

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

Online: www.benefits.ohio.gov

Phone: 1-844-640-6446

Submitting Applications, Verifications and Documents for Cash, Food, and/or Medical Assistance

Please include your social security number and/or case number and current phone number or alternate contact information on ALL documents.

- **Email:** LUCAS_DOCUMENTS@JFS.OHIO.GOV
- **Mail:** P.O. Box 10007, Toledo, OH 43699
- **Fax:** (419) 213-8820
- **Drop Box:** You may also drop off paper applications and verifications in the drop box 24 hours a day / 7 days a week at 3737 Sylvania Ave., Toledo, OH 43623
- **Print online forms:** www.lucasjfs.org (click "Downloadable Online Service Center Forms".)

Limited Lobby Services (3737 Sylvania Ave. Toledo, OH)

8:30am-4:30pm (as of 9/29/2021)

- Scanning verifications
- Printouts (must have photo ID)
- Appointments
- Lobby capacity will be limited by security.
- Pick up applications and forms Monday - Friday 8:30am – 4:30pm inside/outside the Lobby Entrance

Income Printouts

- **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/apsspssp/ssp2.portal>

Payments on Medicaid

- 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.)

To Apply for Childcare Benefits

- **Online:** www.lucasjfs.org or at ww.odjfs.state.oh.us
- **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>)
- **Send verifications, documents and/or questions via**
 - **Email to:** LUCAS-CHILDCARE@JFS.OHIO.GOV
 - **Fax to:** (419) 213-8547

Important Updates due to Public Health Emergency (PHE)

- 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 December 2021
- You will receive an appointment letter with details for when to call for your scheduled interview.
- Interim Reports **will continue to not be required** for assistance groups through December 31, 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.**
- 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.)

We do NOT process Unemployment Claims. You must contact the Ohio Department of Job & Family Services for Unemployment Benefits: 1-877-644-6562