

## Child Care Resource Guide for Programs

January 24, 2023

<p><b>ODJFS Child Care Help Desk</b></p>	<p><b>1-877-302-2347</b> Mon – Fri 8am-5pm</p> <p><b>Option 1: Child Care Business Unit</b> (<a href="mailto:cc_business_unit@jfs.ohio.gov">cc_business_unit@jfs.ohio.gov</a>)</p> <ul style="list-style-type: none"> <li>• For questions about child care payments</li> <li>• Using child care automated system including Ohio Child Licensing and Quality System (OCLQS) and Time, Attendance and Payment (TAP)</li> </ul> <p><b>Option 4: Child Care Policy Help Desk</b> (<a href="mailto:childcarepolicy@jfs.ohio.gov">childcarepolicy@jfs.ohio.gov</a>)</p> <ul style="list-style-type: none"> <li>• Policy technical assistance related to licensing/certification, PFCC and SUTQ rules</li> <li>• Complaints (may also be e-mailed to address above)</li> <li>• Report unlicensed providers/alleged operations or serious incidents</li> <li>• How to open a child care center/family child care home</li> <li>• If you are an ODE program and you want to provide PFCC</li> </ul> <p><b>Option 8: Transfer to TAP Support Center*</b>(Option 9 after being transferred)</p>
<p><b>Child Care</b></p>	<p>Website: <a href="http://www.jfs.ohio.gov/cdc/index.stm">http://www.jfs.ohio.gov/cdc/index.stm</a></p> <ul style="list-style-type: none"> <li>• Policy, compliance and technical assistance resources for families and programs</li> <li>• System supports for TAP and OCLQS</li> </ul>
<p><b>County Agency Contact Information</b></p>	<p>Website: <a href="http://jfs.ohio.gov/county">http://jfs.ohio.gov/county</a></p> <p>Family child care licensing/in-home aide certification, PFCC eligibility and authorization, and SUTQ</p>
<p><b>ODJFS Forms Central</b></p>	<p>Website: <a href="http://www.odjfs.state.oh.us/forms/">http://www.odjfs.state.oh.us/forms/</a></p> <p>Access all ODJFS forms (prescribed and sample forms)</p>
<p><b>Ohio Administrative Code – Child Care Rules</b></p>	<p><a href="#">ODJFS eManuals &gt; Family Assistance - Child Care(ohio.gov)</a> <a href="#">Rules in Clearance Available for Public Comment</a></p>
<p><b>Ohio Child Care Resource and Referral Association (OCCRRA)</b></p>	<p>Website: <a href="https://ocrra.org/">https://ocrra.org/</a></p> <ul style="list-style-type: none"> <li>• Ohio Professional Registry, T.E.A.C.H educational scholarships, POWEROhio Wage &amp; Retention Program and School-age endorsements</li> </ul>
<p><b>Step Up To Quality (SUTQ)</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">BOLD Beginning! for Providers</a></li> <li>• <a href="#">SUTQ Updates</a></li> <li>• <a href="#">Early Learning and Development Standards</a></li> <li>• <a href="#">OCLQS Training Materials</a></li> </ul>

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 **Time Attendance and Payment (TAP)  
Resources**Website: <https://ohiocctap.info/>**KinderConnect Log-in:** <https://www.ohiocctap.com/kinderconnect>

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

**TAP Support Center:** 1-833-866-1708 (Option 9) | Mon-Fri 7am- 8pm

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

**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

 **Search For Child Care Early Learning  
and Development Programs**Website: <http://childcaresearch.ohio.gov/>

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