

## Publicly-funded Child Care - Families

### Information Sheet and Frequently Asked Questions

#### Where can I submit an application or recertification?

You have several different options to submit a child care application:

- Online: <https://ssp.benefits.ohio.gov/>
- Email: [mcchildcareinfo@jfs.ohio.gov](mailto:mcchildcareinfo@jfs.ohio.gov)
- Fax: 937-225-6465
- Self-Scanning: Located inside the Blue Entrance at The Job Center, 1111 S. Edwin C. Moses Blvd., Monday through Friday 8 a.m. – 4 p.m.
- 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

#### How to Contact Child Care Staff

- Phone: 1-844-640-6446
  - *Select Language*
  - *Option 2 – Help with Medicaid, Food, Cash Assistance or Child Care*
  - *Enter – 5-Digit Zip Code*
  - *Enter – 9-Digit SSN*
  - *Option 5 – For Customer Service, to report a change or for information about your case status and benefits information.*
- Live Chat: via inContact on Tuesdays and Thursday 10 a.m. – 12 p.m.  
The inContact link can be found on the Montgomery County Child Care Assistance page: <https://bit.ly/3uBGqPo>

#### 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
  - If new employment, please provide statement from employer on letterhead verifying rate of pay, hours worked and frequency of pay.
  - Individuals who are self-employed must provide written verification documenting how they are meeting basic living expenses, including but not limited to food, housing, utilities and transportation.
  - Income can be verified using the following:
    - Pay stubs
    - Income tax returns
    - Most recent W-2 forms
    - Self-employment bookkeeping records



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### Information Sheet and Frequently Asked Questions

- Business records
- Correspondence or data from the Social Security Office
- 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

#### 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
  - If new employment, please provide statement from employer on letterhead verifying rate and frequency of pay, hours worked.
  - Individuals who are self-employed must provide written verification documenting how they are meeting basic living expenses, including but not limited to food, housing, utilities and transportation.
  - Income can be verified using the following:
    - Pay stubs
    - Income tax returns
    - Most recent W-2 forms
    - Self-employment bookkeeping records
    - Business records
    - Correspondence or data from the Social Security Office
- School – current school schedule and fee bill with a zero balance
- Training – verification of hours of training and whether training is paid or unpaid
- Birth certificate for the children you are applying for
  - To be eligible for child care, a child must be a US born citizen, a foreign-born US citizen or a qualified alien.
  - Hospital birth records are not acceptable as birth certificates.
- Please include your provider selection on the application

#### 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.

#### 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.



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#### **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.

#### **How long does it take to make a change?**

Changes are processed within 10 days of receipt.

#### **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.

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

This letter was automatically generated based on your initial application date. If you have already turned in your renewal packet, you can disregard this letter.

#### **Will families still receive paper copies/notices in the mail regarding their recertifications?**

Yes, families will receive notices in the mail 45 days in advance of their certification expiring.

#### **How can I get assistance signing up for the Self Service Portal?**

Visit the public library for assistance. You will be able to get assistance in setting up your accounts but will not be able to get assistance with navigation in your accounts.

You can also visit the following links to watch How-to videos:

- [Overview of the Ohio Benefits Self Service Portal Updates](#)
- [How to Create an Account in the Ohio Benefits Self Service Portal](#)
- [How to Reset a Password in the Ohio Benefits Self Service Portal](#)
- [How to Report Changes in the Ohio Benefits Self Service Portal](#)
- [Overview of the Ohio Benefits Self Service Portal Eligibility Self-Assessment](#)
- [How to Upload Documents in the Ohio Benefits Self Service Portal](#)



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### Information Sheet and Frequently Asked Questions

For help with Self Service Portal accounts, families can call 1-877-644-6562 and press option 5. This option cannot assist with case information.

For in-person assistance, families can visit the resource room located inside the Blue Entrance at The Job Center, 1111 S. Edwin C. Moses Blvd., Monday through Friday 8 a.m. – 4 p.m.

#### **How do families with existing benefits update/change their household size?**

- Call into the change report line (1-844-640-6446, Option 5)
- Report changes via [Self Service Portal \(SSP\)](#)
- Report changes via change report form and send using:
  - Email: [mcchildcareinfo@jfs.ohio.gov](mailto:mcchildcareinfo@jfs.ohio.gov)
  - Fax: 937-225-6465
  - Self-Scanning: located inside the Blue Entrance at The Job Center, 1111 S. Edwin C. Moses Blvd., Monday through Friday 8 a.m. – 4 p.m.
  - 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

#### **What information is included on the new notices for families with questions regarding their determination?**

- Authorized child care center/provider number
- Weekly copayment per child
- Begin and end date of authorization
- How to ask for a state hearing

#### **Are documents viewable in the Self Service Portal?**

Yes.

#### **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 Customer Support Resolution Center to file a complaint about JFS.
  - Monday – Friday: 8 a.m. – 4 p.m.
  - 937-225-6164 to leave a message by phone



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#### How can I become a provider?

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

#### Resources for finding a provider

Ohio Bold Beginning - [Find Quality Rated Early Care and Education | Ohio Child Care Search](#)  
4C for Children - [Program Portal | 4C for Children](#)

#### Sharing information with providers

To provide support for both families and providers participating in the PFCC program, ODJFS is able to share the status of an application if your child care program is listed on the PFCC application.

Status of an application includes:

- Submitted/Pending
- Denied, not eligible for Payment After Denial (PAD)
- Denied, eligible for PAD (Authorizations for PAD approvals are in KinderConnect)

If your program is NOT listed on the PFCC application, you may do the following:

- Contact respective county job and family services agency to update the provider information listed on the PFCC application. The county agency will need the provider's name and address OR
- Upload a document in the Self Service Portal requesting to add or change the provider information listed on their application. This should include the provider's name and address.
- ***Please note:*** *Provider information cannot be updated on the application using the Self Service Portal while a PFCC application is pending.*

**\*New** - ODJFS is available to share this information with you. While the county agency can assist, you are encouraged to contact ODJFS at the Child Care Policy Help Desk at [childcarepolicy@ifs.ohio.gov](mailto:childcarepolicy@ifs.ohio.gov), or at 1-877-302-2347 option 4, with your application status questions.