

Midweek Meet- Up 4C updates July 19, 2023

- **Child Care Newsletter-** Volume 18, June 2023 is available. A copy will be included in the follow up email.
- **End of the State Fiscal Year PFCC Payment Processing-** The Ohio Department of Budget Management conducts accounting activities for all state departments at the end of each state fiscal year, June 30. This process causes a one-week delay in processing of child care provider payments. The affected week this year is the week of June 25, 2023. The payment for this week will be held and sent out the week of July 2nd, along with the payment for the week of July 2nd. Providers will receive two deposits; however, the payments may be delayed due to the holiday July 4th. If you have questions about this information, please contact the Child Care Policy Help Desk at 1-877-302-2347.
- **Charlie, The Child Care Chatbot-** Great news! A child care Chatbot option has been added to help answer your day-to-day operational questions that often arise. The Chatbot, Charlie, can be located and accessed at the bottom right corner(s) of the Child Care Time, Attendance, and Payment (TAP) website at <https://ohiocctap.info>, the Ohio Child Licensing and Quality System (OCLQS) main website at oclqs.my.site.com, or from any program's dashboard in OCLQS. Charlie has been tailored to help answer general questions that are normally handled by our Child Care Business Unit via telephone or email inquiry. The Child Care Business Unit will continue to be available during normal business hours at 1-877-302-2347; option 1 or by email at CC_Business_Unit@jfs.ohio.gov to assist you. However, we are hopeful programs find this new informational resource to be easily accessible and helpful.

When you click on the Chatbot, a conversation box should appear and a message will load saying "Hello, I'm Charlie. The Ohio Department of Job and Family Services Child Care virtual assistant. How can I help you today?"

As a friendly reminder, if you encounter any issues with Charlie not loading the "Hello" message, you may need to clear your cookies and cache' and then try again. Additionally, if your organization uses a Virtual Private Network (VPN), you may need to disconnect from your VPN to get the Chatbot to load successfully and then you can reconnect to it after receiving the "Hello" message.

If you have any questions regarding how/where to access the Chatbot or if your questions are not clearly answered by Charlie, please reach out to the Child Care Business Unit directly for further assistance.

- **Publicly Funded Child Care Co-Payment Waiver Support-**As you are aware, publicly funded child care (PFCC) co-payment waiver support ended on July 1, 2023. Programs should have submitted attendance by July 8, 2023, at 11:59 pm in order for ODJFS to pay the co-payment on behalf of the family. Programs should work with families to ensure that all attendance for child care provided through July 1, 2023, is entered into the Time, Attendance, and Payment (TAP) system. If your program does not submit attendance weekly, but instead allows for the system

to submit attendance on your behalf, please note that **you must have manually submitted attendance** for any child care provided through July 1, 2023, **no later than July 8, 2023, at 11:59 pm**. To manually submit attendance, follow the instructions here: <https://ohiocctap.info/wp-content/uploads/2019/08/kc-qrc-submit-attendance-oh-0819.pdf> If you have questions please contact your county ODJFS office.

- **Transfer Credit Ohio**-The Ohio Department of Higher Education recently announced the new college credit guarantee for the Child Development Associate (CDA) Credential. Please see the attached document that outlines how college-level credit can be awarded to students with a CDA for more information.