



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 (Questions, Information, and Changes)	(513) 946-7387
	Customer Complaints: <ul style="list-style-type: none"> Cash Assistance, Food Assistance Program, Medicaid & Child Care Child Support Children's Services 	(513) 946-1000
	Adoptive Parent Recruitment	(513) 946-1000
	Speakers Bureau: https://www.hcjfs.org/contact/request-a-speaker	(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
	General Information about HCJFS	www.hcjfs.org
	Information about Fostering and Adopting	www.hckids.org
	OhioMeansJobs	http://www.omj-cinham.org (513) 946-7200
United Way Resource and Referral Line	2-1-1	
HCJFS Locations & Hours	Main office & mailing address: OhioMeansJobs – Main location: 222 E. Central Pkwy. 1916 Central Pkwy. Cincinnati, OH 45202 Cincinnati, OH 45202 Mon – Fri: 7:30 am - 4:30 pm 513-946-7200	
Adult Protective Services	To report abuse, neglect or exploitation of older adults, call (513) 421-LIFE (421-5433)	
Request for Cash, Food, and Medical Assistance*	<ul style="list-style-type: none"> 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: A monthly benefit given to families to help buy food. Known as the Ohio Direction Card. 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. <p>You may apply for these programs in the following ways:</p> <ul style="list-style-type: none"> Online at: https://odjfsbenefits.ohio.gov/SelfServiceSplash.jsf Mail or Fax: You can call (513) 946-1000 to request an application, or you can print an application from http://www.odjfs.state.oh.us/forms/interfind.asp?formnum=07200. <ul style="list-style-type: none"> Complete, sign & date it; then... Mail the completed application to: <p style="margin-left: 40px;">Hamilton County Job & Family Services, First Floor 222 E. Central Parkway Cincinnati, OH 45202</p> Or fax the application to: (513) 946-1076. (Forms can be faxed for free from any branch of the Public Library of Cincinnati and Hamilton County.) 	

***Please note: All public assistance applications will take 30 days to process.**

<p>Child Care Services</p>	<p>Partial payment of child care costs for low-income parents who are working or attending school. Help with locating licensed child-care providers in Hamilton County. Obtain an EZ Intake application for Child Care Services:</p> <ul style="list-style-type: none"> • In person: pick up an application at 222 E. Central Pkwy., 1st floor, Cincinnati • By mail: call (513) 946-1800 to request an application • By website: visit www.hcjfs.org 														
<p>Child Support</p>	<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, information, and changes: Call (513) 946-7387 • Automated information about your case: (24-hours) Call 1-800-860-2555 or visit http://jfs.ohio.gov/ocs/ • Check e-QuickPay card balance: Call 1-800-503-1283 <p>To access our Online Service Portal, go to www.childsupport.ohio.gov</p> <ul style="list-style-type: none"> • To GET payments using a debit card: <ul style="list-style-type: none"> ✓ Enroll in e-QuickPay: (automated child support payments to special debit card) Call 1-888-965-2676 or visit www.e-QuickPay.com • To MAKE child support payments online: <ul style="list-style-type: none"> ✓ From bank accounts ONLY, go to www.ExpertPay.com (There is currently no charge for payments; however, users may pay a nominal fee for payments remitted to other states.) ✓ From MasterCard ONLY, go to www.e-childspay.com (There is currently a flat fee per transaction & it takes up to 14 days.) ✓ From Visa*, Discover*, American Express* or MasterCard*, click on the Point & Pay link (on the Online Service Center page of www.hcjfs.org). (See <i>Credit Card Fee chart at right.</i>) <p>Pay child support in person by check, money order or credit card*:</p> <ul style="list-style-type: none"> • HCJFS Cashier's Office, 222 E. Central Parkway, downtown (Note: Credit card fees also apply to credit card transactions made in person.*) <p>Collections:</p> <p>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.</p> <p>Non-custodial parents can remit their support payments using a MasterCard credit card on the e-childspay.com website. Note: There is a fee charged by the processor to make a credit card payment & it takes up to 14 days.</p> <table border="1" data-bbox="1117 762 1533 1010"> <thead> <tr> <th colspan="2">*Credit Card Fee</th> </tr> <tr> <th>Transaction Amt.</th> <th>Convenience Fee</th> </tr> </thead> <tbody> <tr> <td>\$.01 – \$50.00</td> <td>\$2.00</td> </tr> <tr> <td>\$50.01 – \$100.00</td> <td>\$2.95</td> </tr> <tr> <td>\$100.01 – \$199.99</td> <td>\$4.95</td> </tr> <tr> <td>\$200.00 – \$299.99</td> <td>\$6.95</td> </tr> <tr> <td colspan="2">Add \$2 to the convenience fee for each increase of \$100 in transaction amount.</td> </tr> </tbody> </table>	*Credit Card Fee		Transaction Amt.	Convenience Fee	\$.01 – \$50.00	\$2.00	\$50.01 – \$100.00	\$2.95	\$100.01 – \$199.99	\$4.95	\$200.00 – \$299.99	\$6.95	Add \$2 to the convenience fee for each increase of \$100 in transaction amount.	
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<p>Children's Services</p>	<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 (241-5437). • 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 • For information about fostering and adopting, call (513) 632-6366 or visit: www.hckids.org 														
<p>Non-Emergency Transportation (NET)</p>	<p>Non-Emergency Transportation (NET) services for Medicaid clients to Medicaid reimbursable services: Call (513) 946-1000, option 6.</p>														
<p>Workforce Development/ Employment Services</p>	<p>HCJFS Workforce Development division helps Hamilton County adults join the workforce and move up the economic ladder. Through OhioMeansJobs, the division also helps job seekers and employers.</p> <ul style="list-style-type: none"> • OhioMeansJobs: Apply in person at: 1916 Central Pkwy., Cincinnati Call: (513) 946-7200 or visit: http://www.omj-cinham.org • Community Link (Provides OWF recipients with services designed to remove barriers to employment & self-sufficiency.) Located at: 222 E. Central Pkwy., 4th floor Call: (513) 946-2360 														