcaresearch.ohio.gov/)
  Sign up to receive notifications when a new inspection has been posted for a program from the program details page.