

December 2018

## Programs/Providers

**ODJFS Child Care Help Desk****1-877-302-2347**

Monday – Friday 8:00 am to 5:00 pm

**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](mailto: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](mailto:childcarepolicy@jfs.ohio.gov)

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

**Child Care Licensing**<http://www.jfs.ohio.gov/cdc/index.stm>

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

**County agency contact information:**<http://jfs.ohio.gov/county/index.stm>

- Family child care licensing/In-Home Aide certification, eligibility and authorization information for PFCC

**TAP Tablet and Website – KinderConnect**<https://www.ohiocctap.com/kinderconnect>

- View authorization information
- Review attendance
- Submit attendance after the service week has ended
- View transactions
- View, download, and print payment detail information
- Record absences including school out of session and professional days
- Merge pending applications
- Request payment for denied applications

**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/>

- 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>

- 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/>

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

<http://childcaresearch.ohio.gov/>

### Ohio Administrative Code – Child Care Rules

<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)

Rules in clearance available for public comment:

<http://www.odjfs.state.oh.us/clearances/public/index.aspx>

### Resources for Programs:

<http://jfs.ohio.gov/cdc/providers.stm>

- Early Childhood Resource Guide  
<http://www.odjfs.state.oh.us/forms/num/JFS01224/pdf/>
- Bold Beginning for Providers  
<https://boldbeginning.org/programs/>

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

<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/>

- Access all ODJFS forms (prescribed and sample forms)

### RSS Feed:

<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**

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- KinderSign reset PIN
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### Resources for Families:

<http://jfs.ohio.gov/cdc/families.stm>

- Early Childhood Resource Guide  
<http://www.odjfs.state.oh.us/forms/num/JFS01224/pdf/>
- Bold Beginning for Parents/Caretakers  
<https://boldbeginning.org/>

### County agency contact information:

<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](mailto:childcarepolicy@jfs.ohio.gov)

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

<http://childcaresearch.ohio.gov/>

Sign up to receive notifications when a new inspection has been posted for a program from the program details page.