



Effective Monday, April 18, 2022, Child Care calls will be routed to the Family Assistance Division Call Center. Customers will no longer be able to make direct dial calls to Child Care workers. This change is in effort to align Child Care with the other public assistance programs as part of the upcoming state conversion project.

To speak directly with an agency representative regarding Child Care, customers are to call 1-844-640-6446. Customer service representatives will be able to assist with general Child Care related inquiries. Some case specific inquiries will be forwarded to the Child Care worker for follow-up.

Updated contact information, effective 04/18/2022

- **Phone:** 1-844-640-6446
 - *Select Language*
 - *Option 2 – Help with Medicaid, Food, Cash Assistance or Child Care*
 - *Enter – 5-Digit Zip Code*
 - *Enter – 9-Digit SSN*
 - *Option 5 – For Customer Service, to report a change or for information about your cases status and benefits information.*

- **Live Chat:** Tuesdays and Thursday 10 a.m. – 12 p.m.
www.mcoho.org/departments/job_and_family_services/services/family_assistance/child_care_assistance.php

- **Email:** MCCHILDCAREINFO@jfs.ohio.gov

The Child Care Hotline (937) 496-7759 will remain available until further notice, however, for the fastest service, and to speak directly with an agency representative, we encourage use of 1-844-640-6446.

