



March 18, 2020

To our community partners,

Beginning March 18, 2020, all Cuyahoga Job and Family Services (CJFS) buildings will be closed to the public. CJFS will continue to provide access to services through self-service options to apply for public benefits and update existing cases to slow the spread of the Coronavirus (COVID-19). This difficult decision is based on guidance from national, state and local officials to discourage public gatherings and encourage “social distancing”.

CJFS is encouraging the public to use the [Ohio Benefits Self-Service Portal](#) to apply for **food, medical, cash and childcare assistance** as well as make changes or upload documents on existing food, medical and cash assistance cases.

To **apply, renew or report changes to food, medical, cash, or childcare assistance online**, visit: www.benefits.ohio.gov.

The **Eligibility Contact Center** is also available for the public to submit applications for **food, medical, and cash assistance**, Monday through Friday, 8 a.m. to 4 p.m. CJFS Eligibility Specialists are available to take applications, complete phone interviews, and make changes to existing cases.

Language services are available through the Eligibility Contact Center. Language options through the Eligibility Contact Center prompts include Spanish, Mandarin, Arabic, Somali, French, Nepali, Vietnamese, and Russian. Additional languages are available through the request of our staff.

Options to get updates about existing food, medical, and cash assistance cases are available through the Eligibility Contact Center without speaking to an Eligibility Specialist include:

- Signing up for text notifications
- Technical assistance for the Ohio Benefits Self-Service Portal
- Managed care plan assistance and Medicaid covered services questions
- Ohio Direction Card (EBT) and cash assistance EPPIC Card assistance
- Request a hearing regarding public benefits

To avoid waiting on the phone for long periods of time, please use the “**Virtual Hold**” feature and the caller will receive a call back from the “**State of Ohio**” when it is their turn to talk with a representative.

To **apply, renew, or report changes to food, medical, or cash assistance on the phone**, call: **1-844-640-OHIO (6446)**.

Other important numbers:

Child Care Assistance Information Line: (216) 987-6929

PRC Information Line: (216) 987-7392

Long-Term Care Contact Line: (216) 858-8405

Applications for benefits and verifications can be **faxed** using one of the fax number options below. All fax numbers are routed to our imaging department.

(216) 987-7700	(216) 635-2923	(216) 987-8487
(216) 391-5122	(216) 881-4416	(216) 987-8974
(216) 961-2630	(216) 987-7016	(216) 635-2924

CJFS Neighborhood Family Service Center locations have a **Safe and Secure Drop Box** that will still be accessible to submit documents such as applications and verifications. To submit applications and documents for the **Prevention, Retention, and Contingency (PRC)** program and **childcare** application documents, please use the designated drop box the Virgil E. Brown building.

Virgil E. Brown NFSC 1641 Payne Avenue Cleveland, OH 44114	Old Brooklyn NFSC 4261 Fulton Parkway Cleveland, OH 44144	Southgate NFSC 3955 Euclid Avenue Cleveland, OH 44115	Quincy Place NFSC 8111 Quincy Avenue Cleveland, Ohio 44104
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Finally, you may scan and email documents to us at: JFS-Cuyahoga-MIPC@jfs.ohio.gov . When doing so, Clients should include the following with their email which will ensure their documents are processed correctly and quickly:

- Customers Case Name (not email address)
- Case Number
- DOB
- Phone Number

We are working to keep the community updated on adjustments to our service delivery and accessing public benefits. Please take a moment to follow us on [Facebook](#) and [Twitter](#), as we are using social media to provide more frequent updates, information on accessing benefits through self-service options and information in various languages.

If you have specific requests for information, contact the Office of Community Engagement at community_outreach@jfs.ohio.gov.

Thank you for your cooperation and assistance during these difficult times.

Sincerely,



Kevin Gowan
Administrator for Cuyahoga Job and Family Services