

To Avoid Wait Times, Apply for Assistance, Verify Your information and/or Access Our Services, Create & Login to your Self-Service Portal (SSP) <https://ssp.benefits.ohio.gov/> found on the [Ohio Benefits](#) website.

To Apply for Food, Cash and/or Medical Benefits (or Check Case Status)

Online: www.benefits.ohio.gov

Phone: 1-844-640-6446

Submitting Applications, Verifications and Documents for Cash, Food, and/or Medical Assistance

Please include your social security number and/or case number and current phone number or alternate contact information on ALL documents.

- *Email:* LUCAS_DOCUMENTS@JFS.OHIO.GOV
- *Mail:* P.O. Box 10007, Toledo, OH 43699-0007
- *Fax:* (419) 213-8820
- *Drop Box:* You may also drop off paper applications and verifications in the drop box 24 hours a day / 7 days a week at 3737 Sylvania Ave., Toledo, OH 43623
- *Print online forms:* www.lucasjfs.org
(click "**Downloadable Online Service Center Forms**")

Limited Lobby Services (3737 Sylvania Ave. Toledo, OH) Monday – Friday, 8:30am-4:30pm

- Scanning verifications
- Printouts (must have photo ID)
- Appointments
- Lobby capacity will be limited by security.
- Applications and forms are accessible inside or outside lobby entrance during hours of operation.

Income Printouts

- *For proof of Eligibility or Income Statements:* Call 1-844-640-6446 and speak with **Customer Service** or
- *Email your request to:*
LUCAS_DOCUMENTS@JFS.OHIO.GOV
(type "Income Verification" in the subject line.)
- *You can also access statements on your Self-Service Portal (SSP):* <https://ssp.benefits.ohio.gov/>

Payments on Medicaid

- Lump sum payments to Ohio Department of Medicaid (ODM), should be sent to the following address:

**OH Dept of Medicaid/Lump Sum
L-3676
Columbus, Ohio 43260**

(With your check, include a cover letter with your name, SSN, case number, and reason for submitting the check.)

For information or questions on **P-EBT Additional Food Support** during COVID-19 you must contact **ODJFS at 1-866-244-0071** or visit [Ohio Pandemic EBT Program \(ohiopebt.org\)](http://OhioPandemicEBTProgram(ohiopebt.org))

To Apply for Childcare Benefits

- *Online:* <https://ssp.benefits.ohio.gov/>
(click on "**Apply for Child Care Assistance**")
- **Verifications necessary to determine Childcare program eligibility:**
 - Proof of Income
 - Proof of any child support paid
 - Proof of citizenship or qualified alien status for children in need of care
 - Proof of a qualifying activity for all caretakers in the household (for example: work or school/training)
 - Provide the name and address of an eligible Childcare provider for each child in need of care (To find a Childcare Provider in Lucas County and surrounding area visit: <http://childcaresearch.ohio.gov>)
- *Send verifications, documents and/or questions via*
 - *Email to:* LUCAS-CHILDCARE@JFS.OHIO.GOV
 - *Fax to:* (419) 213-8547

Important Updates due to Public Health Emergency (PHE)

- All applications and documents will be processed as normal.
- Due to staff shortages please be aware of long wait times on the phone for Applications/Interviews.
- You will receive an appointment letter with details for when to call for your scheduled interview.
- Interim Reports **will continue to not be required** for assistance groups through March 31, 2022. Interim reports will not be **sent** in these months. Assistance groups **remain subject to all other reporting requirements** until their recertification.
- Renewals for Medical Assistance **are still required annually.**
- Important updates are shared at:
www.facebook.com/LucasCountyDJFS/
- LCDJFS will see clients by **pre-arranged appointment only in instances** where a client has either insufficient technology or inability to navigate our system remotely or the need to make a cash payment on a repayment agreement. *(If a situation arises that requires face-to-face contact, the necessity for such an appointment will be determined by the agency. You must request and schedule such an appointment.)*

We do NOT process Unemployment Claims. You must contact the Ohio Department of Job & Family Services for Unemployment Benefits: 1-877-644-6562