



Child Care Pilot Letter to Parents

Dear Parent/Caregiver,

By now you should have received communication from the state of Ohio regarding Hamilton County's October 30th conversion to Ohio's Electronic Child Care System (Ohio ECC). This system will replace the current Hamilton County 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.

Every parent and caretaker in Ohio's publicly-funded Child Care program will now use a card to swipe their child in and out each day. Every child care provider in the program will have a machine in their home or place of business for tracking the time of a child's care. While you are free to choose any provider you wish, if your provider is not authorized through the Ohio Department of Job and Family Services and does not have a swipe-card machine, you will be responsible for payment for your child's care.

You will receive a swipe card in the mail soon, along with instructions on how to activate and use the cards. Once you receive the card, call the Ohio ECC Caretaker Helpline at **1-888-796-4322** and follow the instructions to choose your 4-digit personal identification number (PIN) and activate your card.

The cards will only work with the authorized provider. If you already have an authorized provider, you just activate the card and show up on **Oct. 30** to swipe your card. If you change providers, you must first notify Hamilton County before you take your child in for care. Either you can notify the agency, or the provider can, but the notification must come before you attempt to swipe your card, or it will not work. Pre-notification **at least one week in advance** ensures the provider can take your child and get paid for the care.

I know you will have many questions regarding this new system. Here are some of the more frequently asked questions:

How do I correct my attendance information? If attendance is recorded incorrectly, your provider has the ability to make a correction. Please talk directly to your provider about correcting any errors.

What happens if I am not able to report my child's attendance? You can catch up on missing days by using the "Previous Check In" and "Previous Check Out" process on the swipe-card device.

Can other people drop off or pick up my child? Yes. All caretakers listed on the case will receive a swipe card. You may also designate someone, other than a child care provider, to use your card to record attendance on your behalf. However, you are responsible for ensuring accurate reporting of your child's attendance.

Can I give my card to my provider to do this reporting for me? No. The designee may not be a child care provider or anyone acting on the provider's behalf. Giving your card to a child care provider can result in termination of your child care benefits.

If I have children at different providers, do I need more than one card? No. The card will work at any provider location where your children are authorized to attend.

What if I forget my PIN, lose or damage my card? To resolve issues with your swipe card or PIN, call the Ohio ECC Caretaker Helpline at 1-888-796-4322. This telephone number is printed on the back of your card.

Where can I get more information? More information is available at **1-888-796-4322** or <http://jfs.ohio.gov/cdc/childcare.stm>. You can also view an online presentation at <http://jfs.ohio.gov/cdc/childcare.stm>.

As always, the state of Ohio will communicate regularly with you about these changes and Hamilton County will supplement when necessary. You can call us at **946-1800** with questions.

Please have patience. The conversion to a new system is difficult for everyone. There will likely be glitches. Hamilton County is here to make this transition as seamless as possible.

Sincerely,

Amy Story