



Publicly Funded Child Care  
Caretaker Tip Sheet  
Fall 2025

1. How do I request additional hours if my work/school schedule has changed?

If you have an account set up through the [Ohio Benefits Self Service Portal | Ohio Benefits Self Service Portal Core](#), you can log in and then click on the “Report a Change” option in the drop down. Once you select that option, you would then select “Other Change” and enter in the new schedule. For assistance on how to submit the request, please view the following how to video: [How to Report a Change](#)

If you do not have an account through Ohio Benefits, you will need to contact your local County Department of Job and Family Services directly. Please use the following link to find your county’s contact information: [Contact Us | Ohio Benefits Self Service Portal Core](#)

2. My early care and education program would like to be able to obtain updates regarding my application for child care assistance. How can they be granted access?

You will need to complete the DCY 01115 “Early Care and Education Services Release of Information” form. This form gives permission for the County Department of Job and Family Services and the Ohio Department of Children and Youth (DCY) to release application information to the program.

Individuals **are not** required to complete this form to be eligible for services and a program cannot require you to complete the form as part of the enrollment process and/or to receive child care. This form, if completed, will allow the county agency and/or DCY the ability to share the following information:

- Application status, including denied without PAD (payment after denial) and pending application
- Verification documents needed



- Eligibility begin and end date
- Authorization information

This form **does not** give the program the right to call the county agency on the caretaker's behalf to request a change or update a case. To obtain a copy of the form, please use the following link: [Release of Information](#)

Once the form is complete, please follow the steps provided on the document on how to submit the form.

3. My early care and education program has ended care for my child. I need assistance in finding a new program. Who can assist?

Caretakers can search for early care and education programs in their area by going to [Find Quality Rated Early Care and Education | Ohio Child Care Search](#). Once on the site, individuals can search by zip code, city or county as well as the type of program they are looking for, licensed child care center, preschool center, family child care provider.

If further assistance is requested, a Parent and Youth Ambassador (PYA) can work with the family to find care. To be connected with a PYA, caretakers can send an email to [info@childrenandyouth.ohio.gov](mailto:info@childrenandyouth.ohio.gov) or contact us at 1-844-234-5437 Monday through Friday from 8:00am – 5:00pm.

4. I need to find a new early care and education program. How do I make that request and with whom?

If you have an account set up through the [Ohio Benefits Self Service Portal | Ohio Benefits Self Service Portal Core](#), you can log in and then click on the "Access My Benefits" tile on the lower right-hand side of the page. You will then click "Request a Change in Child Care Provider". For assistance on how to submit the request, please view the following how to video: [Request a Change in Child Care Provider](#)

If you do not have an account through Ohio Benefits, you will need to contact your local County Department of Job and Family Services directly. Please use the following link to find your county's contact information: [Contact Us | Ohio Benefits Self Service Portal Core](#)



5. Can I request additional hours if my work breaks are not paid for by my employer?

Yes. You will need to contact your County Department of Job and Family Services agency to notify them that your breaks are not included in your work week as paid and that you need those hours covered for child care services as well.

**Please note, upon submission of the request, the county has up to 10 days to process the change.**