**Best Ways to Interact with JFS**

**Public Assistance Programs**

Call 1-844-640-6446 to apply, renew, or make changes for cash, food, or medical assistance. You may also visit [www.benefits.ohio.gov](http://www.benefits.ohio.gov/) - This site allows you to apply, renew, or make changes for cash, food, or medical assistance.

Fax your documents to (513) 946-1076 or drop off documents to the drop box located in front of our building at 222 E. Central Parkway.

**PRC**

If you wish to apply for **Prevention Retention Contingency (PRC)** assistance, please apply on line at <https://www.hcjfs.org/services/job-placement/prevention-retention-and-contingency-funds/>

**Job Search Assistance**

**job-search assistance**, please contact OhioMeansJobs at,

946-7200, or <https://jobseeker.ohiomeansjobs.monster.com/>

**Child Support**

For child support related questions please contact our customer service call center at 946-7387 (SETS) or our online customer portal at:

<https://jfs.ohio.gov/ocs/custservwebportalwelcome2.stm>

**Child welfare**

**Child Abuse/Neglect** – This is more critical now than ever as there are fewer eyes on kids.

24 hour hotline for child abuse or neglect contact: 241-KIDS (5437)

Inquiries about foster care and adoption contact: 632-6366 or visit our website at [www.hckids.org](http://www.hckids.org)

Active cases: please contact the assigned caseworker. Complaints or concerns on active cases contact: 946-2466

**Adult Protective Services**

APS investigates allegations of **elder abuse, neglect, self-neglect** and financial exploitation of those adults 60 and over in Hamilton County.  Our hot line is 24 hours at 421.life (5433). Our fax number is 513-946-2260.

**Pandemic child care**

Essential workers may be eligible for pandemic child care. The essential list can be found at <http://jfs.ohio.gov/CDC/>  To enroll with a pandemic location, contact the selected provider and the provider will have forms to complete. .  There is a search function at the above website for pandemic locations.