



Cuyahoga Job and Family Services



Important Information About Your Childcare Benefits

Ohio ECC Swipe Card

The Electronic Child Care system allows the caretaker the convenience of reporting their child's attendance using a swipe card in conjunction with the child care provider's card reading device. Upon authorizing your initial childcare benefits it may take 5-7 business days to receive your new card.

THE SWIPE CARD WILL NOT BE MAILED UNTIL A PROVIDER IS SELECTED.

To activate your card, change your pin number, report a lost, stolen or damaged card and to request a replacement card you must contact the Ohio ECC Caretaker Helpline at 1.888.796.4322.

Provider Changes

The caretaker can request a provider change by completing a Childcare Provider Change Request Form. Requests for provider changes must be initiated, signed and dated by the parent. The effective date of the change will be the date the caretaker submits the change request form. Requests cannot be backdated. Please allow 5 business days to process provider change requests.

The form can be completed in person at any Neighborhood Family Service Center, faxed to 216.987.8655 or requested through your childcare worker.

If a caretaker requests a provider change, you will not be able to swipe the child at the new provider until the change has been processed by our agency. A system generated notice of the provider change will be mailed to the caretaker and provider. In addition, the provider will be able to view the change on the PWEB the day following the updated change.

Applications/Reporting and Requesting Changes

Please allow 30 days to process applications.

All changes must be reported to your worker within 10 days of the change. All employment, educational or training activities must be verified to adjust your benefits.

Cuyahoga Job and Family Services – Child Care Eligibility Unit

Child Care Applications – 216.987.7346

Child Care Information Line – 216.987.6929

Fax Number – 216.987-8655

Cuyahoga Jobs and Family Services – 1641 Payne Avenue – Cleveland – OH – 44114 ~ 216.987.7000

