



Dear Family,

You are receiving this letter because you currently receive publicly funded child care (formerly known as Title XX) to help cover the cost of your family's child care expenses. Like all benefits we want you to protect your personal information and to follow all the requirements, to maintain the services and support you need. Here are a few reminders to keep your information safe and benefits active:

1. **Report Life Changes Within 10 Days:** We know that life changes. It's important that you keep us updated within 10 days when any of these events happen:
 - Your family income increases to over 300% of the federal poverty level (Example: for a family of 3: \$6,455 per month; family of 4: \$7,800 per month is 300% of FPL)
 - You start, change, or stop your job, school, or training
 - You move to a new address
2. **Attendance Tracking:** To ensure your child care program is paid correctly and on time, you must make sure you "tap" in and out on the automated system. Remember these important tips:



Personal Identification Number (PIN): Your PIN is used in place of your signature. It is considered your secure electronic signature and should not be shared with anyone, including your program. If someone uses your PIN and enters false information, you could be held responsible. **If you think someone else knows your PIN, reset it right away** using the instructions on the back side of this letter.



Photo Requirement

The attendance system takes photos at check-in and check-out. The person in the photo must be you, or someone you have approved as a sponsor to enter your child's attendance. Only you or your approved sponsor may enter attendance. If not, your case could be reviewed.



Approving Changes:

Your program may enter a check-in or check-out. Attendance that is entered by your program will require your approval every single time. If your program changes your child's attendance record, you must approve it. Always check that the information is correct.

Please note that in some situations, families may use a QR code as part of the attendance process. When that is permitted, the PIN and picture feature as described above are not required. Instead, the family must use the cell phone registered with their program.



Our programs work best when everyone follows the rules. If you notice something that doesn't seem right let us know by:

- **Phone:** 844-234-5437, option 3
- **Email:** childcare_program_integrity@childrenandyouth.ohio.gov

Your help keeps these services available for families who need them. Thank you!

How to [Reset Personal Identification Information](#) in KinderSign:

KinderSign – Resetting PIN

A Use the keypad to enter your 10-digit telephone number. Tap **Next**.

B Click on **Change PIN**.

KinderSign by Controltec
Version 2.5.30

C Use the keyboard to enter the answer to your secret question. Tap **Confirm**.

D Enter your new 4-digit **PIN** and tap **Confirm**.

E Re-enter your new 4-digit **PIN** and tap **Confirm** again.

F KinderSign takes you back to the initial screen where you will enter your 10-digit telephone number.

Note: All PINs will automatically expire every 90 days and will require to be reset.

For more information, visit www.ohioctap.info, email us at supportOH@kindersystems.com or call us at 1-833-866-1708.

02/23/08