



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

<p><b>Child Support</b></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"> <li>• <b>Questions, information, and changes:</b> Call (513) 946-7387</li> <li>• <b>Automated information about your case: (24-hours)</b> Call 1-800-860-2555 or visit <a href="http://jfs.ohio.gov/ocs/">http://jfs.ohio.gov/ocs/</a></li> <li>• <b>Check e-QuickPay card balance:</b> Call 1-800-503-1283</li> </ul> <p><b>To access our Online Service Portal, go to <a href="http://www.childsupport.ohio.gov">www.childsupport.ohio.gov</a></b></p> <ul style="list-style-type: none"> <li>• To <b>GET</b> payments using a debit card: <ul style="list-style-type: none"> <li>✓ <b>Enroll in e-QuickPay:</b> (<i>automated child support payments to special debit card</i>) Call 1-888-965-2676 or visit <a href="http://www.e-QuickPay.com">www.e-QuickPay.com</a></li> </ul> </li> <li>• To <b>MAKE</b> child support payments online: <ul style="list-style-type: none"> <li>✓ From bank accounts <b>ONLY</b>, go to <a href="http://www.ExpertPay.com">www.ExpertPay.com</a> (<i>There is currently no charge for payments; however, users may pay a nominal fee for payments remitted to other states.</i>)</li> <li>✓ From MasterCard <b>ONLY</b>, go to <a href="http://www.e-childspay.com">www.e-childspay.com</a> (<i>There is currently a flat fee per transaction &amp; it takes up to 14 days.</i>)</li> <li>✓ From Visa*, Discover*, American Express* or MasterCard*, click on the <b>Point &amp; Pay</b> link (on the Online Service Center page of <a href="http://www.hcjfs.org">www.hcjfs.org</a>). (<i>See Credit Card Fee chart at right.</i>)</li> </ul> </li> </ul> <table border="1" data-bbox="1117 415 1511 642"> <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> <p><b>Pay child support in person by check, money order or credit card*:</b></p> <ul style="list-style-type: none"> <li>• HCJFS Cashier's Office, 222 E. Central Parkway, downtown (<i>Credit card fees also apply to credit card transactions made in person.*</i>)</li> </ul> <p><b>To make child support payments BY MONEYGRAM:</b></p> <ul style="list-style-type: none"> <li>• You may now make cash payments at many retail locations throughout the State where MoneyGram payment services are offered, or online by credit card using the "Pay Bills" option at <a href="http://www.moneygram.com">www.moneygram.com</a>.</li> <li>• Use state code <b>14674</b> when using MoneyGram services.</li> <li>• There is a fee based on the transaction amount. Fee guidelines are available on <a href="http://www.moneygram.com">www.moneygram.com</a>.</li> </ul> <p><b>Collections:</b></p> <p>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.</p> <p>Non-custodial parents can remit their support payments using a MasterCard 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 &amp; it takes up to 14 days.</p>	*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><b>Children's Services</b></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"> <li>• <b>To report an allegation of child abuse or neglect</b>, call (513) 241-KIDS (241-5437).</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>For information about fostering and adopting</b>, call (513) 632-6366 or visit: <a href="http://www.hckids.org">www.hckids.org</a></li> </ul>														
<p><b>Non-Emergency Transportation (NET)</b></p>	<p>Non-Emergency Transportation (NET) services for Medicaid clients to Medicaid reimbursable services: Call (513) 946-1000, option 6.</p>														
<p><b>Workforce Development/ Employment Services</b></p>	<p>HCJFS Workforce Development division helps Hamilton County adults join the workforce and move up the economic ladder. Through <b>OhioMeansJobs</b>, the division also helps job seekers and employers.</p> <ul style="list-style-type: none"> <li>• <b>OhioMeansJobs:</b> Apply in person at: 1916 Central Pkwy., Cincinnati Call: (513) 946-7200 or visit: <a href="http://www.omj-cinham.org">http://www.omj-cinham.org</a></li> <li>• <b>Community Link</b> (Provides OWF recipients with services designed to remove barriers to employment &amp; self-sufficiency.) Located at: 222 E. Central Pkwy., 4th floor Call: (513) 946-2360</li> </ul>														