

Programs and 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**) 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

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>

Ohio ECC Provider Helpline with Interactive Voice Response (IVR)

1-888-516-4776

Automated response available 24/7

- 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/>

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.occra.org/>

Step Up To Quality (SUTQ)	
<ul style="list-style-type: none"> SUTQ updates and links to the SUTQ rules Early Learning and Development Standards OCLQS training materials for providers <p style="text-align: center;">www.EarlyChildhoodOhio.org</p>	
<p>CDJFS Contact Information for each county:</p> <ul style="list-style-type: none"> <u>Providers</u> – Family child care licensing/In-Home Aide certification, eligibility and authorization information, manual claims <p>http://jfs.ohio.gov/county</p>	<p>LAWriter© Access child care licensing rules and laws:</p> <ul style="list-style-type: none"> Child Care Center (Chapter 5101:2-12) Family Child Care (Chapter 5101:2-13) <p>http://codes.ohio.gov/oac/5101%3A2</p>
<p>ODJFS Forms Central</p> <ul style="list-style-type: none"> Access all ODJFS forms (prescribed and sample forms) <p>http://www.odjfs.state.oh.us/forms/inter.asp</p>	<p>RSS Feed is a way for websites to "feed" this information to subscribers automatically. Sign up here for the BCCD RSS Feed:</p> <p>http://www.odjfs.state.oh.us/ccupdates/rss.aspx</p>
County Department of Job and Family Services (CDJFS) and State Staff	
<p style="text-align: center;">ODJFS Child Care Help Desk 1-877-302-2347 Monday - Friday 8:00 am to 5:00 pm</p> <p>Option #2 – County/State and ODE user support for Child Care Information Data System (CCIDS) and Ohio Child Licensing and Quality System (OCLQS)</p> <ul style="list-style-type: none"> OCLQS which includes Licensing and Step Up To Quality (SUTQ) CCIDS Centralized Payments/ Eligibility and Authorization <p>Email: CCIDS_help_desk@jfs.ohio.gov</p>	<p>LAWriter© Access child care licensing rules and laws:</p> <ul style="list-style-type: none"> Child Care Center rules (Chapter 5101:2-12) Family Child Care rules (Chapter 5101:2-13) <p>http://codes.ohio.gov/oac/5101%3A2</p>
Parents/Caretakers	
<p style="text-align: center;">Ohio ECC Caretaker (Parent) Helpline/IVR 1-888-796-4322 – automated response available 24/7 TTY 1-877-411-6059</p> <ul style="list-style-type: none"> Activate card or change PIN Report lost, stolen or damaged card Request replacement card <p>Speak to a customer service representative Monday - Friday 6:00 a.m. to 7:00 p.m.</p>	<p>Additional resources for families</p> <ul style="list-style-type: none"> Tax credits for working families Children’s Hospitals American Academy of Pediatrics (AAP) Child and Adult Food Program <p>http://jfs.ohio.gov/cdc/families.stm</p>
<p style="text-align: center;">ODJFS Child Care Help Desk 1-877-302-2347 Monday - Friday 8:00 am to 5:00 pm</p> <p>Email: childcarepolicy@jfs.ohio.gov</p> <p>Option 4 – Child Care Policy Help desk</p> <ul style="list-style-type: none"> Complaints (may be e-mailed to above address) Report unlicensed providers/alleged operations 	<p>CDJFS Contact Information for each county:</p> <ul style="list-style-type: none"> <u>Caretakers</u> (parents) – applications, eligibility, authorizations, case changes (contact the child care caseworker) <p>http://jfs.ohio.gov/county</p>
<p>Search for child care or early learning and development programs</p> <p>http://www.odjfs.state.oh.us/cdc/query.asp</p>	

Add your own telephone numbers or websites that you want to remember: