



Board of Commissioners:

Greg Hartmann, Chris Monzel, Todd Portune

County Administrator: Christian Sigman

Director: Moira Weir

General Information: (513) 946-1000

General Information TDD: (513) 946-1295

www.hcjfs.org

222 East Central Parkway • Cincinnati, Ohio 45202

(513) - • Fax: (513) -

Email: @jfs.hamilton-co.org

Dear Provider,

As we move toward yet another major change in our state's publicly-funded Child Care program, please accept my appreciation for your flexibility and patience. I realize change is not easy, sometimes resulting in unforeseen glitches that can be a burden. Your commitment and service to families during these trying times is much appreciated.

By now you should have received communication from the state regarding Hamilton County's Oct. 30 conversion to the state's Electronic Child Care System (ECC). This system will replace Hamilton County's voucher system and allow for better tracking of attendance and monitoring of taxpayer dollars. We want to help make this conversion as simple and easy as possible for you.

Providers with an active child authorization must have the Point-of-Service devices installed by Oct. 30! All child care providers should have completed and submitted an ACS Ohio ECC Provider Equipment Agreement to ACS. Please contact ACS at 1-888-516-4776 to request a copy. Media Riders, Inc. (MRi) is currently scheduling appointments to install the Point-of-Service (POS) device. The appointments are about an hour long. Training will take place at that time. Expect a call soon.

The cards will not work if you are not authorized and connected to the child in care. Either the provider or the parent can request the authorization, but it must be done prior to care being provided. This is the only way for the card to work and you to get paid.

Pre-authorization or Authorization changes for providers are easy. Providers must visit www.hcjfs.org/ChildCareConnections.htm or call Child Care Connection (946-1800) to report which provider will care for the child **before** the child's first day. If you do call, please pay attention to the prompts, as they are constantly changing.

I realize you have many questions about these changes. The state arranged to host Webinars to help providers learn about the changes. This is a web-based presentation viewed over the Internet. They last about 90 minutes. This was one chance to learn about the new system. If you were unable to participate in the webinar, more will be scheduled in the future. In addition, the installer of the POS device will provide one-on-one training when they install the equipment.



Along with the conversion to a swipe-card system, pay periods are changing. Providers wanted more timely payments. HCJFS will upload its last monthly data payment in November as scheduled. Weekly payments from ODJFS will begin in late November. As providers know, the state of Ohio handles payments to providers. Hamilton County will continue to assist where possible.

Please have patience. The conversion to a new system is difficult for everyone. There will likely be glitches. Know that Hamilton County is your partner and will help work through any problems. Please visit our web page at www.hcjfs.hamilton-co.org often to check for updates. As always, you can reach us at 946-1800 with questions.

Again, your service to the families of this community is exemplary. Thank you for helping us provide affordable care to Hamilton County families.

Sincerely,
Amy Story

