### Programs and Providers

<table>
<thead>
<tr>
<th>ODJFS Child Care Help Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1-877-302-2347</strong></td>
</tr>
<tr>
<td>Monday - Friday 8:00 am to 5:00 pm</td>
</tr>
</tbody>
</table>

**Option 1 – Provider** technical support for Child Care Information Data System (CCIDS) and Ohio Child Licensing and Quality System (OCLQS)
- OCLQS which includes Licensing and Step Up To Quality (SUTQ)
- Payment questions (time frames, EFTs, etc.)
- CCIDS Provider Portal
- Provider agreement, rate, and banking forms 1099s and W-9s

Email: **CCIDS_business_unit@jfs.ohio.gov**

**Option 4 – Child Care Policy Help Desk**
- OCLQS which includes Licensing and SUTQ questions
- 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

Email: **childcarepolicy@jfs.ohio.gov**

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

<table>
<thead>
<tr>
<th>Ohio ECC Provider Helpline with Interactive Voice Response (IVR)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1-888-516-4776</strong></td>
</tr>
</tbody>
</table>

- 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/](https://www.eccproviderweb.ohio.gov/eccpw/)

**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.occrra.org/](http://www.occrra.org/)

---

**Child Care Licensing**
- Information for families
- Resources for providers
- CCIDS - Child Care Information Data System
- CCIDS Provider Portal
- Ohio ECC
- Step Up To Quality

[http://www.jfs.ohio.gov/cdc/childcare.stm](http://www.jfs.ohio.gov/cdc/childcare.stm)
Step Up To Quality (SUTQ)
- SUTQ updates and links to the SUTQ rules
- OCLQS training materials for providers
  www.EarlyChildhoodOhio.org

CDJFS Contact Information for each county:
- Providers – Family child care licensing/In-Home Aide certification, eligibility and authorization information, manual claims
  http://jfs.ohio.gov/county

LAWriter®
Access child care licensing rules and laws:
- Child Care Center (Chapter 5101:2-12)
- Family Child Care (Chapter 5101:2-13)
  http://codes.ohio.gov/oac/5101%3A2

ODJFS Forms Central
- Access all ODJFS forms (prescribed and sample forms)
  http://www.odjfs.state.oh.us/forms/inter.asp

RSS Feed is a way for websites to "feed" this information to subscribers automatically. Sign up here for the BCCD RSS Feed:
http://www.odjfs.state.oh.us/ccupdates/rss.aspx

County Department of Job and Family Services (CDJFS) and State Staff

ODJFS Child Care Help Desk
1-877-302-2347
Monday - Friday 8:00 am to 5:00 pm

Option #2 – County/State and ODE user support for Child Care Information Data System (CCIDS) and Ohio Child Licensing and Quality System (OCLQS)
- OCLQS which includes Licensing and Step Up To Quality (SUTQ)
- CCIDS Centralized Payments/ Eligibility and Authorization
Email: CCIDS_help_desk@jfs.ohio.gov

LAWriter®
Access child care licensing rules and laws:
- Child Care Center rules (Chapter 5101:2-12)
- Family Child Care rules (Chapter 5101:2-13)
  http://codes.ohio.gov/oac/5101%3A2

ODJFS Forms Central
- Access all ODJFS forms (prescribed and sample forms)
  http://www.odjfs.state.oh.us/forms/inter.asp

Parents/Caretakers

Ohio ECC Caretaker (Parent) Helpline/IVR
1-888-796-4322 – automated response available 24/7
TTY 1-877-411-6059
- Activate card or change PIN
- Report lost, stolen or damaged card
- Request replacement card
Speak to a customer service representative Monday - Friday 6:00 a.m. to 7:00 p.m.

ODJFS Child Care Help Desk
1-877-302-2347
Monday - Friday 8:00 am to 5:00 pm
Email: childcarepolicy@jfs.ohio.gov

Option 4 – Child Care Policy Help desk
- Complaints (may be e-mailed to above address)
- Report unlicensed providers/alleged operations

Additional resources for families
- Tax credits for working families
- Children’s Hospitals
- American Academy of Pediatrics (AAP)
- Child and Adult Food Program
  http://jfs.ohio.gov/cdc/families.stm

CDJFS Contact Information for each county:
- Caretakers (parents) – applications, eligibility, authorizations, case changes (contact the child care caseworker)
  http://jfs.ohio.gov/county

Search for child care or early learning and development programs
http://www.odjfs.state.oh.us/cdc/query.asp
Add your own telephone numbers or websites that you want to remember: