

## Who To Call When

You have...	Contact	Timeframe
<b>Questions about Licensing</b>		
<ul style="list-style-type: none"> <li>• Questions regarding the Serious Risk Non-Compliances</li> </ul>	<a href="#">Step Up Licensing Specialist</a>	
<ul style="list-style-type: none"> <li>• How do I appeal licensing non-compliances?</li> <li>• See Rule 5101:2-12-07 (H) (1) &amp; (2)</li> </ul>	<a href="#">Field Office Supervisor</a>	In writing within 5 days of receipt of the licensing visit report
<b>Questions about the Application Process</b>		
<b>Questions about completing the Professional Registry Profile</b>	<a href="http://www.stepuptoquality.org">www.stepuptoquality.org</a> OR <a href="#">Step Up Licensing Specialist</a>	Professional Registry Profiles for administrators, lead teachers and assistant teachers must be completed in order for the application to be activated
How are Professional Registry profiles completed for new staff?	<a href="http://www.ohpdregistry.org">www.ohpdregistry.org</a> OR <a href="#">OCCRRA staff</a>	Within 30 days of hire
How are Professional Registry Profiles to be updated for current staff?	<a href="http://www.ohpdregistry.org">www.ohpdregistry.org</a> OR <a href="#">OCCRRA staff</a>	Ongoing – At least annually / prior to Quality Rating Renewal
<b>Questions about Benchmarks Indicators</b>		
<ul style="list-style-type: none"> <li>• Clarification of Benchmarks / Indicators</li> </ul>	<a href="#">Step Up Licensing Specialist</a>	
<ul style="list-style-type: none"> <li>• Staff changes at your program</li> </ul>	<a href="#">Step Up Licensing Specialist</a> OR <a href="http://www.ohpdregistry.org">www.ohpdregistry.org</a>	Contact within 3 days
<ul style="list-style-type: none"> <li>• Self-reporting of indicator changes</li> </ul>	<a href="#">Step Up Licensing Specialist</a>	Contact within 3 days
<ul style="list-style-type: none"> <li>• Corrective action plans for meeting the benchmarks / indicators</li> </ul>	<a href="#">Step Up Licensing Specialist</a>	Submit in writing within 10 days
<ul style="list-style-type: none"> <li>• Evidence Binder Requirements</li> </ul>	<a href="#">Step Up Licensing Specialist</a>	Must be complete at the time your application is submitted
<ul style="list-style-type: none"> <li>• Where to access Infant Toddler Guidelines, Ohio's Early Learning Content Standards and/or Ohio's Early Learning Program Guidelines</li> </ul>	<a href="#">Local Resource &amp; Referral Agency</a>	
<b>Questions regarding Specialized Training</b>		
<ul style="list-style-type: none"> <li>• What are the required specialized trainings?</li> </ul>	<a href="http://www.stepuptoquality.org">www.stepuptoquality.org</a> OR <a href="#">Step Up Licensing Specialist</a>	
<ul style="list-style-type: none"> <li>• How do I access required specialized trainings?</li> </ul>	<a href="#">Local Resource &amp; Referral Agency</a>	
<b>Questions regarding quality achievement awards and/or quality improvement grants</b>		
<ul style="list-style-type: none"> <li>• How do I apply for quality achievement awards and/or quality improvement grants</li> </ul>	<a href="http://www.occrra.org">www.occrra.org</a> OR <a href="#">OCCRRA staff</a>	
<ul style="list-style-type: none"> <li>• What items are allowable?</li> </ul>	<a href="http://www.occrra.org">www.occrra.org</a> OR <a href="#">OCCRRA staff</a>	
<ul style="list-style-type: none"> <li>• What is the status of my quality achievement awards and/or quality improvement grants</li> </ul>	<a href="http://www.occrra.org">www.occrra.org</a> OR <a href="#">OCCRRA staff</a>	
<b>Questions regarding marketing materials</b>		
	<a href="#">Local Resource &amp; Referral Agency</a>	



## Statewide Contact List

County	Contact
All of Ohio	<p><u>Ohio Department of Job and Family Services</u>            Bureau of Child Care and Development            Terrie Hare, Chief            E-mail: <a href="mailto:haret@odjfs.state.oh.us">haret@odjfs.state.oh.us</a></p> <p>Jamie Gottesman, Assistant Chief            E-mail: <a href="mailto:gottej@odjfs.state.oh.us">gottej@odjfs.state.oh.us</a></p> <p>Phone: (614) 466-1043            255 E. Main Street, 3<sup>rd</sup> Floor            Columbus, OH 43215-5222            Web: <a href="http://jfs.ohio.gov/cdc">jfs.ohio.gov/cdc</a></p>
All of Ohio	<p><u>Ohio Child Care Resource &amp; Referral Association (OCCRRA)</u>            Alicia Leatherman, Executive Director            E-mail: <a href="mailto:aleatherman@occrra.org">aleatherman@occrra.org</a></p> <p>Elaine Fencl, Director of T.E.A.C.H.            E-mail: <a href="mailto:efencl@occrra.org">efencl@occrra.org</a></p> <p>80 Jefferson Avenue            Columbus, Ohio 43215            Phone:(614) 849-0500 <b>877-547-6978</b> Fax: (614) 464-0386            Web: <a href="http://www.occrra.org">www.occrra.org</a></p>
All of Ohio	<p><u>Build Ohio</u>            Chris Stoneburner, Build Ohio Project Director            E-mail: <a href="mailto:chris@build-ohio.org">chris@build-ohio.org</a></p> <p>2767 Chester Road            Upper Arlington, OH 43221            Phone: 614-481-3108            Web: <a href="http://www.build-ohio.org/">www.build-ohio.org/</a></p>

SDA	Counties	Contact Information
1	Defiance Henry Ottawa Williams Fulton Lucas Paulding Wood	YWCA of Greater Toledo/YW Child Care Connections Theresa Towner, CCR&R Director <b>E-mail:</b> <a href="mailto:cccdirector@ywcatoledo.org">cccdirector@ywcatoledo.org</a> 1018 Jefferson Avenue Toledo, Ohio 43624 <b>Phone:</b> (419) 255-5519 <b>800-632-3052</b> <b>Fax:</b> (419) 255-3349  <b>Web:</b> <a href="http://www.ywcatoledo.org">www.ywcatoledo.org</a>  CCR&R Step Up Specialist: Julie Malkoski <b>E-mail:</b> <a href="mailto:stepupspc@ywcatoledo.org">stepupspc@ywcatoledo.org</a> <b>Phone:</b> (419) 255-5519 <b>Fax:</b> (419) 255-3349
2	Erie Lorain Seneca Huron Sandusky	Child Care Resource Program Jennifer Dodge, Executive Director <b>E-mail:</b> <a href="mailto:edirector@centurytel.net">edirector@centurytel.net</a> 5350 Oberlin Avenue Lorain, OH 44053 <b>Phone:</b> (440) 960-7187 <b>Fax:</b> (440) 960-7191  <b>Web:</b> <a href="http://www.ccrinc.com">www.ccrinc.com</a>  CCR&R Step Up Coordinator: Martha Deavers <b>E-mail:</b> <a href="mailto:marthad@centurytel.net">marthad@centurytel.net</a> <b>Phone:</b> (440) 960-7187 ext 28 <b>Fax:</b> (440) 960-7191
3	Ashtabula Geauga Cuyahoga Lake	Starting Point Billie Osborne-Fears, Executive Director <b>E-mail:</b> <a href="mailto:billie@starting-point.org">billie@starting-point.org</a> 2000 East 9 <sup>th</sup> Street, Suite 1500 Cleveland, Ohio 44115-1301 <b>Phone:</b> (216) 575-0061 <b>800-880-0971</b> <b>Fax:</b> (216) 575-0102  <b>Web:</b> <a href="http://www.starting-point.org">www.starting-point.org</a>  CCR&R Step Up Specialist: Gloria Anderson <b>E-mail:</b> <a href="mailto:Gloria.anderson@starting-point.org">Gloria.anderson@starting-point.org</a> <b>Phone:</b> (216) 575-0061 <b>Fax:</b> (216) 575-0102
4	Mahoning Portage Summit Medina Stark Trumbull	Child Care Connection Amy McLaughlin, Program Manager <b>E-mail:</b> <a href="mailto:amclaugh@infoinc.org">amclaugh@infoinc.org</a> 474 Grant Street Akron, Ohio 44311 <b>Phone:</b> (330) 376-7706 <b>800-407-5437</b> <b>Fax:</b> (330) 253-1137  <b>Web:</b> <a href="http://www.infoinc.org/">www.infoinc.org/</a>  CCR&R Step Up Specialist: Roxanne Lange <b>E-mail:</b> <a href="mailto:rlange@infoinc.org">rlange@infoinc.org</a> <b>Phone:</b> <b>800-407-5437</b> <b>Fax:</b> (330) 376-7706
5	Ashland Columbiana Harrison Carroll Coshocton Holmes	COAD Child Care Resource Network Maureen Boggs, Early Care & Education Division Director

SDA	Counties	Contact Information
	Jefferson      Knox Tuscarawas    Wayne	E-mail: <a href="mailto:mboggs@coadinc.org">mboggs@coadinc.org</a> P.O. Box 787, 1 Pinchot Lane, Athens, Ohio 45701-0787 <b>Phone:</b> (740) 594-8499 ext. 225 <b>Fax:</b> (740) 592-5994  <b>Web:</b> <a href="http://www.coadinc.org/">www.coadinc.org/</a>  CCR&R Step Up Specialist: Sherrie Guthrie <b>E-mail:</b> <a href="mailto:sguthrie@coadinc.org">sguthrie@coadinc.org</a> <b>Phone:</b> 330-364-8882 <b>Fax:</b> (330) 602-7569 Regional Office: COAD/CCRN 1243 Monroe Ave. NW. New Philadelphia, OH 44663
6	Butler            Clermont Clinton           Hamilton Warren	4C . . . for Children Sallie Westheimer, Executive Director <b>E-mail:</b> <a href="mailto:swestheimer@4cforchildren.org">swestheimer@4cforchildren.org</a> 1924 Dana Avenue Cincinnati, Ohio 45207 <b>Phone:</b> (513) 758-1200 <b>Fax:</b> (513) 221-0393  <b>Web:</b> <a href="http://www.4cforchildren.org">www.4cforchildren.org</a>  CCR&R Step Up Specialist: Debra Chin <b>E-mail:</b> <a href="mailto:dchin@4c-cinci.org">dchin@4c-cinci.org</a> <b>Phone:</b> (513) 221-0033 ext. 1230 <b>Fax:</b> (513) 221-0393
7	Allen            Auglaize Hancock        Hardin Mercer           Putnam Van Wert        Wyandot	YWCA of Greater Toledo/YW Child Care Connections Theresa Towner, CCR&R Director <b>E-mail:</b> <a href="mailto:cccdirector@ywcatoledo.org">cccdirector@ywcatoledo.org</a> 616 S. Collett St., Suite 203 Lima, OH 45805 <b>Phone:</b> (419)225-5465 or <b>800-992-2916</b> <b>Fax:</b> (419)225-5313  <b>Web:</b> <a href="http://www.ywcatoledo.org">www.ywcatoledo.org</a>  YW Child Care Connections-Lima 616 S. Collett St., Suite 203 Lima, OH 45805 <b>Phone:</b> (419)225-5465 or <b>800-992-2916</b> <b>Fax:</b> (419)225-5313

SDA	Counties	Contact Information
8	Champaign Darke Greene Miami Preble Clark Fayette Logan Montgomery Shelby	<p>4C Miami Valley Sallie Westheimer, Executive Director <b>E-mail:</b> <a href="mailto:swestheimer@4cforchildren.org">swestheimer@4cforchildren.org</a></p> <p>1320 E. Fifth Street Dayton, Ohio 45402 <b>Phone:</b> (937) 220-9660 <b>Fax:</b> (937) 220-9661</p> <p><b>Web:</b> <a href="http://www.4cforchildren.org">www.4cforchildren.org</a></p> <p>CCR&amp;R Step Up Specialist: Tammy Vaughn <b>E-mail:</b> <a href="mailto:tvaughn@4cforchildren.org">tvaughn@4cforchildren.org</a> <b>Phone:</b> (937) 220-9660 <b>Fax:</b> (937) 220-9661</p>
9	Delaware Franklin Madison Union Fairfield Licking Pickaway	<p>Action for Children Diane Bennett, Executive Director <b>E-mail:</b> <a href="mailto:dianeaforc@aol.com">dianeaforc@aol.com</a></p> <p>78 Jefferson Avenue Columbus, Ohio 43215 Phone: 614-224-0222, ext 149 <b>Fax:</b> 614-224-5437</p> <p><b>Web:</b> <a href="http://www.actionforchildren.org">www.actionforchildren.org</a></p> <p>CCR&amp;R Step Up Specialist: Jana Lee Harris <b>E-mail:</b> <a href="mailto:janaleeharris@actionforchildren.org">janaleeharris@actionforchildren.org</a> <b>Phone:</b> (614) 224-0222 ext. 137 <b>Fax:</b> (614) 224-5437</p>
10	Athens Guernsey Monroe Muskingum Perry Belmont Hocking Morgan Noble Washington	<p>COAD Child Care Resource Network Maureen Boggs, Early Care &amp; Education Division Director <b>E-mail:</b> <a href="mailto:mboggs@coadinc.org">mboggs@coadinc.org</a></p> <p>P.O. Box 787, 1 Pinchot Lane Athens, Ohio 45701-0787 Phone: (740) 594-8499 ext. 225 <b>Fax:</b> (740) 592-5994 <b>Web:</b> <a href="http://www.coadinc.org/">www.coadinc.org/</a></p> <p>CCR&amp;R Step Up Specialist: : Amy Beardmore <b>E-mail:</b> <a href="mailto:abeardmore@coadinc.org">abeardmore@coadinc.org</a> COAD/CCRN 1500 Greene Street Marietta, OH 45750 <b>Phone:</b> (740)373-6996 or <b>800-577-2276</b> <b>Fax:</b>(740) 373-6829</p>

SDA	Counties	Contact Information
11	Adams            Brown Gallia            Highland Jackson        Lawrence Meigs            Pike Ross             Scioto Vinton	<p>COAD Child Care Resource Network            Maureen Boggs, Early Care &amp; Education Division Director  <b>E-mail:</b> <a href="mailto:mboggs@coadinc.org">mboggs@coadinc.org</a>            P.O. Box 787, 1 Pinchot Lane,            Athens, Ohio 45701-0787  <b>Phone:</b> (740) 594-8499 ext. 225 <b>Fax:</b> (740) 592-5994</p> <p><b>Web:</b> <a href="http://www.coadinc.org/">www.coadinc.org/</a></p> <p>CCR&amp;R Step Up Specialist: Carolyn Snively  <b>E-mail:</b> <a href="mailto:csnively@coadinc.org">csnively@coadinc.org</a>            P.O. Box 1756            500 Chillicothe Street, Suite 600            Portsmouth, Ohio 45662  <b>Phone:</b>(740)354-6527 or <b>800-577-2276 Fax</b> (740) 353-1797</p>
12	Crawford        Marion Morrow        Richland	<p>Child Care Choices            Michelle Moore, Executive Director  <b>E-mail :</b> <a href="mailto:director@childcarechoices.org">director@childcarechoices.org</a>            P.O. Box 246            Galion, OH 44833  <b>Phone:</b> (419) 468-7581 or <b>800-92CHILD Fax</b>(419) 468-5764</p> <p><b>Web:</b> <a href="http://www.childcarechoices.org">www.childcarechoices.org</a></p> <p>CCR&amp;R Step Up Coordinator: Michelle Moore  <b>E-mail:</b> <a href="mailto:director@childcarechoices.org">director@childcarechoices.org</a>  <b>Phone:</b> (419) 468-7581 or <b>800-92CHILD Fax</b>(419) 468-5764</p>



## Step Up Licensing Specialist Contact List

Licensing Field Offices are located in five regions of the state.  
Please review this list to determine the region serving your county.

Counties Served	Regional Field Office	Contact Information
Belmont Columbiana Jefferson Stark Tuscarawas Carroll Harrison Mahoning Summit Wayne	Canton Field Office 402 Second Street SE Suite 100 Canton, OH 44702-1108	Jeanne Holland-Vincer (330) 438-1486 <a href="mailto:hollaj@odjfs.state.oh.us">hollaj@odjfs.state.oh.us</a>
Adams Butler Clinton Hamilton Montgomery Warren Brown Clermont Greene Highland Preble	Cincinnati Field Office Pictoria Tower 1 225 Pictoria Drive Suite 500 Springdale, OH 45246	Julie Hermes (513) 551-1954 <a href="mailto:hermej@odjfs.state.oh.us">hermej@odjfs.state.oh.us</a>
Ashtabula Geauga Lorain Portage Cuyahoga Lake Medina Trumbull	Cleveland Field Office F.J. Lausche Bldg. 10 <sup>th</sup> Floor 615 West Superior Avenue Cleveland, OH 44113	Patti Donofrio (216) 787-5370 <a href="mailto:donofp@odjfs.state.oh.us">donofp@odjfs.state.oh.us</a>
Ashland Champaign Coshocton Darke Fairfield Franklin Guernsey Holmes Knox Licking Madison Meigs Monroe Morrow Noble Pickaway Richland Scioto Vinton Athens Clark Crawford Delaware Fayette Gallia Hocking Jackson Lawrence Logan Marion Miami Morgan Muskingum Perry Pike Ross Union Washington	Columbus Field Office 255 E. Main Street, 1 <sup>st</sup> Floor Columbus, OH 43215	Patti Choppa (614) 466-5920 <a href="mailto:choppp@odjfs.state.oh.us">choppp@odjfs.state.oh.us</a>
Allen Defiance Fulton Hardin Huron Mercer Paulding Sandusky Shelby Williams Wyandot Auglaize Erie Hancock Henry Lucas Ottawa Putnam Seneca Van Wert Wood	Toledo Field Office One Government Program Room 913 Toledo, OH 43604	Sue Zonner (419) 241-4062 <a href="mailto:zannes@odjfs.state.oh.us">zannes@odjfs.state.oh.us</a>

## Field Office Supervisor Contact List

Counties Served	Regional Field Office	Supervisor Contact Information
Belmont Columbiana Jefferson Stark Tuscarawas	Carroll Harrison Mahoning Summit Wayne	Canton Field Office 402 Second Street SE Suite 100 Canton, OH 44702-1108
Adams Butler Clinton Hamilton Montgomery Warren	Brown Clermont Greene Highland Preble	Cincinnati Field Office Pictoria Tower 1 225 Pictoria Drive Suite 500 Springdale, OH 45246
Ashtabula Geauga Lorain Portage	Cuyahoga Lake Medina Trumbull	Cleveland Field Office F.J. Lausche Bldg. 10 <sup>th</sup> Floor 615 West Superior Avenue Cleveland, OH 44113
Ashland Champaign Coshocton Darke Fairfield Franklin Guernsey Holmes Knox Licking Madison Meigs Monroe Morrow Noble Pickaway Richland Scioto Vinton	Athens Clark Crawford Delaware Fayette Gallia Hocking Jackson Lawrence Logan Marion Miami Morgan Muskingum Perry Pike Ross Union Washington	Columbus Field Office 255 E. Main Street, 1 <sup>st</sup> Floor Columbus, OH 43215
Allen Defiance Fulton Hardin Huron Mercer Paulding Sandusky Shelby Williams Wyandot	Auglaize Erie Hancock Henry Lucas Ottawa Putnam Seneca Van Wert Wood	Toledo Field Office One Government Program Room 913 Toledo, OH 43604