



LUCAS COUNTY DEPARTMENT OF JOB & FAMILY SERVICES

Programs & Services Resource Guide

We assist Lucas County families and individuals with essential services while they pursue their highest level of stability and independence in cooperation with our community partners.

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Overview of JFS & CSSA

Lucas County Department of Job & Family Services (LCDJFS) is the public assistance agency in Lucas County that administers programs such as Temporary Assistance for Needy Families/ Cash Assistance (TANF), Supplemental Nutrition Assistance Program/ food assistance (SNAP), and Medicaid. Additionally, LCDJFS oversees programs and services such as: Subsidized Childcare; Adult Protective Services (APS); Non-Emergency Transportation (NET); Medicaid Home and Community-Based Services (HCBS) Waiver; Long Term Care for nursing or institutionalized care; and Prevention, Retention, and Contingency services (PRC).

To learn more about public assistance benefits, apply for or manage services, visit: www.Benefits.Ohio.gov or call: 1-844-640-6446.

The Agency's **Division of Child Support (Child Support Services Agency or CSSA)** establishes parentage, enforces support orders, and collects and disburses child support to ensure that families receive the financial support to which they are entitled. CSSA programs and services are detailed in pages 15-24.

To learn more about child support services, apply for or manage services, visit: www.lucasjfs.org

Locations

Lucas County Department of Job & Family Services

3737 W. Sylvania
Toledo, OH 43623
Mailing: P.O. Box 10007
Toledo, OH 43699-0007

Application & Interview hotline:
844-640-6446

Ph: (419) 213-8800
Toll Free: (888) 245-8999
Fax: (419) 213-8820
www.Lucasjfs.org

Hours
Monday - Friday
8:30 AM - 4:30 PM

Division of Child Support Services

3737 W. Sylvania Ave.
Toledo, OH 43623
Mailing: P.O. Box 10018
Toledo, OH 43699-0018

Ph: (419) 213-3001
Toll Free: (800) 466-6393
Fax: (419) 213-8591
www.Lucasjfs.org

Hours
Monday – Friday
8:30 AM - 4:30 PM

Job & Family Services / Public Assistance

The Job and Family Services Agency helps Lucas County families and individuals to achieve their highest level of stability and independence. Respecting the dignity of our clients, we provide effective career development and individualized services in cooperation with our community partners.

How to Submit Public Assistance Documents

Verifications may be submitted in the following ways:

- **ONLINE:** Upload to a case in Ohio Benefits (OB) portal at www.benefits.ohio.gov
- **EMAIL:** LUCAS_DOCUMENTS@jfs.ohio.gov
- **IN-PERSON:** Physically deliver to a drop-box; one is located outside the JFS building and one inside the JFS lobby at 3737 W Sylvania Ave., Toledo, OH 43623
- **MAIL:** Address to - Lucas County JFS at P.O. Box 10007, Toledo, OH 43699-0007 (original documents will be returned to the client's mailing address on file)
- **FAX:** Fax to Lucas County JFS at 419-213-8820

Please include a case or social security number on all documents. Upon receipt of documents, allow two (2) business days for documents to be added to the case. Please allow ten (10) business days for documents to be processed from the date they are received at LCDJFS.

Note: Accommodations are made at all LCDJFS locations in accordance with the Americans with Disabilities Act. Language interpreting services are also available to Limited-English-Proficient individuals seeking services. Requests for accommodations should be made at Check-in.

How to Report Changes to a Public Assistance Case

Reporting changes within 10 days to the agency is very important. You will need to report a change if:

- Your household composition changes. (e.g: report people moving in or out)
- You move residences (e.g.: Report new address)
- Your income or employment status change (e.g.: Report an increase/reduction to income or employment changes)
- Your monthly bills change (e.g.: Report increases/reductions with allowable SNAP Expenses)

Changes can be reported:

- Online at: <https://odjfsbenefits.ohio.gov>
- Over the phone at 844-640-6446 (Customer Service Option).
- Email: Lucas_Documents@jfs.ohio.gov

Verifications of changes will be requested and due to the agency within 10 days of reported change.

JFS Programs and Services

Adult Protective Services (APS)

LCDJFS is required to investigate and evaluate all reports of suspected abuse, neglect, self-neglect, and exploitation of adults aged 60 and older. These adults may be handicapped due to aging, or they may have physical or mental impairments which prevent them from providing for their own care and protection. When funding and services are available, adults who experience abuse, neglect and/or exploitation are offered support for protection and self-sufficiency. As the elderly population increases, reports of abuse, neglect, self-neglect, and exploitation increase.

Abuse means the infliction upon an adult (by oneself or others) of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical harm, pain, or mental anguish.

Types of Abuse include:

- Physical.
- Sexual.
- Emotional; and,
- Exploitative

"Neglect" means any of the following:

- Failure of an adult to provide for self the goods or services necessary to avoid physical harm, mental anguish, or mental illness.
- Failure of a caretaker to provide such goods or services.
- Abandonment.

Physical abuse includes pushing, hitting, slapping, pinching and other ways of physically harming a person. It can also mean incorrect positioning, force feeding, restraining, or giving medication without their knowledge. Sexual abuse includes rape or other unwanted sexual contact, but it can also mean forced or coerced nudity, exhibitionism, and other non-touching sexual situations. Exploitation is the unlawful or improper act of a caretaker using an adult or his resources for monetary or personal benefit, profit, or gain. Emotional abuse occurs when an elderly person is threatened, humiliated, intimidated or otherwise psychologically hurt.

If you would like to report abuse call: 419-213-8663



Publicly Funded Childcare

Subsidized childcare is provided for eligible families to support the parents' work and training efforts.

Who is Eligible?

Families whose income is at or below 142 percent of the federal poverty guideline may qualify to receive payment for all, or part, of their monthly childcare expenses incurred while participating in eligible work and training activities. For those with a Disabled Child, then the income must be at or below 150 percent of the federal poverty guideline. These percentages are for Initial Intake applications and the income limit increases at renewal for continued Child Care Benefits. Each renewal year, the household income must be at or below 300 percent of the federal poverty level. Individuals experiencing homelessness may qualify for free childcare through this program.

There are 2 easy ways to apply for Childcare benefits:

1. Online at <https://ssp.benefits.ohio.gov/apspspp/index.jsp> or,
2. Complete an application in person by visiting Lucas County Department of Job & Family Services, 3737 W Sylvania Ave., Toledo, OH. 43623. (Printable applications are available online at: www.lucasjfs.org)

Verifications necessary to determine Childcare program eligibility:

- o Proof of Income
- o Proof of any child support paid
- o Proof of citizenship or qualified alien status for children in need of care
- o Proof of a qualifying activity for all caretakers in the household (e.g., work or school/training)
- o Provide the name and address of an eligible* Childcare provider for each child in need of care

To submit verifications, please email: Lucas-Childcare@jfs.ohio.gov

Parents may select any program approved to offer publicly funded childcare in Lucas County. These programs include centers, family childcare homes and in-home aides in the state of Ohio. The Providers receive payments directly from Ohio Department of Job & Family Services (ODJFS) so parents may work or attend approved school/training activities.

To find a Childcare Provider in Lucas County and Surrounding Area visit: <http://childcaresearch.ohio.gov>

Do You Want to Become a Childcare Home Provider?

Effective December 31, 2016, childcare licensing rules require that anyone who is interested in becoming a childcare provider to complete a pre-licensing orientation prior to applying. The goal of this training is to lay a solid foundation of childcare knowledge on which you can plan and build your childcare program. Each module in the training covers related topics that must be considered prior to beginning the process to become a licensed program.

The training contains the following modules:

- o The Business of Operating a Childcare Program
- o How to Apply to Become a Childcare Center (or Family Childcare provider)
- o Childcare Center (or Family Childcare) Licensing Rule Review
- o Step Up to Quality
- o Publicly Funded Childcare

This training is offered online. To access instructions on where to find the training please go to <http://jfs.ohio.gov/cdc/childcare.stm>.

In the lower right-hand corner, there is a box titled "Interested in opening a childcare program?" click on that box. This will give you instructions on how to access the pre-licensing training as well as how to proceed with the application process once the pre-licensing training is completed.

Cash Assistance – TANF/OWF

Ohio Works First (OWF) is the financial assistance portion of the state’s time-limited Temporary Assistance to Needy Families (TANF) program, which provides cash benefits to needy families for up to 36 months (3 years).

The four (4) goals of the TANF program are:

1. Assisting needy families so that children can be cared for in their own homes.
2. Reducing the dependency of needy parents by promoting job preparation, work, and marriage.
3. Preventing out-of-wedlock pregnancies; and,
4. Encouraging the formation and maintenance of two-parent families.

Who is Eligible?

- Single or married adults with minor dependent children in the home.
- Unmarried minor parents and pregnant minors.
- Pregnant individuals entering or in the third trimester of pregnancy; and,
- Minor children who live with someone other than a parent.

Note that “gross monthly income guidelines” must be met in to be determined eligible. **Gross monthly income includes unearned income (e.g., pensions, child support, social security) and earned income (e.g., wages, salaries, commissions, and tips).**

➤ Work Requirements

Cash assistance recipients (with few exceptions):

All Clients are required to participate in work activities while receiving cash

- Single parents are required to participate for 20 to 30 hours per week.
- Two-parent families must participate 35 or 55 hours a week depending upon circumstances.

Failure to participate with work requirements can result in a reduction or termination of benefits to the family.

Participants are encouraged to utilize training and education programming made available by Lucas County Department of Planning & Development at **Ohio Means Jobs** (OMJ, formerly “The Source”).



Food Assistance - SNAP

The Supplemental Nutrition Assistance Program (SNAP) helps qualifying families pay for their nutritional needs. Eligible families are issued an electronic debit card, which can be used for food, as well as seeds and plants to grow food, at participating stores displaying the Ohio Direction Card emblem. Purchases on the card are automatically deducted from recipients' monthly benefits. **Customers cannot use more benefits than they are eligible to receive.**

Who is Eligible?

Families and individuals can receive this benefit. Eligibility is based on factors such as:

- family size.
- assets (checking and savings accounts, stocks, and bonds, etc.).
- income; and,
- expenses.

Households with gross monthly income at or below 130% of the federal poverty level guidelines are eligible to receive benefits from this entitlement program.

Verifications necessary to complete the application process may include, but not be limited to:

- | | |
|--------------------------------|---|
| ○ Birth Certificates | ○ Proof of assets (i.e., bank account statements) |
| ○ Social Security cards | ○ Proof of housing costs and address |
| ○ Proof of age and citizenship | ○ Proof of any child support benefits |
| ○ Proof of income | ○ Proof of disability (if you claim it) |

SNAP cannot be used to purchase things like pet food, paper products, cleaning supplies, alcohol, vitamins, and medicines. For issues with the Ohio Direction Card call 1-866-386-3071.

➤ **Work Requirements**

Food assistance recipients (with some exceptions):

- Certain clients are required to participate in work activities while receiving food assistance
 - Able Bodied Adults without Dependents are required to participate in the SNAP Employment & Training program.

NOTE: It is a crime to use the Ohio Direction Card to buy non-food items, trade or sell the Ohio Direction Card, or use someone's card without authorization. THIS INCLUDES USING A DECEASED INDIVIDUAL'S SNAP CARD FOR THE PERSON'S WAKE OR MEMORIAL SERVICES. These crimes are punishable through civil and/or criminal prosecution AND may result in disqualification from participation in the program from a period of 12 months up to permanent disqualification.

*******LUCAS COUNTY ROUTINELY PROSECUTES SNAP FRAUD*******

Medical Assistance

Medicaid is a state and federally funded health program for certain low-income and medically vulnerable people. As an entitlement program, those who meet all income and eligibility requirements are guaranteed coverage through the Medicaid program.

Who is Eligible?

To qualify for Medicaid in Lucas County, a person must:

- Be a U.S. citizen or meet Medicaid citizenship requirements.
- Be an Ohio resident.
- Have or get a social security number; and
- Meet certain financial requirements.

Ohio Medicaid provides coverage to the following:

- Children (up to age 19)
- Pregnant Women
- Families with children under age 18
- Single Adult's
- Adult's aged 65 and over
- Individuals who are legally blind
- Individuals with disabilities
- Certain women screened for breast and/or cervical cancer under the Center for Disease Control and Prevention's Breast & Cervical Cancer Early Detection Program

HEALTH CARE



For more information about OWF, SNAP and Medical and/or to apply for benefits, visit:

www.Benefits.Ohio.gov or call 1-844-640-6446.

Applications may also be completed in-person at Lucas County Department of Job & Family Services, 3737 W Sylvania Ave., Toledo, Ohio 43623.

HealthChek

HealthChek is Ohio's Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Program. It provides a group of services to children and teens (birth through age 20) which include: prevention, diagnosis, and treatment. The purpose of HealthChek is to discover and treat health problems early. These services are a set of preventive health screenings with follow-up diagnosis and treatment.

To discover health problems, HealthChek covers eight check-ups in the first two years of life and annual check-ups thereafter. HealthChek offers a comprehensive physical examination that includes:

- | | |
|----------------------------|--|
| ○ Medical history | ○ Hearing assessment |
| ○ Complete unclothed exam | ○ Immunization assessment |
| ○ Developmental assessment | ○ Lead screening |
| ○ Vision screening | ○ Other services or screenings as needed |
| ○ Dental screening | |

If a potential health problem is found, further diagnosis and treatment is covered. A HealthChek Coordinator is available at LCDJFS to assist Medicaid consumers in getting these services and may be reached at 419-213-8710.

Pregnancy Related Services (PRS)

Ohio Medicaid provides pregnancy-related services to support healthy moms and healthy babies, in addition to regular prenatal care. Pregnancy related services can:

- increase a woman's well-being during pregnancy.
- help prevent complications and minimize discomfort; and
- help identify danger signals for early labor or miscarriage.

Services available to pregnant women include:

- Assistance with scheduling medical appointments.
- Transportation to Medicaid-covered services.
- Referral to the Women, Infants, and Children (WIC) program, which provides healthy food and information on healthy eating.
- Referral to the Help Me Grow program.
- Education about how to take care of your baby; and,
- Referrals to community services for food, clothing, and other needs.

Non-Emergency Transportation (NET)

LCDJFS contracts with local cab companies to provide eligible Medicaid recipients free transportation to and from medical appointments to Ohio Medicaid providers located in Lucas County.

To apply for NET, the following forms must be completed and submitted to LCDJFS:

1. [Medical Needs Assessment \(852\)](#) - This form must be completed by ONE of your physicians or ONE of your medical providers.
2. [Provider Listing Form \(857\)](#) - List all of your physicians and medical providers. You may list one pharmacy. All addresses must be complete and include name, address, state, zip code and phone number.
3. [Vendor Selection Form \(853\)](#) - Please select ONE transportation contractor.

Forms may be submitted by mail or in-person to 3737 W Sylvania Ave., Toledo, Ohio 43623. They may also be faxed to 419-213-8820. For additional questions you may call 419-213-8910.

Do you want to be a NET vendor?

Lucas County performs a request for qualifications (RFQ) process every two years to select transportation vendors to provide NET services to Medicaid recipients. Interested vendors should register on the County's website at <http://co.lucas.oh.us/3248/Bid-Opportunities> to receive notifications of bid opportunities.



Long Term Care (LTC) Services

Detailed information about Long-Term Care Services and supports within the community are available at: www.benefits.ohio.gov/LTSS

- **Nursing Home and Institutional Care** - The best solution for someone with a severe disability or a fragile medical state may be a nursing facility. They provide care for individuals who cannot care for themselves at home and assist with daily living activities.
- **Home and Community-Based Waiver Services** - Home and community-based waivers are programs of in-home and community care that help Ohio Medicaid consumers remain at home instead of being in a nursing home, hospital, or facility for people with developmental disabilities.

To apply for LTC services:

Online: www.benefits.ohio.gov

Fax: 419-213-8558 - can submit applications

Phone: 419-213-8370 (to inquire about services or check case status)

Prevention Retention & Contingency (PRC) Program

The PRC Program is designed to provide benefits and services to low-income families to address a discrete crisis or episode of need, lessening the risk that the issue will create the need for additional supports/long-term benefits if it goes unaddressed (e.g., a broken-down car seriously impacts one's ability to maintain employment; fixing the car prohibits the issue from causing the loss of the job which would then require additional supports given the loss of income). PRC support is short-term and is not intended to meet ongoing needs. If eligible for PRC benefits, a voucher is issued for the service.

Who is Eligible?

The following criteria must be met to be deemed eligible for PRC. Note that some services also require employment at a minimum number of hours per week.

1. Minor child in the home or pregnant women in their third trimester
2. Lucas County residency
3. Household income must be at or below 200% Federal Poverty Level (FPL).

Some PRC services are also available to non-custodial parents of a minor child who live in Lucas County but in a separate household from the child.

Voucher Services effective as of this revision. Note: These are subject to change based on availability of funds:

- **Employment Materials** – Up to \$500.00 for each 12-month cycle
 - Uniforms and footwear
 - Tools/equipment
 - Professional licensure and/or testing fees
- **Vehicle Repairs** – Up to \$1,500.00 for each 12-month cycle (repair costs are limited to the value of the vehicle established by NADAguides.com-low retail value)
 - Two (2) estimates are required.
 - Applicant must have a valid Ohio driver's license, proof of insurance, and proof of ownership or lease (must be in name for minimum of 90 days).
 - Proof that repair is not covered under warranty

(Continued)

- Repairs made to the body of the vehicle are limited to those needed to make the vehicle operable.
 - Vouchers will not be issued for ongoing maintenance requirements of vehicle (oil, air, wipers, filters, tune ups, tire rotation). Tire replacement limited to only flat tires that cannot be repaired.
 - If the repair cost exceeds \$1,200, applicant must provide written documentation from the vendor that arrangements have been made for the payment of the balance of the amount due.
 - Repairs are not subject to sales tax. No payment of tax will be made by the applicant or LCDJFS when LCDJFS is paying all or a portion of the bill.
- **GED Incentive** - One-time payment of \$500 upon completion of G.E.D.
- Must apply within 90 days of receiving valid certificate, which must be provided.
 - Must complete W-9 to redeem G.E.D. incentive (form can be found at <https://www.irs.gov/pub/irs-pdf/fw9.pdf>)
- **Shelter Assistance** – Up to \$1,200.00 for each 12-month cycle for payment of past-due rent or mortgage
- Current Lease Agreement or Mortgage Statement
 - Copy of Subsidized Housing Assistance (HUD/Sections 8, etc.)
 - Landlord Statement - must be signed, dated, and include a contact number for the landlord clearly stating the amount due and the period for which payment is being requested; must be at least 5-day delinquent but no more than two (2) months delinquent
 - Proof of eviction notice (if applicable)
- **Utility Assistance** - Up to \$1,200.00 for each 12-month cycle for payment of primary heat source, electric or water service thirty (30) days delinquent, or to prevent shut off or regain PIPP (Percentage of Income Plan Plus) eligibility.
- Must be employed minimum of 20 hours per week earning at least State Minimum wage for a period of at least 2 weeks
 - Paystub(s) required. [A letter from employer may be acceptable in the event employment was just obtained and no paystubs are yet available.]
 - Documentation from HEAP stating that this resource has been denied
 - Utility Bill clearly stating the amount due
 - Proof of Shut-Off Notice or amount needed to restore services (if applicable)
 - If Utilities are paid by the landlord, applicant must provide the signed lease agreement stating that utilities are paid by the landlord but the responsibility of the tenant.
 - Verification of deposit for Utility service connection (if applicable)
- **Disaster Assistance** - Benefits to assist with damage or loss sustained as a direct result of natural disaster as declared by the Governor of the State of Ohio.
- **Public Health Emergency Assistance** –Services to assist with emergent needs as a direct result of a state of emergency as declared by the Governor of the State of Ohio or the President of the United States and contingent upon funding availability.

Each service has its own specific set of rules and guidelines as noted above. Voucher eligibility cannot be determined without a complete application and verifications. Non-custodial parents current on Child support order(s) may be eligible on a limited program basis. If you feel you may qualify, please apply. Note that you may be contacted for additional information or verification to ensure benefit eligibility is correctly determined.

You may call the PRC staff at 844-640-6446 (Customer Service Prompt) if you have any questions. The fax number is 419-213-8820

State Hearings

If you believe your benefits were wrongly denied or terminated for any Ohio Public Assistance or Medicaid program, or you disagree with a decision about your eligibility, you can ask for a state hearing from the Ohio Department of Job and Family Services (ODJFS) Bureau of State Hearings (BSH).

Thanks to a new web portal called State Hearings Access to Records Electronically (SHARE), it is now easier than ever to request a state hearing or access your state hearing information. You can use SHARE to:

- Request a state hearing
- Withdraw a state hearing
- Find out the status of a hearing
- Access scheduling information
- Request a different day or time
- Access hearing documents
- Upload documents that you want to present at the hearing

To access SHARE, just follow these steps:

1. Go to <https://hearings.jfs.ohio.gov/SHARE/>.
2. Log in using your Ohio Benefits ID and password. (If you do not have an Ohio Benefits account, sign up at <ssp.benefits.ohio.gov>)
3. Verify your identity through Experian Precise ID, a fraud detection and prevention service.
4. Sign on to <https://hearings.jfs.ohio.gov/SHARE/>.

How to Report Suspected Public Assistance Fraud

Suspected fraud in the following programs can be reported online at www.JFS.Ohio.gov/Fraud or by calling the State Fraud Hotline at 800-627-8133. The Local Office hotline is 419-213-8701.

- Child Care (Providers and Recipients)
- Food Assistance (Retailers and Recipients)
- Medicaid (Providers and Recipients)
- Ohio Works First /Cash Assistance (Recipients)

How can I learn the outcome of the fraud referral I made?

The identities of all public assistance clients are considered confidential information. Therefore, neither the Ohio Department nor Lucas County Department of Job and Family Services can disclose the outcome of any fraud referrals it receives about alleged clients.



Community Outreach

Community Outreach serves as an integral part of ensuring that County residents are aware of services available at LCDJFS. Services such as Speakers Bureau, Attending/Presenting at community related events, taking external complaint calls, coordination of training for community human service providers, and coordinating the Lobby Resource Table at 3737 W Sylvania Ave., Toledo, OH 43623 are all part of the Outreach efforts at LCDJFS.

Please contact the Community Outreach Liaison at 419-213-8716 to schedule a table in the lobby or coordinate a speaker to come to your organization to discuss any of the programs and services we currently offer.

Contracted Services

LCDJFS enters contracts with organizations each year to provide social service programming to the populations it serves to further the goals of the Temporary Assistance for Needy Families (TANF) program and Title XX of the Social Security Act (TXX). Contracted services may vary from year to year depending upon need and the availability of alternatives in the community, but they must meet at least one of the following goals of the federal program dollars utilized to fund them.

For TANF, contracted services must be for families with minor children and must target at least one of the following:

1. Assist needy families so that children can be cared for in their own homes.
2. Reduce the dependency of needy parents by promoting job preparation, work and marriage.
3. Prevent out-of-wedlock pregnancies.
4. Encourage the formation and maintenance of two-parent families.

TXX Services do not require the presence of a minor child in the family and should be targeted at achieving at least one of the following federal TXX program goals:

1. Achieving or maintaining economic self-support to prevent, reduce, or eliminate dependency.
2. Achieving or maintaining self-sufficiency, including reduction or prevention of dependency.
3. Preventing or remedying neglect, abuse, or exploitation of children and adults unable to protect their own interests, or preserving, rehabilitation or reuniting families.
4. Preventing or reducing inappropriate institutional care by providing for community-based care, home-based care, or other forms of less intensive care.
5. Securing referral or admission for institutional care when other forms of care are not appropriate or providing services to individuals in institutions.

For a list of current contracted services, please visit: <https://co.lucas.oh.us/2438/Contracted-Services> (PDF available at end of webpage).

For those interested in receiving notice of bid opportunities, please register at: <https://co.lucas.oh.us/3322/Bid-Opportunities>.

Division of Child Support/Child Support Services Agency (CSSA)

The Lucas County Department of Job & Family Services Division of Child Support's mission is to assist in providing social, economic, and medical benefits to children, as well as promoting a sense of paternal responsibility, heritage, and self-esteem in families.

How Child Support Can Help You

Ohio law requires each county to have its own Child Support Services Agency.

CSSA can help with the following:

- Establish paternity
- Locate absent parents
- Set up a child or medical support order
- Collect child support
- Review and adjust support orders
- Access and Visitation Mediation: Both parents meet with a Mediator from Juvenile Court, at our agency, to develop a private parenting agreement.
- Reduction of Permanently Assigned Arrears (ROPAA): The obligor completes an application requesting that assigned arrears be waived or compromised.
- Forgiveness: The obligee submits request to forgive unassigned arrears.
- Account Correction: Either party may apply if they received SSI during the same timeframe as their support order.

CSSA cannot help with the following:

- Visitation and/or custody; both must be pursued through private action in the court.
- Legal advice: this must be provided by a private attorney or through Domestic or Juvenile Courts.
- Representation for the obligor or obligee at court hearings. Although the Division of Child Support will have attorneys present at court hearings, our attorney represents the agency and the State, not the individual obligor, obligee, or child(ren).
- Copies of Court Journal Entries. Domestic or Juvenile Court Orders can be obtained through the Clerk of Courts.
- Credit for direct payments not made through the CSSA. By law, direct payments are considered a gift. The parties can petition the Court to credit direct payments.
- Dictate or verify how support money is utilized (i.e., rent, utilities, food, clothing, etc.).
- Use an obligor's or obligee's current spouse's income when determining the support obligation. That person is not legally obligated to support your child.
- Spousal support issues not related to the collection and disbursement of payments.

CSSA Programs and Services

Paternity

Paternity means fatherhood. When parents are not married, it is recommended that paternity be established legally. Parents should accept their share of the financial, legal, and emotional responsibility.

CSSA can get involved in many ways if:

- The custodial parent or caregiver is on Public Assistance.
- You are a resident of Lucas County.
- We receive orders from Juvenile or Domestic Relations Court.
- We receive a petition from another state.

There are many reasons to establish paternity:

- **Identity:** All children have the right to know their mother and father.
- **Security:** Fathers who support their children are more likely to be involved in their lives. Studies have shown that children who do not have their fathers involved in their lives, result in greater risks of poverty, teen pregnancies, behavioral problems, abuse and neglect, infant mortality, drug abuse, imprisonment, obesity, committing crimes, and dropping out of high school.
- **Health History:** Your child has a right to know if he or she has inherited any special health problems.
- **Financial Support:** Legal paternity must be established for the CSSA to create a child support order.
- **Survivor's Benefits:** Legal paternity must be established for your child to qualify for benefits from their father's Social Security, pensions, veteran's benefits, life insurance, or inheritance rights.

Establishment of Paternity

The first step in the child support process is to establish paternity by legally determining the child's father. Establishing paternity is in the best interest of the child(ren) and the parents. Either the child's mother or the potential father can make a request to establish paternity by contacting our agency.

There are four methods to establish paternity:

1. **AFFIDAVIT:** Acknowledgement of paternity signed at the hospital, health department or CSSA by both parents. Either party has up to 60 days from the date of the last signature on the form, to request and sign a rescission form at our agency and then request genetic testing. After 60 days they will have to file a motion on their own in court.
2. **ADMINISTRATIVE ORDER BASED ON GENETIC TESTING:** A genetic test is performed on the parents and the child at the agency. It consists of swabbing the four quadrants of the mouth to collect buccal cell samples called DNA. The samples are sent to the lab where they are processed and then the results are sent back to the CSSA to interpret. The results are proof positive of either exclusion or establishment of paternity.
3. **JUDICIAL ORDER:** We receive orders from court establishing paternity. Usually this is a result of parties filing a private motion on their own or mediation through the courts.
4. **PRESUMPTION:** When parties are married and a child is born during the marriage, the husband is considered the legal father.

SOME IMPORTANT FACTS:

- If you are a minor, you must have a parent or legal guardian with you when you come to our agency.
- Our agency can establish paternity up to the age of 23. The only way we will establish paternity past this age is if we receive an order from the courts.
- If genetic testing is done, results can take up to 12 weeks to be received.
- If paternity is established by genetic testing and you would like the child's last name changed, both parties must agree, before completing a JFS 04070 form at the agency.
- If either party disagrees with the results, they can file a private motion in court.

- If you are receiving cash assistance through Job & Family Services, you must cooperate with our agency to establish paternity.
- Potential fathers should register for the Putative Father Registry through the Ohio Department of Job & Family Services at www.jfs.ohio.gov. This protects the father regarding the adoption of the child. After paternity has been established, you have the right to seek financial support for your child and CSSA will do this by establishing a support order.

Establishment of Support Orders

Parents have a responsibility to support their children financially. Obtaining child support is important to your child(ren)'s well-being. A child support order sets the amount and type of support parents are required to provide for their child(ren).



If the child's parent, guardian, legal custodian, or the person with whom the child lives, considered the residential parent, would like assistance in establishing an order for the payment of child support and health care needs of the child(ren), they can contact their local CSSA.

SOME IMPORTANT FACTS:

- We can establish support up to the age of 18.
- We cannot help with a divorce.
- The CSSA can also help establish a child support order, even if a parent does not live in Ohio.

For more information on establishing paternity and establishing a support order contact our office at 419-213-3001.

Location Services

If you do not know where a parent is living, your Division of Child Support can help. The CSSA has access to many sources of information, including job and motor vehicle records and can use these records to find absent parents.

Child Support or Medical Support Order

Once paternity is established, the Division of Child Support can help set up child support and medical support orders. These orders may be issued in court by a judge or referee or at the CSSA by an Administrative Hearing Officer.

The child support order states the amount to be paid regularly by the non-custodial parent or obligor, this is the parent who does not have primary custody of the child. The child support will help offset some of the costs of raising the child. The amount of the order will be based on statewide guidelines.

The CSSA can also set up a medical support order which may require the non-custodial parent to obtain health insurance coverage for the child. Sometimes the order also covers the cost of giving birth.

Support Enforcement

Once there is a support order, the CSSA has multiple ways to enforce it:

- Child support can be taken directly from the income of the non-custodial parent. Child support can also be withheld from financial institutions. This process is called income (or wage) withholding.
- Child support can be taken from a non-custodial parent's worker's compensation, unemployment, pension funds, or other sources of income.

- Past due child support can be collected with an additional arrearage payment, from state or federal income tax refunds and other assets. Also, past due balances are reported to credit reporting agencies.

The non-custodial parent may have no income or assets. If so, they can be ordered to Seek Work.

Support Collection

All child support payments, for Ohio children, go through the Ohio Child Support Payment Central (OCSPC) in Columbus, Ohio. Any payments made directly from one parent to another will be considered a gift. OCSPC has two business days to process and issue the payment electronically or via US Postal Service, to the custodial parent or obligee.

Reviewing and Adjusting Support Orders

The CSSA can review child support and medical support orders if either parent makes a request. Usually, the most recent order must be at least three years old before a modification can be accepted through the administrative review process. There are exceptions that permit earlier modifications.

Using state guidelines, the CSSA objectively reviews the information provided and then makes an independent recommendation on the amount of support that should be paid.

For more information on reviewing and adjusting support orders contact your child support agency by calling 419-213-3001 and speaking to a case manager.

Legal

The Lucas County Division of Child Support has full-time attorneys who work to establish and enforce support obligations. Two of the more common enforcement procedures include:

Motion to Show Cause

A Motion to Show Cause is filed when an obligor fails to abide by an order of the court to pay his/her monthly obligation for child support. The Motion will order the obligor to appear before a magistrate to show cause why the court order has not been followed. If the obligor cannot show good cause, the magistrate can find him/her in contempt.

Basic Requirements:

- Obligor must be at least 30 days in default.
- The CSSA is unable to locate any valid employment or attachable income source for the obligor.

Process:

The obligee requests enforcement, then the case manager begins the enforcement process by attempting to locate employment and sending the obligor a warning. Address verification is obtained from the United States Postal Service which is a requirement for the Motion process to be completed. A Motion packet is completed and forwarded to the CSSA attorney for filing in court. Parties of the case are notified by court via certified mail of hearing date, time, and location.

If the court obtains good service on the obligor and the obligor fails to appear at the hearing, the CSSA Attorney can request the court issue a warrant for his/her arrest.

The process is relatively the same in both Domestic and Juvenile Courts. The time frame varies depending on the availability of the court dockets. In Domestic Relations Court the obligee requesting enforcement MUST attend the Motion hearing or risk the action being dismissed. In Juvenile Court, only the obligor in which the Motion has been filed against MUST attend the hearing.

What happens after the Motion to Show Cause Hearing?

If the obligor was found in contempt during the hearing, the obligor is given a way to remedy the contempt charge by making a purge agreement with the CSSA attorney and the court. The case is then set for a Motion to Execute Sentence hearing before a judge. During the hearing, the judge will review, with the CSSA attorney and obligor, whether the purge requirements have been fulfilled. If the obligor has fulfilled the requirements of the purge, the judge will vacate the contempt charge. If the obligor has not complied with the purge requirement, the judge can issue 30, 60 or 90 days in jail, depending on the original agreement. If the obligor does not show for the Motion to Execute Sentence hearing, a warrant for his/her arrest will be issued.

Please be advised that although the obligor may file bankruptcy, this does not excuse his/her child support obligations including arrears, and enforcement can begin once the bankruptcy action has been discharged through the court.

Paying your Child Support

Paying support is quick and easy at the Ohio Child Support Payment Central internet payment website, <https://oh.smartchildsupport.com>. Payments can be made by bank account or credit card. Transactions are fast and easy and payment confirmations are provided for your records.

Payments are also accepted at the local CSSA in the form of check, money order, credit card, or debit card. Cash payments can be made at Lucas County Juvenile Court or the Lucas County Treasurer's Office.

Receiving your Child Support

Receiving your child support is fast, simple, and safe using SMART e-Pay. You can sign up for a SmiOne Card or Direct Deposit by visiting <https://oh.smartchildsupport.com/Cp>.

What can the court do if no support is being paid?

The Ohio Revised Code provides for the criminal prosecution of any person who abandons or fails to provide adequate support for their child or children under the age of eighteen. All enforcement actions need to be taken before we can pursue criminal non-support. In certain cases, criminal non-support actions can be an effective way to deal with absent parents who could pay support but are not doing so.

- A criminal non-support action may be filed either as a misdemeanor or a felony offense.
- The level for a criminal non-support action is beyond a reasonable doubt. This means that the prosecutor must be able to see a high level of evidence of the identity of the absent parent/defendant, the absent parent/defendant's ability to pay the amount of support ordered and the lack of payments made.
- The case will be filed in the county where the custodial parent and the child or children reside.



Ohio Child Support Customer Service Web Portal

Ohio

Child Support
Customer Service
Web Portal



What is the Ohio Child Support Customer Service Web Portal?

The Ohio Child Support Customer Service Portal allows customers with an active child support case a secure environment in which they can view their child support case information on demand. Customers are able to view and **print up to two years of child support payment data**, as well as view address, employment, health insurance and support order information that is on file with the child support agency.

The Ohio Child Support Customer Service Portal is Ohio's web-based application which provides our customers easy on-demand access to their case information, currently on file with the child support agency.

Once a customer is registered to use the Ohio Child Support Customer Service Portal, they can quickly and conveniently view personal, address, employment, and health insurance information, along with, support order and payment information (two years of support payment information can be viewed and printed). Customers can also send messages to their county CSSA, as well as request updates to their address, employment, and/or health insurance information by using the portal's Message Center.

Registered customers have the option to receive e-mail notifications when the required address, employment, and/or health insurance information is missing in our system. In addition, customers can be notified when payments are sent to them. If multiple payments are sent on the same day, the customer will only receive one notification.

To reach the Ohio Child Support Customer Service Web Portal go to:

<http://jfs.ohio.gov/OCS>

For Employers

General Information

Millions of children in the United States live in single parent households. Too often, the non-custodial parent is not fulfilling a legal obligation to provide health insurance. As a result, many children go without health care or must rely on the State's Medicaid program. Yet, many defaulting parents are employed and able to provide health insurance coverage. One step toward solving this problem is the recognition that child support is a partnership.

As an employer, your role in facilitating access to available medical coverage, for these children, is invaluable. Your efforts, together with the health plan administrators and the local CSSA will enable children to receive the coverage to which they are entitled.

Ohio's Child Support Program

Ohio's Child Support Program is administered by the Ohio Department of Job and Family Services, Office of Child Support. The county CSSA is responsible for establishing and enforcing health insurance orders for child support cases when coverage is available and reasonable or expected to become available. Children who might not otherwise be covered under a medical insurance plan can get the medical attention once they receive the medical support from your employee.

Employers' Roles and Responsibilities

Since 1987, employers have been a vital part of Ohio's success in increasing child support collections through income withholding. Almost three-quarters of the \$1.9 billion collected by Ohio's child support program each year is received through income withholding.

Employers have four basic responsibilities in the child support operation. They are:

- Reporting new hires and responding to employment verification requests
- Withholding income and premiums for medical insurance
- Sending payments to Ohio CSPC
- Reporting employment terminations with existing orders

These areas are covered in subsequent sections of this site. The continued cooperation of Ohio employers in withholding wages and medical premiums pursuant to child support orders, as well as reporting newly hired employees, will go a long way toward supporting Ohio's and the nation's children.

Other Lucas County Shared Services Campus Partner Services

The Lucas County Shared Services Campus hosts other partners that provide programs and services to better serve the community at a single location. While some organizations' entire operations are housed at the Shared Services Campus, other organizations provide services through satellite offices in the lobby that may be accessed through appointments.

Lucas County Department of Planning and Development

The Lucas County Department of Planning and Development provides services that are targeted towards employers and job seekers. The Agency in partnership with the Lucas County Workforce Development Board; coordinates, facilitates, and monitors program activities of the one-stop system OhioMeansJobs Lucas County, a partnership of government, non-profit, and private sector workforce and economic development organizations. The county also oversees and contracts out the Lucas County Youth Services Program-Comprehensive Case Management Employment Program (CCMEP) serving youth and young adults ages 14-24 year old combining workforce and TANF support programs.



The Lucas County Workforce Development Board

Programs funded through the Workforce Innovation and Opportunity Act (WIOA) are guided by a strategic plan created by the Lucas County Workforce Development Board (LCWDB). This board, made up of business representatives, education and training providers, government and economic development organizations, union apprenticeship programs, and other community-based workforce agencies, sets the priorities and direction for workforce development in Lucas County.

Included as part of this mission is the selection of an operator for OhioMeansJobs Lucas County as well as choosing providers for youth activities, services for adults and dislocated workers, delivery of training services, services for business and other activities. Within the one-stop system, the LCWDB also strives

to unite partners with similar missions to connect job seekers with the services they need to be successful. As a business-driven board, services to companies throughout the region is also a top priority.

WorkReady Lucas County

WorkReady Lucas County is designed to help measure and bridge the skills gap between workers and employers, this process links and aligns workforce development programs with the needs of business. Focusing on the foundational reading and math skills essential in the workplace, the initiative helps businesses communicate their needs and helps individuals understand what is required by employers.

Utilizing the WorkKeys assessment tools from ACT Inc., the company widely known for their college readiness assessments, WorkReady Lucas County measures an individual's current skills in three primary areas: Workplace Documents, Graphic Literacy and Applied Mathematics. Individuals who successfully complete the three WorkKeys assessments will obtain the WorkKeys National Career Readiness Certificate® (WorkKeysNCRC®), a valuable credential for students and job seekers seeking to verify foundational workplace skills.

ACT WorkKeys also offers additional assessments to measure interests, values, and behaviors that can lead to greater job satisfaction. Job applicants possessing a National Career Readiness Certificate are pre-tested and possess the skills most employers need. In addition, since the program is entirely voluntary, employers can comfortably assess candidates holding the certificate as hard-working and dedicated to success.



Business Services Summary

The Lucas County Department of Planning and Development (LCDPD) provide a variety of services to businesses throughout Northwest Ohio. In conjunction with OhioMeansJobs Lucas County (OMJLC) and related partners, companies can receive assistance with talent acquisition, talent development and other business planning activities.

Talent Acquisition

Early in the hiring process, LCDPD can assist with the development of job descriptions that match the needs of the employer and then posting the jobs to attract qualified candidates. Once potential applicants have been identified, staff can conduct pre-screening to ensure the individuals meet the minimum requirements and then refer them to the employer for final review. If desired, staff can schedule interview sessions either at OMJLC or any other location identified by the employer.

Utilizing the assessments that are part of WorkReady Lucas County (below), job seekers with the necessary reading and math skills can be identified. The individuals who have completed the program will hold a National Career Readiness Certificate which can be verified by LCDPD and OMJLC staff and can eliminate the need for employer pre-employment testing.

Talent Development

Not all new hires will possess the skills necessary to hit the ground running. LCDPD can assist companies with offsetting the costs of training workers on the job. Subject to available funding, employers can be reimbursed up to 50 percent of the wages paid to the employee during training. Staff

can also help the business develop training plans to match the position as well as provide guidance on possible career development for the future.

In some instances, companies needing to upgrade the skills of their current workforce may be eligible to receive funding assistance to offset those costs as well. Intended to prevent possible future lay-off or downsizing, LCDPD can work with companies and training providers to develop customized solutions for training incumbent workers.

Business Planning and Lay-Off Aversion

Companies considering expansion need up-to-date data on market trends, labor availability and other related topics. LCDPD can provide industry information, labor and wage statistics, workforce characteristics data, and other essential material to assist in expansion planning. Leveraging strong relationships with other regional economic development partners, LCDPD can also refer businesses to groups who can provide incentive programs and financial assistance related to business development. The Shared Work Ohio program helps prevent layoffs by allowing employers to uniformly reduce affected employees' hours by 10 to 50 percent while permitting the employees to receive a prorated unemployment benefit. Workers to be included in this program must meet certain requirements set by the State of Ohio.

For those companies facing reductions in workforce or other lay-off activities, OMJLC can assist with intermediate activities designed to assist employees through the process. Working with the employer, lay-off aversion strategies are evaluated but if the reduction cannot be avoided, staff will meet with the impacted workers to make sure they are aware of the vast services available to them.

The Lucas County Department of Planning and Development works with the Great Lakes Community Action Partnership (GLCAP) on home repair and rehabilitation projects. A grant funded program, the GLCAP Home Repair initiative provides home repair assistance for certain types of extensive repairs. More information about the CHIP program is available online at <https://www.glcap.org>.

OhioMeansJobs Lucas County



OhioMeansJobs Lucas County exists to assist both job seekers and local employers. Services include, but are not limited to, the following:

Job Search Assistance: We provide the tools, resources, and assistance necessary to help individuals create a successful job search plan.

- The Resource Room
 - Fully equipped computers
 - High-speed internet
 - Laser printers
 - Copy machines are available free of charge
 - Faxing capabilities
- Workshops
 - Focus on resume development
 - Creating high impact cover letters
 - Teach necessary job search skills
 - Enhance existing abilities

Work Ready Lucas County: Uses the WorkKeys Curriculum tutorial system to help individuals refresh or improve their proficiency in Applied Mathematics, Workplace Documents and Graphic Literacy – essential tools for success in most careers. Upon completion of the program, participants receive the National Career Readiness Certificate that is recognized across the United States

Training: We can assist with identifying job skills and training for a new career.

Employer Services: We have a dedicated Business Services Team available to help employers find quality workers. Whether it's posting an open position on OhioMeansJobs.com, the State of Ohio's job posting system, or coordinating an on-site recruiting event, our trained staff can help.

Partners of OhioMeansJobs Lucas County:

- Lucas County Workforce Development and Planning
- Lucas County Job and Family Services
- Lucas County Child Support Services Agency (CSSA)
- Ohio Department of Job and Family Services
- Lucas County Workforce Development and Planning
- Lucas County Job and Family Services
- Lucas County Child Support Services Agency (CSSA)
- Ohio Department of Job and Family Services

- Veterans Services
 - Opportunities for Ohioans with Disabilities
 - Goodwill Industries of Northwest Ohio
 - LISC Neighborworks (FOC)
 - Lucas Metropolitan Housing Agency
- Veterans Services
 - Opportunities for Ohioans with Disabilities
 - Goodwill Industries of Northwest Ohio
 - LISC Neighborworks (FOC)
 - Lucas Metropolitan Housing Agency

If you are interested in receiving services from any of the above-mentioned partners, OMJ can make a referral on your behalf. Please call **419-213-5627 (JOBS)** for more information.

Pathways Hub Community Health Worker

Community Health Workers (CHWs) serve as partners and coaches to help people take charge of their health. CHWs can assist in a variety of ways to include:

- Connecting people to health insurance, a primary care provider and medical services
- Educating people about their conditions and provide referrals to community resources.
- Ensuring people are able to get food, housing, clothing, and other basic needs.
- Assist adults with diabetes, high blood pressure and other chronic conditions.
- Assist women who are pregnant or who are of child-bearing age.

CHW has an office in the Shared Services campus lobby Monday through Friday. For more information, contact the Northwest Pathways HUB at **419-842-0800** or visit their website at www.hcno.org.

Legal Aid of Western Ohio (LAWO)

LAWO has an office in the Shared Services campus lobby to provide legal aid to campus visitors. Issues with which LAWO/ABLE may be able to assist include, but are not limited to, the following:

- Bankruptcy
- Social Security
- Guardianship Assistance
- Divorce
- Debt Collection Issues

Interested visitors may schedule an appointment with the onsite attorney if unavailable at the time of visit. Office Hours are currently:

- Monday – Friday 9:00 am to 12:00 pm.

To reach the JFS Outreach Office call **(419) 213-8105**.
 New inquiries from Lucas County can call (419) 724-0460.
 Additional numbers for LAWO: (419) 724-0030 or (877) 894-4599.

Home Energy Assistance Program (HEAP)

The Low-Income Home Energy Assistance Program (LIHEAP)/Winter Crisis Program is a federally funded program that provides eligible Ohioans assistance with their home energy bills. This one-time benefit is applied directly to the customer’s utility bill or bulk fuel bill. Ohioans with a household income at or below 175 percent of the federal poverty guidelines are eligible for the program.

A HEAP representative is available in the Shared Services Campus lobby from November 1 to March 31* each year to assist individuals and families who may need assistance with meeting utility bills.

* All Appointment Methods will be conducted via phone interview.

Family & Child Abuse Prevention Center (FCAPC) – Project Access

Project Access, a program of FCAPC, assists victims of domestic violence and their children. Project Access case managers can provide a variety of services:

- Provide information about domestic violence
- Assist with safety planning
- Advocate on your behalf
- Link you with community resources.

Confidential help provided at no cost to individuals. Project Access has an office in the Shared Services campus lobby.

A Case Manager is onsite Monday through Friday from 8:00 am to 12:00 pm or may be contacted at (419) 213-8898 (JFS office) or (419) 244-3053 (FCAPC office) to make an appointment.

