

Hero Pay Phase 2 FAQ

Frequently Asked Questions

Eligibility FAQs

1. Where can I find the Hero Pay eligibility requirements?

The eligibility requirements are outlined in the [Manual Procedure Letter](#) issued by ODJFS. You may also review the helpful [Hero Pay Eligibility At-A-Glance document](#).

You can view all Hero Pay resources here: <https://occrra.org/workforce-development/hero-pay/>

2. Why am I not eligible for Hero Pay?

To be eligible for Hero Pay, you had to meet all the following requirements.

1. Have an employment record open in the OPR for 170 of the 180 days during the payment eligibility period of September 1, 2022 through February 28, 2023 OR December 1, 2022 through February 28, 2023. The professional must be employed by a regulated child care program for the entire payment eligibility period, excluding a gap of less than 10 days; **AND**
2. The license for the child care center, type A home or type B home must be in an active status during the entire payment eligibility period, excluding a gap of less than 10 days; **AND**
3. The professional has an eligible role in their employment tab in their OPR profile.

You may also review the helpful [Hero Pay Eligibility At-A-Glance document](#).

3. If I updated my employment on March 1st, 2023 (or anything after 11:59PM on February 28th, 2023), will I still be eligible for Hero Pay?

No. Eligibility was ran on March 1st, 2023. All eligible employment needed to be entered into the employment tab of your OPR profile prior to the employment period cut-off of 11:59PM on February 28th, 2023. If you did not have any qualifying employment in your employment tab of your profile when eligibility was ran on March 1, 2023, you are not eligible for Hero Pay. To view the eligible requirements, please review FAQ 1 above.

4. I thought I was eligible but do not see a Hero Pay tab in my OPR profile. Can I update my employment now to receive payment?

No. To be eligible for Hero Pay, eligible employment needed to be added to your profile prior to the employment period ending (February 28th, 2023). There are no exceptions to eligibility and the OPR staff does not have a way to alter or manage your eligibility. If you are not eligible, there is nothing additional for you to complete.

5. If I have more than one eligible role, will I receive multiple payments?

No. Each eligible professional will only receive one payment, either for the payment period of September 1, 2022 through February 28, 2023 (\$3,000) OR December 1, 2022 through February 28, 2023 (\$1,500).

6. I work at an Ohio Department of Education (ODE) child care program, am I eligible for Hero Pay?

No. Per the ODJFS Manual Procedure Letter number 40, only Ohio Department of Job and Family Services licensed child care center, type A family child care home or type B family child care homes are eligible for Hero Pay.

7. I am a Family Child Care Resident, High School Junior or a HS Senior or Graduate <18, am I eligible for Hero Pay?

No. Per the ODJFS Manual Procedure Letter number 40, a Family Child Care resident, High School Junior, and HS Senior or Graduate <18 are not eligible roles. Below are the eligible roles.

Requirement 3- The professional has one of the following eligible roles in their employment tab in the OPR:

Eligible Roles	
Administrator on JFS License	Individual Service Provider Not Used in Ratio
Assistant Teacher	Individual Service Provider Used in Ratio
Cook	Lead Teacher
Driver	Owner
Extracurricular Not Used in Ratio	Program Management Not Used in Ratio
Extracurricular Used in Ratio	Program Management Used in Ratio
Floater	Substitute

8. My ODJFS licensed child care center, Type A or Type B home became open and active on September 11, 2022, am I eligible for Payment Period September 1, 2022 through February 28th, 2023 (\$3,000)?

No, the licensed child care center, Type A or Type B home had to be open and active during the entire payment period, minus a gap of less than 10 days. Opening on or after September 11th, is a gap greater than 10-days.

9. My ODJFS licensed child care center, Type A or Type B home became open and active on December 11th, 2022, am I eligible for Payment Period December 1, 2022 through February 28th, 2023 (\$1,500)?

No, the licensed child care center, Type A or Type B home had to be open and active during the entire payment period, minus a gap of less than 10 days. Opening on or after December 11th, is a gap greater than 10-days.

10. My ODJFS licensed child care center, Type A or Type B home closed on February 17th, 2023, am I eligible for any Hero Pay payments?

No, the licensed child care center, Type A or Type B home had to be open and active during the entire payment period, minus a gap of less than 10 days. Closing on or before February 17th, is a gap greater than 10-days.

Payment Details FAQs

11. How many payments can I expect?

One payment of either \$1,500 or \$3,000 depending on your eligible employment period.

12. Where can I view the payment status?

You can view the payment status of your Hero Pay payment at any time on the Hero Pay tab of your OPR profile.

Submitted = We have received your Payment Portal submission and it is being processed for payment.

Paid = Payment has been processed and refer to the Payment Type field to determine payment method that will be sent.

13. When can I expect to receive my payment?

Payments will begin in April 2023 and can take up to 8 weeks from the Payment Portal submission date. Once the payment status changes to 'Paid', you must wait up to 7 business days for an EFT to post to your account or up to 30 days to receive a paper check.

14. How long will it take me to receive my EFT payment?

The entire payment process may take up to 8 weeks from beginning to end. Once the payment status moves to paid, you must allow 5 to 7 business days for the transaction to process and appear in your bank account. If you have not received the EFT payment in your bank account **after waiting the seven (7) business days**, please contact us at support@ocrra.org letting us know you did not receive the payment.

15. How long will it take me to receive a paper check?

The entire payment process may take up to 8 weeks from beginning to end. Once the payment status moves to paid, please allow ample time for the postal service to deliver this paper check to you. If you have not received the check **after waiting the 30 days**, please contact us at support@ocrra.org letting us know you did not receive the paper check.

16. What do I do if my Hero Pay tab shows my EFT has been paid, I've waited over 7 business days and I still haven't received my payment?

If you have not received the EFT payment in your bank account **after waiting the seven (7) business days**, please contact us at support@ocrra.org letting us know you did not receive the payment.

17. What do I do if my Hero Pay tab shows my Check has been paid, I've waited over 30 days and I still have not received my paper check?

Please allow ample time for the postal service to deliver this paper check to you. If you have not received the check **after waiting the 30 days**, please contact us at support@ocrra.org letting us know you did not receive the paper check.

18. Is the money I receive for Hero Pay taxable?

OCCRRA does not provide tax advice and encourages professionals to reach out to your tax preparer regarding tax questions. OCCRRA follows IRS guidance and will generate a Form 1099 for these funds.

Payment Portal FAQs

19. Is there a deadline to enter Payment Portal information?

Yes. Payment Portal information for eligible professionals must be submitted **by 11:59PM on March 31st, 2023**. Professionals who do not enter their payment information will forfeit the Hero Pay payment.

20. I do not have a banking account to enter in the Payment Portal, how can I receive my Hero Pay?

In the Payment Portal, click the 'No bank account available' button and a paper check will be generated. You will have a chance to confirm the mailing address on the first two screens of the Payment Portal.

21. Does OCCRRA or the OPR staff have additional information to provide?

No, the OPR staff and OCCRRA team does not have any additional information available besides what is displayed in your Hero Pay tab in your OPR profile.