

Family Assistance, Children Services & Child Support

Numbers & Websites for Remote Service

While we work through this pandemic, Montgomery County Department of Job and Family Services is committed to serving our customers and providing them with all the resources possible to conduct business without entering our facilities. This listing includes those resources.

FAMILY ASSISTANCE

Our blue Family Assistance area currently has limited access for assisted scanning and forms. We are also offering limited appointments for individuals with complex cases and people without computer access.

We are recommending that citizens seeking **public assistance** use phones or online applications to apply for benefits. People are encouraged to apply at <https://ssp.benefits.ohio.gov/>. There customers can apply for food assistance, cash assistance for families with minor children, and Medicaid. It can be done on a smart phone.

Online: Using <https://ssp.benefits.ohio.gov/> , you can:

- Set Up an Account
- Check Application Status
- Send Case Changes and Verifications

937-225-4148

- Report changes, 24 hrs./day
- **Case changes** can also be reported by calling **937-496-7717**.

1-844-640-6446

- SNAP/Cash Assistance Intake Applications, 8 a.m.-Noon weekdays
- Medicaid Only Intake Applications, 8 a.m. to 4 p.m. weekdays
- Customer Service, 8 a.m. to 4 p.m. weekdays

With verifications handy, you can complete that entire process by phone. Wait times may be longer than normal at this time.

You can also fill out a [Medicaid only application](#) or a [food, cash and medical assistance application](#), which is available in several languages at jfs.ohio.gov.

Use the external **drop box** in front of the Job Center's blue entrance to turn in Family Assistance documents. Commonly used forms will be available 8 a.m. to 4 p.m. inside the blue entrance.

Fax: Applications or verifications to **937-496-6654**.

Email: Customers can also send applications or verifications, ask general public assistance questions or report a change on their case **via email** at mcdjfs@jfs.ohio.gov. If you have a verification to submit, you can take a clear picture of it and send to this email with other case information such as address and the names and dates of birth for everyone in your assistance group.

Mail: Applications to P.O. Box 972, Dayton, OH 45422.

Live Chat: Customers can live chat with a Family Assistance caseworker between 2 and 4 p.m. weekdays by clicking on the InContact icon on the [Family Assistance page](#) at mco.ohio.org.

Adult Protective Services: Call **937-225-4906** anytime of the day or night.

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Publicly Funded Child Care: Call **(937) 496-7759** and leave a message for a call back.

Non-Emergency Transportation: Call 225-5419. Follow prompts for service on Medicaid-approved appointments.

Bus Passes: Are currently being mailed to approved customers.

CHILDREN SERVICES

Our main lobby at the Haines Children's Center is currently closed due to the pandemic. Face-to-face visitation is happening in our Visitation Center, with limited family members allowed in the Center at one time and sanitization protocols in place for between visits. We are still encouraging virtual visitation when appropriate with tools like FaceTime, Skype or phone calls.

Our Children Services **intake line** remains open 24/7 at **937-224-KIDS (5437)**. That's the number to call if you suspect that abuse or neglect is happening to a child. Caseworkers continue to be available to provide child protection services on behalf of some of Montgomery County's most vulnerable citizens.

CHILD SUPPORT

The green Child Support lobby is currently open for pre-scheduled hearings, scheduled paternity testing, support payments and forms access.

Online: People can conduct business through the **Child Support** portal available at www.ifs.ohio.gov. This portal allows case participants to quickly and conveniently access employment/health insurance information, as well as support order/payment information. Child Support Payments may also be made on-line at <https://oh.smartchildsupport.com/>.

Access online chat by clicking on the InContact icon on the [Child Support website](http://www.ifs.ohio.gov) between 8 a.m. and 4:30 p.m. [Mcsea.org](http://mcsea.org) also contains electronic versions of our forms, a link to our agency email box mcsea@ifs.ohio.gov, and other helpful information including videos, FAQs, and community resources. Some (but not all) verifications can be submitted through email by taking a picture of the document.

Email: Get questions answered and conduct most business through email via mcsea@ifs.ohio.gov

Phone: Customers can also call **937-225-4600** between 10 a.m. and 4 p.m. weekdays. Customers may also check payments 24 hours a day by calling the **Interactive Voice Response** system (IVR) at **1-800-860-2555**.

Drop Box: New drop boxes for Child Support documents and payments are available in the Child Support green entrance vestibule. Please place payments in an envelope and include case numbers and/or Social Security Number, or funds may not post correctly. Payments will be proportionally distributed among all applicable cases unless otherwise directed, and receipts will be mailed to the address on file.

Montgomery County Department of Job and Family Services is continuing to refine more ways to conduct business in this pandemic, with an eye toward keeping the public and our workers safe.