



Service Information



Phone Lines and Web Sites	Main Telephone Line	(513) 946-1000					
	Main TDD Telephone Line (for people with hearing problems)	(513) 946-1295					
	Child Support Services Center (Questions, Information)	(513) 946-1000					
	Customer Complaints: 1. Cash Assistance, Food Assistance Program, Medicaid & Child Care 2. Child Support 3. Children's Services	1. (513) 946-1000 2. (513) 946-1000 3. (513) 946-1000					
	Foster/Adoptive Parent Recruitment	(513) 946-1000					
	Speakers Bureau (http://www.hcjs.hamilton-co.org/SpeakingEngagementForm.htm)	(513) 946-2188					
	24-hour Child Support Information Line	1-800-860-2555					
	24-hour Ohio Direction Card Help Line	1-866-386-3071					
	24-hour Reports of Child Abuse or Neglect	(513) 241-KIDS (241-5437)					
	24-hour Reports of Elder Abuse	(513) 421-LIFE (421-5433)					
	24-hour Reports of Welfare Fraud	(513) 946-7542					
	Use HCJFS to receive mail/checks (homeless people)	(513) 946-1416/946-1418					
	General Information about HCJFS	www.hcjs.org					
	Information about Foster Parenting	www.hcfoster.org					
	Information about Adoption	www.hcadopt.org					
	Super Jobs	www.superjobs.com (513) 731-9800					
United Way Resource and Referral Line	2-1-1						
HCJFS Locations & Hours	<table border="0"> <tr> <td>Main office & mailing address: 222 E. Central Pkwy. Cincinnati, OH 45202</td> <td>Neighborhood Center:</td> <td>Super Jobs: Main location: 1916 Central Pkwy. Cincinnati, OH 45202 513-731-9800</td> </tr> <tr> <td>Hours of operation: Mon – Fri: 7 am - 5:00 pm</td> <td>Hours of operation: Mon – Fri:</td> <td></td> </tr> </table>	Main office & mailing address: 222 E. Central Pkwy. Cincinnati, OH 45202	Neighborhood Center:	Super Jobs: Main location: 1916 Central Pkwy. Cincinnati, OH 45202 513-731-9800	Hours of operation: Mon – Fri: 7 am - 5:00 pm	Hours of operation: Mon – Fri:	
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Cash Assistance	Provides a monthly benefit to eligible low income families with minor children at home. Known as Ohio Works First (OWF). Families may receive assistance for up to 36 months.						
Food Assistance Program	A monthly benefit given to families to help buy food. Known as the Ohio Direction Card. To apply for cash assistance and food assistance: <ul style="list-style-type: none"> In person at: 222 E. Central Pkwy., downtown Cincinnati To set an appointment or receive an application by mail, call (513) 946-1000. 						
Medicaid	State and federally-funded health care coverage for income-eligible parents and their children up to age 21, pregnant women, older adults, and people with disabilities. Medicaid also covers waiver programs of MRDD, Ohio Home Care, Passport and Pace. An application for all Medicaid programs can be made: <ul style="list-style-type: none"> In person at: 222 E. Central Pkwy., 1st floor By mail: Call (513) 946-1000. An application will be mailed to you. 						

Child Care Services	<p>Partial payment of child care costs for low-income parents who are working or attending school. Help with locating certified child-care providers in Hamilton County.</p> <p>An EZ Intake application for Child Care Services can be obtained:</p> <ul style="list-style-type: none"> • In person: pick up an application at 222 E. Central Pkwy., 4th floor, Cincinnati • By mail: call (513) 946-1800 to request an application • By website: visit www.hcjfs.org
Child Support	<p>Child Support is money required by law to be paid by one parent to another parent to help cover the costs of raising their children. The HCJFS Child Support Division: establishes and enforces child support orders; establishes paternity; modifies child support orders; enforces spousal support; performs other customer services.</p> <ul style="list-style-type: none"> • Questions, complaints and information: Call (513) 946-1000 • Automated information about your case: (24-hours) Call 1-800-860-2555 or visit http://jfs.ohio.gov/ocs/ • Enroll in e-QuickPay: (automated child support payments to special debit card) Call 1-888-965-2676 or visit www.e-QuickPay.com • Check e-QuickPay card balance: Call 1-800-503-1283 • Pay child support in person by check, money order or credit card: HCJFS Cashier's Office, 800 Broadway, downtown Monday - Friday: 7 a.m. to 5:00 p.m. • Collections: Employers and non-custodial parents can remit support payments to Ohio CSPC through direct debit of their checking or savings account using ExpertPay.com. There is no charge for payments sent to Ohio CSPC; however, users may pay a nominal fee for payments remitted to other states. Non-custodial parents can remit their support payments using a credit card on the e-childsPay.com website. Note: There is a fee charged by the processor to make a credit card payment.
Children's Services	<p>Children's Services is the HCJFS division legally responsible for responding to reports of child abuse, neglect and dependency (241-KIDS); acting to protect child victims; and recruiting foster and adoptive parents.</p> <ul style="list-style-type: none"> • To report an allegation of child abuse or neglect, call (513) 241-KIDS (241-5347). • For questions, information, or to reach a caseworker, call (513) 946-1000. • For complaints on an active Children's Services case, call (513) 946-2138 • To become a foster parent, call (513) 632-6366 or visit: www.hcfoster.org • Become an adoptive parent, call (513) 632-6366 or visit: www.hcadopt.org
Integrated Services	<p>The HCJFS Integrated Services division provides:</p> <ol style="list-style-type: none"> 1. Protective services against abuse, neglect and exploitation of the elderly (421-LIFE) 2. Non-Emergency Transportation services for Medicaid clients: Call 946-2464 3. Assistance with Supplemental Security Income (SSI) applications & appeals (SSI Case Management - 946-1283) <ul style="list-style-type: none"> • To report abuse, neglect or exploitation of older adults, call (513) 421-LIFE (421-5433) • To apply for SSI Case Management Services in person, go to 222 E. Central Pkwy., 2nd floor • For SSI Case Management Services telephone referrals, call (513) 946-1000. • To schedule a Non-Emergency Transportation (NET) appointment (for Medicaid recipients), call (513) 946-1000.
Workforce Development/ Employment Services	<p>HCJFS Workforce Development division helps Hamilton County adults join the workforce and move up the economic ladder. Through Super Jobs, the division also helps job seekers and employers.</p> <ul style="list-style-type: none"> • Super Jobs: Apply in person at 1916 Central Pkwy., Cincinnati Call: (513) 731-9800 or visit: http://www.superjobs.com • Community Link (Provides welfare recipients with services designed to remove barriers to employment & self-sufficiency) Apply in person at: 222 E. Central Pkwy., 1st floor