

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

Go Online: www.benefits.ohio.gov or By Phone: 1-844-640-6446

We do **NOT** process Unemployment Claims. You must contact **ODJFS for UC** 1-877-644-6562

Our Building at 3210 Monroe St. remains closed to the public.

Print online forms at www.lucasifs.org (click "Downloadable Online Service Center Forms")

****** FREE WIFI is available in our parking lot for Access to Online Services ******
(password: 3210guest)

Pick Up or Drop Off Applications/Verifications

Pick up applications and forms Monday - Friday 7am – 4pm outside the front of our building at 3210 Monroe St. You may drop off paper applications and verifications in the drop box 24 hours a day / 7 days a week. The drop box is located under the awning near the Main Entrance,

Please include your social security number and/or case number on ALL documents.

Submit Applications, Verifications and Documents

Please include your social security number and/or case number on ALL documents.

Email: LUCAS_DOCUMENTS@JFS.OHIO.GOV

Mail: P.O. Box 10007, Toledo, OH 43699

Fax: (419) 213-8820

Make sure your current phone number or contact information is included on your documents.

To Apply for Childcare Benefits

Online at www.lucasifs.org or at www.odjfs.state.oh.us

You may send Childcare related verifications, documents and/or questions via email to:

LUCAS-CHILDCARE@JFS.OHIO.GOV or by fax to: (419) 213-8547

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>)**

Things to Know

- ◆ 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 through June 2021.
- ◆ You will receive an appointment letter with details for when to call for your scheduled interview.
- ◆ Interim Reports **are not required** for assistance groups January 1 – June 30, 2021. 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.**
- ◆ For proof of Eligibility or Income Statements: Call 1-844-640-6446 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/apspspp/ssp2.portal>
- ◆ All important updates are shared at: www.facebook.com/LucasCountyDJFS/
- ◆ LCDJFS will see clients by **appointment only** in instances where a client has either insufficient technology or inability to navigate our system remotely or need to make a cash payment on a repayment agreement. (If a situation arises that requires face-to-face contact, the necessity for such appointment will be determined by the agency.)
- ◆ 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.)