



## Lake County Department of Job and Family Services ACCESS OUR SERVICES FROM HOME



**Access our website at**  
**<https://www.lakecountyohio.gov/lcojfs>**

### **Mail In/Drop Off Documents**

The easiest and safest way to submit documents is to mail them to our office. Documents can also be placed in a drop box located just inside our lobby. There is no need to check in.

### **Public Assistance**

Benefits.ohio.gov

- Apply for benefits (Food, Cash, Medicaid, Child Care)
  - renew your benefits (Food, Cash, Medicaid)
  - upload documents to your case (Food, Cash, Medicaid)
- Documents can alternatively be sent as email attachments to [LakeJFS\\_documents@jfs.ohio.gov](mailto:LakeJFS_documents@jfs.ohio.gov) or faxed to 440-350-4485 (all documents including childcare)
- check the status of your benefits (Food, Cash, Medicaid)

SNAP EBT Customer Service: 1-866-386-3071

EPPIcard (Cash Assistance) Customer Service: 1-866-320-8822

Medicaid Consumer Hotline: 1-800-324-8680

Report changes or have a question?

Local JFS Customer Service Line: 440-350-4011 - 8AM – 12pm & 1pm – 4:15pm Mon – Fri

### **Child & Adult Protective Services**

If you are currently working with a Social Worker you may contact them directly. If you need to report Child Abuse or Neglect or Elder Abuse, please call (440) 350-4000 and press "1"

### **Ohio Means Jobs Lake County**

For a complete list of services and community partners visit our website at <https://www.lakecountyohio.gov/omilake> Or call (440) 350-4000 and choose option Three (3) if you are a job seeker or four (4) if you are an employer.

### **Unemployment Insurance**

For unemployment insurance questions and filings go to their website at: [unemployment.ohio.gov](http://unemployment.ohio.gov) or you can file for unemployment benefits by phone Monday-Friday (except holidays) from 8a.m. – 5 p.m. by calling (877) 644-6562 or TTY (614) 387-8408

### **Child Support Enforcement**

You can contact us by telephone at (440) 350-4000 or log into the state customer service web portal at <http://jfs.ohio.gov/Ocs/CustServWebPortalWelcome2.stm> which provides online access to send a message to a case manager, report changes, and view/print case and payment information.