



Publicly Funded Child Care

Information Sheet and Frequently Asked Questions

1. Where can I submit an application?

You have several different options to submit a Child Care application:

- ❖ **Online:** <https://ssp.benefits.ohio.gov/>
- ❖ **Email:** mcchildcareinfo@jfs.ohio.gov
- ❖ **Fax:** 937-225-6465
- ❖ **Drop Box:** located outside the Blue Entrance of the Job Center, 1111 S. Edwin C. Moses Blvd.
- ❖ **Mail:** P.O. Box 972, Dayton OH 45422
- ❖ **Walk-in Wednesdays:** have been suspended due to the Community Health Crisis.

2. How to Contact Child Care staff

- ❖ **Child Care Hotline:** 937-496-7759
- ❖ **Live Chat:** via inContact on Tuesdays and Thursday 10:00am – 12:00pm.
The inContact link can be found on the Montgomery County Child Care Assistance page:
www.mcoho.org/departments/job_and_family_services/services/family_assistance/child_care_assistance.php
- ❖ **Phone:** Child Care workers have direct dial phone lines. Each customer is provided their assigned caseworkers number on the documents and/or checklist generated for your case.

3. What is required to be submitted with my renewal application?

- ❖ Documentation that you are participating in a qualified activity.
 - Employment- last 30 days of paystubs
 - School – current school schedule and fee bill with a zero balance
 - Training – verification of hours of training and clarification if the training is paid or unpaid.

4. What is required to be submitted with a new application?

- ❖ Documentation that you are participating in a qualified activity.
 - Employment- last 30 days of paystubs
 - School – current school schedule and fee bill with a zero balance
 - Training – verification of hours of training and clarification if the training is paid or unpaid.
- ❖ Birth certificate for the children you are applying for.
- ❖ Please include your provider selection on the application.

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5. How long does it take to get a determination made on my application?

The application process can take up to 30 days, but most cases are approved before that.

6. Now that I have turned in my application, can I use my receipt to take my kids to care?

Some providers will take your children with this receipt, but others will not. Please check with your provider.

7. If I change my provider, how long does it take before my provider can see it?

The provider can see the change in their portal the day after the change is processed.

8. How long does it take to make a change?

Changes are processed within ten days of receipt.

9. I changed my provider. Why do I only have part-time care when I had full-time care before?

You can only have one full-time provider per week. If you change providers mid-week your new provider will only have part-time authorizations. The new provider will receive the full-time authorization the following Sunday.

10. Why did I get a letter that my case was closed for not renewing after I turned in my renewal application?

You received this letter as part of a mass mailing by the state to let you know that your authorization ends at a designated date. If you have already turned in your renewal packet, you can disregard this letter.

11. Who can I submit a complaint to about my child care provider or the service that I received at Montgomery County Job and Family Services?

Call 1-866-886-3537 Option 4, then Option 1 to file a complaint about a provider. Contact the FAIR office to file a complaint about JFS.

- Monday – Friday 8 a.m. – 4 p.m.
- 937.225.6164 to leave a message by phone

12. How can I become a provider?

- ❖ **Online:** <https://jfs.ohio.gov/cdc/openingachildcareprogram.stm>
- ❖ **Call:** 1-866-886-3537 Option 4, then Option 1.