



# 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 ( <a href="http://www.hcjs.hamilton-co.org/SpeakingEngagementForm.htm">http://www.hcjs.hamilton-co.org/SpeakingEngagementForm.htm</a> )	(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	<a href="http://www.hcjs.org">www.hcjs.org</a>		
	Information about Foster Parenting	<a href="http://www.hcfoster.org">www.hcfoster.org</a>		
	Information about Adoption	<a href="http://www.hcadopt.org">www.hcadopt.org</a>		
	Super Jobs	<a href="http://www.superjobs.com">www.superjobs.com</a> (513) 731-9800		
United Way Resource and Referral Line	2-1-1			
HCJFS Locations & Hours	<table border="0"> <tr> <td><b>Main office &amp; mailing address:</b> 222 E. Central Pkwy. Cincinnati, OH 45202 <b>Hours of operation:</b> <b>Mon – Fri: 7 am - 5:00 pm</b></td> <td><b>Neighborhood Center:</b> 237 William Howard Taft Cincinnati, OH 45219 <b>Hours of operation:</b> <b>Mon – Fri: 7 am - 5:00 pm</b></td> <td><b>Super Jobs:</b> Main location: 1916 Central Pkwy. Cincinnati, OH 45202 513-731-9800</td> </tr> </table>	<b>Main office &amp; mailing address:</b> 222 E. Central Pkwy. Cincinnati, OH 45202 <b>Hours of operation:</b> <b>Mon – Fri: 7 am - 5:00 pm</b>	<b>Neighborhood Center:</b> 237 William Howard Taft Cincinnati, OH 45219 <b>Hours of operation:</b> <b>Mon – Fri: 7 am - 5:00 pm</b>	<b>Super Jobs:</b> Main location: 1916 Central Pkwy. Cincinnati, OH 45202 513-731-9800
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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. <b>To apply for cash assistance and food assistance:</b> <ul style="list-style-type: none"> <li>• In person at: 222 E. Central Pkwy., downtown Cincinnati</li> <li>• To set an appointment or receive an application by mail, call (513) 946-1000.</li> </ul>			
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 DDS (Developmental Disabilities Services – formerly MRDD), Ohio Home Care, Passport and Pace. <b>An application for all Medicaid programs can be made:</b> <ul style="list-style-type: none"> <li>• In person at: 222 E. Central Pkwy., 1<sup>st</sup> floor</li> <li>• By mail: Call (513) 946-1000. An application will be mailed to you.</li> </ul>			

<b>Child Care Services</b>	<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><b>An EZ Intake application for Child Care Services can be obtained:</b></p> <ul style="list-style-type: none"> <li>• <b>In person:</b> pick up an application at 222 E. Central Pkwy., 3<sup>rd</sup> floor, Cincinnati</li> <li>• <b>By mail:</b> call (513) 946-1800 to request an application</li> <li>• <b>By website:</b> visit <a href="http://www.hcjfs.org">www.hcjfs.org</a></li> </ul>
<b>Child Support</b>	<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"> <li>• <b>Questions, complaints and information:</b> Call (513) 946-1000</li> <li>• <b>Automated information about your case:</b> (24-hours) Call 1-800-860-2555 or visit <a href="http://jfs.ohio.gov/ocsl/">http://jfs.ohio.gov/ocsl/</a></li> <li>• <b>Enroll in e-QuickPay:</b> (automated child support payments to special debit card) Call 1-888-965-2676 or visit <a href="http://www.e-QuickPay.com">www.e-QuickPay.com</a></li> <li>• <b>Check e-QuickPay card balance:</b> Call 1-800-503-1283</li> <li>• <b>Pay child support in person by check, money order or credit card:</b> HCJFS Cashier's Office, 800 Broadway, downtown Monday - Friday: 7 a.m. to 5:00 p.m.</li> <li>• <b>Collections:</b> Employers and non-custodial parents can remit support payments to Ohio CSPC through direct debit of their checking or savings account using <a href="http://ExpertPay.com">ExpertPay.com</a>. 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 <a href="http://e-childsPay.com">e-childsPay.com</a> website. <b>Note:</b> There is a fee charged by the processor to make a credit card payment.</li> </ul>
<b>Children's Services</b>	<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"> <li>• <b>To report an allegation of child abuse or neglect,</b> call (513) 241-KIDS (241-5347).</li> <li>• <b>For questions, information, or to reach a caseworker,</b> call (513) 946-1000.</li> <li>• <b>For complaints on an active Children's Services case,</b> call (513) 946-2138</li> <li>• <b>To become a foster parent,</b> call (513) 632-6366 or visit: <a href="http://www.hcfoster.org">www.hcfoster.org</a></li> <li>• <b>Become an adoptive parent,</b> call (513) 632-6366 or visit: <a href="http://www.hcadopt.org">www.hcadopt.org</a></li> </ul>
<b>Integrated Services</b>	<p>The HCJFS Integrated Services division provides:</p> <ol style="list-style-type: none"> <li>1. Protective services against abuse, neglect and exploitation of the elderly (421-LIFE)</li> <li>2. Non-Emergency Transportation services for Medicaid clients: Call 946-2464</li> <li>3. Assistance with Supplemental Security Income (SSI) applications &amp; appeals (SSI Case Management - 946-1283)</li> </ol> <ul style="list-style-type: none"> <li>• <b>To report abuse, neglect or exploitation of older adults,</b> call (513) 421-LIFE (421-5433)</li> <li>• <b>To apply for SSI Case Management Services in person, go to</b> 222 E. Central Pkwy., 2<sup>nd</sup> floor</li> <li>• <b>For SSI Case Management Services telephone referrals,</b> call (513) 946-1000.</li> <li>• <b>To schedule a Non-Emergency Transportation (NET) appointment</b> (for Medicaid recipients), call (513) 946-1000.</li> </ul>
<b>Workforce Development/ Employment Services</b>	<p>HCJFS Workforce Development division helps Hamilton County adults join the workforce and move up the economic ladder. Through <b>Super Jobs</b>, the division also helps job seekers and employers.</p> <ul style="list-style-type: none"> <li>• <b>Super Jobs:</b> Apply in person at 1916 Central Pkwy., Cincinnati Call: (513) 731-9800 or visit: <a href="http://www.superjobs.com">http://www.superjobs.com</a></li> <li>• <b>Community Link</b> (Provides welfare recipients with services designed to remove barriers to employment &amp; self-sufficiency) Apply in person at: 222 E. Central Pkwy., 1st floor</li> </ul>