

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. Updates will be made in this space and will also be available on the Montgomery County, Ohio Facebook page.

FAMILY ASSISTANCE

We are recommending that citizens seeking **public assistance** use phones or online applications to apply for help. People are encouraged to apply for benefits at <https://ssp.benefits.ohio.gov/>. There customers can apply for food assistance, cash assistance for families with minor children, and Medicaid. It can all 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. in the green entrance vestibule.

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.

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

CHILDREN SERVICES

In our **Children Services Division**, we have moved away from face-to-face visitation in favor of technological alternatives. We appreciate the importance of visitation, and staff are working to coordinate primary parent and foster parent communication to ensure they work together to have virtual visitation through tools like FaceTime, Skype or phone calls. When it is safe to resume in-person visitation, we will make people aware through news and social media.

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

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

Access chat by clicking on the InContact icon on the [Child Support website](#) between 8 a.m. and 4:30 p.m. Mcsea.org also contains electronic versions of our forms, a link to our Agency email box (mcsea@jfs.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@jfs.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 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.

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