



About Integrated Services

Integrated Services is a section of the Client Services Division at Hamilton County Department of Job and Family Services. It provides:

- protective services against abuse, neglect and exploitation of the elderly (421-LIFE)
- services to people with disabilities (Supplemental Security Income (SSI) case management)
- assistance with gathering medical information for disability determination (CMS process)
- Mt. Airy Center for homeless men
- non-emergency transportation for Medicaid eligible individuals to and from a Medicaid provider.

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Five programs make up the Integrated Services Section at HCJFS:

Adult Protective Services (APS)

APS operates 421-LIFE, Hamilton County's 24-hour line for reporting elder abuse, neglect (by self or others) and exploitation. As mandated by state law, caseworkers evaluate risk to the safety and well-being of alleged victims. Then they work to improve the situation by linking the elderly to social service providers and community and family resources. APS also provides temporary, part-time homemaker services to help with routine tasks such as shopping and laundry.

Supplemental Security Income (SSI) Case Management

SSI CM is a disability advocacy program set up to help disabled individuals obtain financial assistance from the social security administration and medical coverage through Medicaid. This program helps people file applications and appeals. Individuals referred to the SSI Case Management program are required to apply for Medicaid.

County Medical Services (CMS) Unit

This unit helps individuals, who have a pending Medicaid application, obtain medical documentation to support their disability claim. The CMS unit sends the medical documentation to the Ohio Department of Job & Family Services (ODJFS) Disability Determination Area (DDA) who reviews the medical records and makes a disability determination for medical and/or Disability Financial Assistance (DFA).

Mt. Airy Center for Homeless Men

Mt. Airy helps homeless men make a new start in life. Residents receive temporary shelter and food while working in the community and participating in programs designed to help them gain sobriety, self-esteem, discipline, and job experience.

Non-Emergency Transportation Unit (NET)

NET provides transportation to and from Medicaid providers. Individuals must be eligible for AND in receipt of Medicaid. Transportation may be in the form of bus tokens, van services, Access tickets or mileage reimbursement. Individuals eligible for Medicaid through the "spend-down" process must have met the spend-down in the same month of the transportation schedule.

Who is eligible for...?

Adult Protective Services (APS)

APS staff will investigate and respond to reports of abuse, neglect and exploitation to Hamilton County residents age 60 and older and to any resident over the age of 18 who is physically or mentally incapacitated.

SSI Case Management

SSI Case Management services are available to anyone who receives benefits or other services from HCJFS. Eligibility for SSI or Social Security Disability Benefits is based on medical and financial criteria set by the Social Security Administration.

County Medical Services

Eligibility for Medicaid and/or Disability Financial Assistance is determined by the DDA of ODJFS.

Mt. Airy Center

Applicants must be male, at least 18 years of or older and homeless. Admission is based on bed availability, previous residency, criminal record, and income amongst other requirements.

NET

NET services are available to individuals eligible for and in receipt of Medicaid. The medical doctor or institution must be a Medicaid provider.

How to apply

Adult Protective Services (APS)

No application is necessary. Just call the 24-hour hotline (513) 421-LIFE. APS staff will respond to any substantiated report of abuse, neglect, self-neglect or exploitation of an adult over 18 in Hamilton County. Some community-based services are limited to people over the age of 65.

SSI Case Management Services

Apply in person at:

HCJFS
222 East Central Parkway, 2nd Floor
Cincinnati, OH 45202

Call for an appointment:

(513) 946-1283

County Medical Services

Individuals with a Medicaid application on file will need to contact the Eligibility Technician. Other individuals will need to apply for Medicaid at:

Hamilton County Department of Job & Family Services
222 East Central Parkway
Cincinnati, OH 45202 Or
call 946-1000 to have an application mailed

Mt. Airy Center

Applications are accepted at:

HCJFS
222 East Central Parkway, 2nd Floor
Cincinnati, OH 45202

All applications must be made in person. Admittance is based on available space.

NET

Individuals eligible for and in receipt of Medicaid may call (513) 946-2332

Contact Information

Adult Protective Services:

Hamilton County Department of Job & Family Services
222 East Central Parkway
Cincinnati, Ohio 45202-1225
Hotline: 421-LIFE (421-5433)
Fax (513) 946-1639

SSI Case Management:

Hamilton County Department of Job & Family Services
222 East Central Parkway
Cincinnati, OH 45202-1225
Intake Line (513) 946-1283

County Medical Services

Hamilton County Department of Job & Family Services
222 East Central Parkway
Cincinnati, OH 45202-1225
(513) 946-1300

Mt. Airy Center:

All clients and applications are walk-in. No appointments

Report to Intake, second floor lobby, doors open 7AM.
Hamilton County Department of Job & Family Services
222 East Central Parkway
Cincinnati, OH 45202-1225

NET

Hamilton County Department of Job & Family Services
222 East Central Parkway
Cincinnati, OH 45202-1225

Individuals are assigned to an NET Program Technician according to the individual's last name. To find your NET Program Technician, call (513) 946-2332.