



Cuyahoga Job and Family Services Access Options

Cuyahoga Job and Family Services (CJFS) encourages the public to use the various self-service options available to apply and manage public benefit cases.

Online

Ohio Benefits Self-Service Portal at www.benefits.ohio.gov is available to apply for **food, medical, cash and childcare assistance**. Documents for recertifications, renewals, and changes can be uploaded for existing food, Medicaid (including Long-Term Care) and cash assistance cases. Interim Reports for food and cash assistance programs can be completed through the portal.

**Online account must be linked to previously existing benefit cases.*

The Dept. of Health and Human Services website has many of the common CJFS forms accessible for download through the [Form Library](#). There are a number of forms available for download that can be completed electronically. Also, many forms are available in English and Spanish. The CJFS Designation of Authorized Representative is available in nine (9) languages.

The **Prevention, Retention, and Contingency (PRC)** program application is available online at <https://hhs.cuyahogacounty.us/programs/detail/emergency-assistance-prevention-retention-and-contingency-program> to download and complete electronically. The form can then be submitted as an email attachment to Cuy-PRC-Application@jfs.ohio.gov.

Phone

The Eligibility Contact Center at **1-844-640-OHIO (6446)** is available for new benefit applications, recertifications/renewals, and to make changes on **food, Medicaid (including Long-Term Care) and cash assistance cases**. CJFS Eligibility Specialists are available Monday through Friday, 8 a.m. to 4 p.m.

Language services are available through the Eligibility Contact Center. Language options through the Eligibility Contact Center prompts include Spanish, Mandarin, Arabic, Somali, French, Nepali, Vietnamese, and Russian. Additional languages are available through the request of our staff.

Options to get updates about existing food, medical, and cash assistance cases are available through the Eligibility Contact Center *without* speaking to an Eligibility Specialist include:

- Signing up for text notifications
- Technical assistance for the Ohio Benefits Self-Service Portal
- Managed care plan assistance and Medicaid covered services questions
- Ohio Direction Card (EBT) and cash assistance EPPIC Card assistance
- Request a hearing regarding public benefits

To avoid waiting on the phone for long periods of time, please use the **“Virtual Hold”** feature. The caller will receive a call back from **“State of Ohio”** when it’s time to talk with a representative. Please note that call backs may be the next business day when the hold starts later in the day or when there are excessive hold times.

Other important contacts:

Child Care Assistance Information Line: (216) 987-6929

PRC Information Line: (216) 987-7392

Customer Relations: (216) 802-2810 or email CuyahogaCustomerRelations@jfs.ohio.gov

Email

Verification documents may be scanned as attachments and to emailed to:

JFS-Cuyahoga-MIPC@jfs.ohio.gov (available for Medicaid, SNAP and TANF cases)

SMBC-Documents@jfs.ohio.gov (for Long-Term Care cases only)

Cuy-PRC-Application@jfs.ohio.gov (for PRC applications and documents only)

Cuy-Childcare-Assistance@jfs.ohio.gov (for Child Care applications and documents only)

*Do not send documents as embedded screen shot. Include the following information:

- Customers Case Name (not email address)
- Case Number
- Date of Birth
- Current Phone Number

Fax

Applications for benefits and verifications can be **faxed** using one of the fax number options below. All fax numbers are routed to our imaging department.

(216) 987-7700 (216) 961-2630 (216) 987-8487 *PRC/Child Care Only Fax (216) 987-8655*
(216) 391-5122 (216) 881-4416 (216) 635-2924 *Long-Term Care Fax (216) 987-7016*

In-Person Drop-Off

CJFS Neighborhood Family Service Center locations have a **Safe and Secure Drop Box** that will still be accessible to submit documents such as applications and verifications. To submit applications and documents for the **Prevention, Retention, and Contingency (PRC)** program and **childcare** application documents, please use the designated drop box the Virgil E. Brown building.

Virgil E. Brown 1641 Payne Ave. Cleveland, OH 44114	Westshore 9830 Lorain Ave. Cleveland, OH 44102	Quincy Place 8111 Quincy Ave. Cleveland, OH 44104	Jane Edna Hunter 3955 Euclid Ave. Cleveland, OH 44115	Old Brooklyn 4261 Fulton Parkway Cleveland, OH 44144 *No forms available	Mt. Pleasant 13815 Kinsman Rd. Cleveland, OH 44120
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**Please choose one method of submitting verifications to prevent duplicate verifications being submitted.*

Voter Registration Services

Voter registration services are available on all paper application and reapplication/renewal forms, when using the Ohio Benefits Self-Service Portal, and when calling the Eligibility Contact Center to apply, reapply/renew, or report changes.

Please follow us on [Facebook](#) and [Twitter](#) for frequent agency updates, information on accessing benefits through self-service options and public benefit information in various languages.

This institution is an equal opportunity provider. Visit <https://www.fns.usda.gov/cr/fns-nondiscrimination-statement>.
Cuyahoga Job and Family Services provides access to an interpreter at no charge to customers who are limited – English proficient and individuals with impaired vision and/or hearing.

Updated: October 21, 2021