

# Access Our Services

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

Online: [www.benefits.ohio.gov](http://www.benefits.ohio.gov)

By Phone: 1-844-640-6446

**Our Building at 3210 Monroe St. remains closed to the public.**

Print online forms at [www.lucasifs.org](http://www.lucasifs.org) (click "Downloadable Online Service Center Forms")

**\*\*\*\* FREE WIFI is available in our parking lot for Access to Online Services \*\*\*\*  
(password: 3210guest)**

## Pick Up or Drop Off Applications/Verifications

Pick up applications/forms M-F 8am – 4pm outside in front of our building at 3210 Monroe St.; drop off paper applications and verifications in the drop box to the right of the Main Entrance, by the sidewalk, 24 hours a day.

## Submit Verifications and Documents

**Please include your social security number and/or case number on ALL documents.**

Email: [LUCAS\\_DOCUMENTS@JFS.OHIO.GOV](mailto:LUCAS_DOCUMENTS@JFS.OHIO.GOV)

Mail: P.O. Box 10007, Toledo, OH 43699

Fax: (419) 213-8820

**Please add your current phone number or contact information on your documents.**

## To Apply for Childcare Benefits

Online at [www.lucasjfs.org](http://www.lucasjfs.org) or at [www.odjfs.state.oh.us](http://www.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>).**

## Things to Know

- ◆ All applications and documents will be processed as normal.
- ◆ You will receive an appointment letter with details for when to call for your scheduled interview.
- ◆ **\*\*\*UPDATE \*\*\*** Redeterminations and Interim Reports **will be issued and required** for completion starting **July 2020**.
- ◆ For proof of Eligibility or Income Statements: Call 1-844-640-6446 or email your request to: [LUCAS\\_DOCUMENTS@JFS.OHIO.GOV](mailto:LUCAS_DOCUMENTS@JFS.OHIO.GOV) (type "Income Verification" in the subject line.) You can also access statements on your Self Service Portal (SSP).
- ◆ All important updates are shared at: [www.facebook.com/LucasCountyDJFS/](https://www.facebook.com/LucasCountyDJFS/)
- ◆ **\*\*\*UPDATE \*\*\*** July 6<sup>th</sup>, 2020, LCDJFS will begin seeing clients by **appointment only** in instances where a client has either insufficient technology or ability to navigate our system remotely or need to make a cash payment on a repayment agreement. **(If a situation arises that requires face/face contact the necessity for such appointment will be determined by the agency.)**
- ◆ **\*\*\*UPDATE \*\*\*** Effective immediately 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.)**