

How the Program Works

I have applied. Now what happens?

When your application is processed, you will be given:

A notice of approval or a denial notice.

When you apply for child care services, you may not have submitted enough information to complete the application. You must supply that information to your consumer specialist within 30 days or your application will be denied.

A denial notice officially informs you that you are not eligible for the program. An approval notice informs you that you are eligible for the program.

I received my notice of approval, what's next?

When you are approved for services, if you have already reported the child care provider you plan to use, an authorization will be created to that provider. This prompts the mailing of your Ohio ECC swipe card, which should arrive in 7 to 10 business days. If you do not receive this card within 15 days, you must call the card company to request a card be re-mailed at 1-888-796-4322. The day after the authorization is created, your provider sees it in their Provider Web portal, and care can begin. If you have not already selected a provider, as soon as you reach an agreement with a selected provider for care, you or your provider MUST report the new connection at:

<https://www.hcjfs.org/services/child-care-parents-caregivers/add-or-change-your-childs-daycare-provider/child-care-connection/>

Without this child care connection, a child will not be authorized to the provider and you will not receive an Ohio ECC (Electronic Child Care) swipe card.

What is an Ohio ECC card?

To use Publicly Funded Child Care to pay your child care provider, you are **required to use the Ohio ECC swipe card to swipe your child in and out of care each day.** Either you (the caretaker or parent) or a designee must swipe the card to record a child's attendance. It is important, however, that you **do not allow the provider or the provider's employees to store or use your Ohio ECC card.** Doing so can result in a termination of your child care benefits and penalties and sanctions against you and or your provider.

How does my provider actually get paid?

Your provider receives payment from two sources.

1. Publicly Funded Child Care

Your child's attendance will be recorded through the Ohio ECC swipe card and your provider will be paid accordingly.

2. Your Co-Payments

Families are required to pay a weekly family co-payment as part of their eligibility for child care. Both you and your provider will receive a notice of your weekly co-payment. This weekly fee may be assigned to a particular child or to all children. Providers may collect the fee on a weekly or monthly basis, but the amount displayed for the provider in the Provider Web (PWeb) is a weekly amount.

You should request a receipt for your fees. If you do not pay the fee on time, the provider can refuse to care for your children and your child care case can be closed. If you lose your child care because of nonpayment of fees, you will not be allowed to receive child care until you pay the fees or your consumer specialist receives a payment plan approved by the provider.

How much care can I use?

When you are approved for Publicly Funded Child Care, you will be approved for a category of care based on the number of hours you work or attend school or training plus travel time. The categories are:

Hourly – 0 to 7 hours

Part-time – 7 to 24.9 hours

Full-time – 25 to 60 hours

Full-time plus – more than 60 hours

The specific hours and days a child receives care from a provider must be agreed upon by you and your provider. You may not use more hours than the category allows, but you and your provider can determine specific days and hours of care regardless of your actual work, school or training activity schedule.

You may take your child to the provider on an agreed upon day even if you don't participate in a work, school or training activity that day, provided you do not exceed the limit for your specific category of care. You will be responsible for the full cost of any child care received above the maximum number of hours you are permitted.

My information has changed, how do I report it?

All changes in your address, income, family size and work or approved activity **must** be reported within 10 days of the change. Changes can be reported at: <https://www.hcjfs.org/services/child-care-parents-caregivers/report-a-change-in-circumstances/>.

(For more information on changing providers or categories of care, view the fact sheet:

[HCJFS 7970 – Making Changes in Your Child Care](#))

What do I do if my Ohio ECC swipe card is lost or stolen?

Please contact the Ohio ECC Caretaker helpline at **1-888-796-4322** to have a replacement card mailed to you. Lost cards must be reported within seven (7) days of your last swipe card transaction.

What if my child will be absent from child care?

- Let your provider know your work schedule each week.
- Let your provider know your child will be absent as soon as possible. **Failure to do so could result in termination of care with the provider.**
- You are responsible for paying your fee even if your child is absent.

If your child is absent 10 days or less in a 6-month period your child care costs will be paid as usual. You only get 10 days per child, regardless of how many providers you use in the 6-month period.

If your child is absent more than 10 days in a 6-month period, you may be required to pay the full cost of care for any additional absent days. Absent days are tracked for each child. So if you have two children in care, each child can have up to 10 absent days.

The 6-month periods for tracking absent days are fixed.

- The 1st period runs Jan.1 through Jun. 30.
- The 2nd period runs Jul.1 through Dec. 31.

Your provider may stop your care for excessive absences.

Why do I have to reapply every 12 months?

The State of Ohio requires your case eligibility to be reviewed every 12 months and when there is a change in your case. At that time, you must submit current verification of your income and activity.