

# 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 [www.ssp.benefits.ohio.gov](http://www.ssp.benefits.ohio.gov). There customers can apply for food assistance, temporary cash assistance for families with children, Medicaid and Publicly Funded Child Care. It can all be done on a smart phone.

Using [www.ssp.benefits.ohio.gov](http://www.ssp.benefits.ohio.gov), you can:

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

**Customers will only be permitted in The Job Center** to access our scanning, forms and computers near the front of Family Assistance, as well as to get bus passes for approved Non-Emergency Transportation (with valid ID's & proof of participation). The exception to this is people who do not have telephones and have previously schedule appointments.

To apply for **Medicaid only**, citizens can **call the County Shared Services** line at **1-844-640-6446**. 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](http://jfs.ohio.gov). These can be placed in our new Family Assistance **drop box** located outside near the blue entrance and is available 24/7 until further notice.

**Fax applications or verifications to 937-496-6654**. Customers can also send applications or verifications, ask general public assistance questions or report a change on their case **via email** at [mcdifs@jfs.ohio.gov](mailto:mcdifs@jfs.ohio.gov). **Mail applications** to P.O. Box 972, Dayton, OH 45422. **Case changes** can also be reported by calling 937-496-7717.

Our **Family Assistance Call Center** is available at **937-225-4148** from 8:15 a.m. to 5 p.m. Customers can also **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 [mcoho.org](http://mcoho.org).

Reach **Adult Protective Services** by calling **937-225-4906** anytime of the day or night.

For more information on **Publicly Funded Child Care**, call **(937) 496-7759**.

## 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

People can conduct business through the **Child Support** portal available at [www.jfs.ohio.gov](http://www.jfs.ohio.gov). Additionally, you can get questions answered and conduct most business through email or online chat by clicking on the InContact icon on the [Child Support website](http://www.mco.org) at [mco.org](http://mco.org). Customers may also check payments 24 hours a day by calling the **Interactive Voice Response** system (IVR) at **1-800-860-2555**.

Customers can also call **937-225-4600** between 10 a.m. and 4 p.m. weekdays. Child Support Payments may also be made by phone or on-line at [www.oh.smartchildsupport.com](http://www.oh.smartchildsupport.com). A new **drop box for Child Support** documents has also been installed in the entrance to the Green Lobby which is accessible during normal business hours.

**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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