



Publicly Funded Child Care

Information Sheet and Frequently Asked Questions

FAMILY ASSISTANCE

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
- ❖ **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

2. 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 cases 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: www.mcohio.org/departments/job_and_family_services/services/family_assistance/child_care_assistance.php

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 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
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