

Child Care Services

Frequently Asked Questions

FAQs

Q1: How do I apply for child care?

- Apply by phone at 1-844-640-6446.
- You may also apply online at ssp.Benefits.Ohio.gov.
- You can print an application from SummitDJFS.org:
 - Click "Services" at the top of the screen
 - Select "Child Care Services",
 - Click "Application for Child Care" toward the bottom of the page
- Applications are available at any JFS location.

Q2: What is the fax number?

- 1-866-351-8292

Q3: What is needed to change child care providers?

- The new provider's name, address, and start date
- The name(s) of the child(ren) for whom the change is being requested
- Email Summit_Childcare_Helpdesk@jfs.ohio.gov or Call 1-844-640-6446.

Q4: How long does the agency have to process an application?

- Up to 30 days
- If approved, caretakers (parents) are authorized for one of the following categories of care:
 - Part-time (10 to 32.9 hours)
 - Full-time (33+ hours)
- The days and hours of care used are arranged between the parent and provider.

Q5: How long does the agency have to process a reported change?

- 10 business days

Q6: How do I report a change and/or submit documentation?

- Call 1-844-640-6446 and follow the prompts to the Child Care Department
- Email: SummitE-docs@jfs.ohio.gov.

Q7: How do I submit my child care redetermination packet?

- By phone at 1-844-640-6446 (OHIO).
- Online at ssp.Benefits.Ohio.gov.
- Or by mail, fax, or in the drop box outside the main entrance at 1180 S. Main St., Akron.

Q8: Where can I find a list of child care home providers and centers?

- Visit SummitDJFS.org
 - Click "Services" at the top of the screen
 - Select "Child Care Services"
 - Click "Search Child Care Centers" toward the bottom of the page

Q9: How do I apply to become a Family Child Care Type A or B Home Provider?

- Visit SummitDJFS.org
 - Click "Services" at the top of the screen
 - Select "Child Care Services"
 - Click "Licensed Family Child Care Provider (Type A or B)" for application instructions



Call **844.640.6446** or
visit SummitDJFS.org for
more information.



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