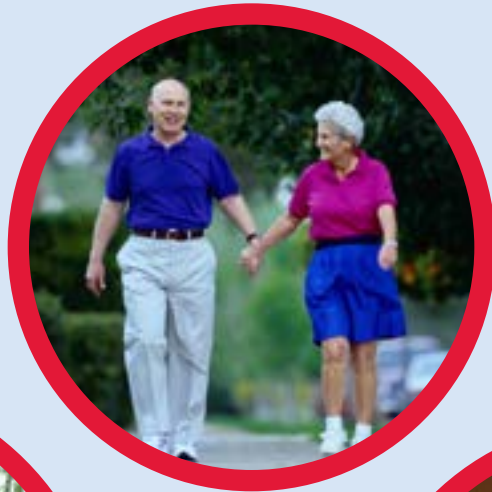




Department of  
Job and Family Services

# Your Rights

Your right to apply  
Your right to a state hearing  
Your civil rights



The Ohio Department of Job and Family Services (ODJFS) develops and oversees programs that help people. These programs include help with:

- Cash
- Child care
- Child support
- Food
- Health care
- Training and jobs

Local agencies manage these programs in each county. These agencies include:

- The county department of job and family services (CDJFS). Some people call it the welfare department.
- The county public children services agency (PCSA). Some people call it the children services board.
- The county child support enforcement agency (CSEA).

In some counties, the PCSA or CSEA is part of the CDJFS. The phone numbers and addresses for these agencies are in the phone book under "Government Offices – County."

You have the right to apply for help from these county agencies. The county agency will decide, based on state and federal law, what help you can get. It will arrange for the services or other help you need. This booklet talks about your right to apply for help. It also talks about:

- Your right to have a hearing (see Page 7).
- Your right to be treated fairly (see Page 7).

### **What kind of help can I get?**

The help you can get from county agencies includes:

- Ohio Works First
- Health Care Coverage
- Medicaid (people age 65 and over or people with disabilities or who are blind)
- Healthy Start (Children & Pregnant Women)\*
- Healthy Families/Low Income Families\*
- Food Assistance benefits

- Disability Assistance (DA)
- Prevention, Retention and Contingency (PRC)
- Child Support services
- Title IV-E and Title XX services
- Child Care services
- Learning, Earning and Parenting (LEAP)
- Refugee Resettlement, including help with cash, health care and social services

\*You may also apply for Healthy Start or Expedited Medicaid at:

- Women, Infants and Children (WIC) clinics
- Child and Family Health Services clinics
- Certain hospitals and local health centers

\*The application can also be sent to you by request when you contact the Medicaid Consumer Hotline at 1-800-324-8680 or TDD at 1-800-292-3572.

### **How do I apply for help?**

To get help, you need to apply at the county agency in your area that handles that particular program.

You can pick up an application form at the agency or have the agency mail it to you. The type of form you get depends on what kind of help you apply for.

Fill out as much of the form as you possibly can. If you need to, you can have a friend or relative help you fill out the form. A caseworker at the county agency can also help you fill it out.

Be sure to sign and date the form. Signing the form means you are giving true and correct information to the best of your knowledge.

Return the form to the county agency in person or by mail. If you can, turn it in the day you get it. Often, the starting date for help will be the same as the day you turn in your form.

*OWF, DFA, Medicaid and/or Food Assistance:*  
If you are applying for OWF, DFA, Medicaid or Food Assistance you may also apply online at: [odjfsbenefits.ohio.gov](http://odjfsbenefits.ohio.gov)

## **What if I need help applying for services?**

If you are unable to complete the form by yourself, you may need someone to be your authorized representative. An authorized representative is a person who can apply for some types of help for you. He or she can also act for you.

You can name your husband or wife as your authorized representative. You can name a relative or friend you trust. You can also name a lawyer or a hospital social worker, but you don't have to.

Your authorized representative must be 18 years old or older.

You must name him or her in writing. Include what duties you want your authorized representative to take care of for you. You can change your authorized representative at any time.

## **What other services are available?**

ODJFS also provides a variety of services for workers, employers, job seekers and those who have been involuntarily unemployed. These services are designed to provide opportunities for full employment, economic stability and a high performance workplace. Some of these services include:

- America's Job Bank
- Job Skill Matching
- Foreign Labor Certification
- Rapid Response
- Veterans' Services
- Unemployment Compensation Benefits

To apply for unemployment compensation services, you may call this toll-free number: 1-877-644-6562 (OHIOJOB).

If you live in Ohio but worked in another state, call Ohio's interstate toll-free number: 1-800-251-6237, or visit an unemployment office if you are living in another state. For job placement information, you may visit the ODJFS website at: [www.jfs.ohio.gov](http://www.jfs.ohio.gov)

## **What happens after I turn in my form?**

After you turn in your form, you will usually need to have an interview at the local agency.

The agency may give you an interview the same day you bring in your form. Or, the agency may give you a time to come back. If you return your form by mail, the agency will tell you when to come in for your interview.

The agency must schedule your interview within five working days after the day you turn in your form.

You can bring other people, such as your authorized representative, to the interview. If you can't come to the agency, your authorized representative can come to the interview for you. Or your caseworker may be able to do a phone interview or come to your home.

During your interview, your caseworker will tell you if you need to bring in any items such as a birth certificate or proof of your address. Your caseworker will tell you about the help you are trying to get. He or she will also tell you what you must do to get help.

## **Cash Programs Reporting Responsibilities**

**Items you need to report if you receive cash assistance.**

**For cash programs (Ohio Works First, Disability Financial Assistance and Refugee Cash Assistance), you must report to the CDJFS, within 10 calendar days of the date you became aware of the changes in your circumstances, such as:**

- You move to another address;
- Someone moves in with you or moves out;
- Any household member's source of income (earned or unearned) changes or it goes up or down by more than \$50;

- A child drops out of school;
- There is a change in the legal obligation to pay in a child support order;
- A household member becomes pregnant or the pregnancy ends;
- A change in information related to the absent parent;
- A minor parent's living arrangement changes;
- A household member violates a condition of probation or parole;
- A household member becomes a fugitive felon.

For the Disability Financial Assistance program only, you must also report when:

- The value of what you have (your assets) changes, such as money in the bank, stocks and bonds, cash value of insurance, or you sell or transfer title to a house or lot; and
- A household member receives a non-recurring lump sum payment.

## **Food Assistance Reporting Responsibilities**

### **Items you need to report if you receive food assistance.**

If you are applying or reapplying for food assistance benefits you must report the following to the CDJFS within 10 calendar days after the last day of the month in which the change first happens:

- If your gross monthly income is more than the gross monthly income limit for your household size shown on your food assistance approval or change notice; and/or
- Any changes in work hours that bring a household member who is an able-bodied adult without dependents (ABAWD) and receiving time-limited benefits below 20 hours per week, 80 hours monthly.

Reporting requirements are listed on the "Food Assistance Change Reporting" (JFS 04196), and can be reported on this form, by telephone, electronically, or in person by a member of the household.

### **Food Assistance Benefits Only:**

To receive a deduction for the following expenses you must report and provide verification to your caseworker of:

- rent or mortgage payment;
- utility and/or shelter costs;
- medical expenses (if you are elderly or disabled);
- dependent care expenses; and
- legally obligated child, or medical support paid to a non-household member.

**Failure to report or verify any of the above listed expenses will be seen as a statement by your household that you do not want to receive a deduction for the unreported expense.**

### **What happens to the information I bring in?**

The information you give your county agency is private.

The local agency or ODJFS may check the information you give. For example, the local agency may use your Social Security Number and contact other agencies or people. This is done:

- To make sure your information is correct
- To make sure you qualify for help

### **Social Security Number**

For OWF, DFA, Medicaid and Food Assistance you must provide the CDJFS with a number or apply for a number, for each person applying to receive assistance. If you don't have a number, we can help you get one. You may not need to give us this information in all situations. The collection of this information, including the number of each household member, is authorized under the Food and Nutrition Act of 2008, as amended, 7 USC 2011-2036, Section 1137(a) of the Act, 42 CFR, 435.910 and rules 5101:1-1-03 and 5101:1-3-09 of the Ohio Administrative Code. For cash and medical benefits under the Refugee Resettlement Program, you do not have to provide a Social Security Number, but they must tell you how they will use the number and that giving them the number is voluntary.

## **Warning**

You may receive help you are not entitled to:

- If you don't tell the truth about yourself.
- If you don't tell about changes that affect your case. Report your changes within 10 calendar days.

If you get help you should not have gotten:

- You may be ordered to pay it back.
- You may be charged with fraud.
- You may be fined or sent to prison.
- You may be stopped from getting help in the future.

To learn more, ask your caseworker for JFS brochure 08100 — "Ohio Is Tough on Welfare Fraud."

### **Food Assistance Penalty Warning**

To make sure your household is eligible and receives the correct amount of food assistance benefits, federal, state and local officials will check the information you give us. The information will be checked by using the state income and eligibility verification system, the disqualified recipient subsystem, other computer matching systems, program reviews and audits. Some information may also be sent to the immigration and naturalization service to see if the information you gave us is correct. Information about persons not providing numbers will not be shared with the U.S. Citizenship and Immigration Services (USCIS). The information you give us may also be checked by other federal aid programs, and federally-aided state programs, such as school lunch, OWF, and Medicaid. If you give us wrong information on purpose, you may be denied food assistance benefits, and legal action may be taken against you. If you are issued too many benefits, you may also have to pay back the amount of benefits that you should not have received.

If a food assistance overpayment claim arises against your household, the information collected on the application, including all numbers, may be referred to other Federal and State agencies, as well as private collection agencies, for overpayment claims collection action.

The providing of any requested information, including the number of each household member, is voluntary. However, failure to provide requested information to establish your eligibility for assistance will result in the denial or reduction of food assistance benefits to your household. Failure to provide a number will result in the denial of food assistance benefits to each individual failing to provide a number. Any numbers provided will be used and disclosed in the same manner as numbers of eligible household members. Information collected on the application may be disclosed to law enforcement officials for the purpose of apprehending persons fleeing to avoid the law.

Any member of your household who breaks any of the following rules on purpose will not be able to get food assistance benefits for 12 months after the first time and 24 months after the second time. The third time a member breaks the rules, he/she will never get food assistance benefits again. A court can also order an individual off the program for an additional 18 months. Depending on the amount of benefits involved, the individual can also be fined up to \$250,000, sent to jail for up to 20 years, or both.

Do not give false information, or hide information, to get or continue to get food assistance benefits. Do not trade or sell food assistance benefits. Do not alter any authorization document to get food assistance benefits you are not entitled to receive. Do not use someone else's food assistance benefits for your household. Do not use food assistance benefits to buy ineligible items, such as alcoholic drinks and tobacco.

Any member of your household who is found guilty in a court of law of buying or selling firearms, ammunition or explosives in exchange for food assistance benefits will never be able to get food assistance benefits again. Any member of your household who is found guilty in a court of law of buying or selling controlled substances (illegal drugs or certain drugs for which a doctor's prescription is required) in exchange for food assistance benefits will not be able to get food assistance benefits for 24 months for the first offense and permanently for the second

offense. Any member of your household who is convicted in a court of law of trafficking food assistance benefits for an aggregate amount of \$500 or more will never be able to get food assistance benefits again.

Any member of your household found to have made a false statement or knowingly provided false information with respect to identity and residence in order to receive more than one benefit at the same time will not be able to get food assistance benefits for 10 years.

We may check our records and records from other states to see if any person in your household has broken food assistance rules before and should not be getting food assistance benefits because he/she has not finished serving a disqualification period for breaking the rules.

### **What happens next?**

After you apply for help, the local agency will see if you can get help. You may need to give the agency more information before it can decide. If the agency asks you for more information, try to bring it in right away. The agency needs the information before it can help you. If you don't give the local agency the information it needs, it can't help you. If you have trouble getting the information, ask the agency for help.

The agency must decide if you can get help within a certain amount of time. The amount of time depends on the kind of help you get.

### **Quality Control**

Cases are chosen at random throughout the state to make sure that people are eligible for the assistance they receive and that payments are in the correct amount. You must cooperate if your case is reviewed, you may be ineligible to receive OWF for up to three months.

### **Expedited Medicaid**

If you are eligible, you will get a medical card a few days after you turn in:

- Your signed and dated application form.
- All the information the agency needs.

### **Food Assistance Benefits, Title XX Social Services, Child Care or Healthy Start**

The county agency must approve or deny your application within 30 days of the day you turn in your form.

### **Expedited Food Assistance Benefits**

The agency may be able to approve food assistance benefits for you within 24 hours after getting your form.

- If you or your family have little or no liquid assets, OR
- If you or your family have little or no income.

### **Ohio Works First, Medicaid, Disability Assistance (DA) or Refugee Resettlement**

The local agency must approve or deny your application within 45 days of the day you turn in your form. ODJFS may need to decide if you are disabled and can get Medicaid or DA. If so, the local agency must tell you within 90 days what ODJFS decides.

### **What do I do if I have a problem or a question?**

Any time you have a problem or a question about any help you get, ask your caseworker. You can also talk to your caseworker's supervisor. Then, if you still have problems or questions, you can contact ODJFS directly at 1-866-ODJFS4U (1-866-635-3748).

### **Persons with Communications Disabilities**

Persons who are either deaf, hard-of-hearing, blind or speech disabled may use a TTY/TDD telephone to contact the Ohio Relay Service at 1-800-750-0750. When using a TTY/TDD, typed messages are transmitted to a communication assistant who voices them to hearing persons at ODJFS. Hearing persons' messages are then voiced to the communication assistant, who relays them to the TTY/TDD printout or display.

## **Hours:**

Normal hours of operation for ODJFS are 8:00 a.m. to 5:00 p.m., Monday through Friday.

The Ohio Relay Service is available for making telephone calls 24 hours a day, 365 days a year. The Information Services Help Desk hours are Monday through Friday 7:00 a.m. to 11:30 p.m. For questions, comments, problems or complaints about the Ohio Relay Service, call the Relay Service administrative number toll free, at 1-800-325-2223 (TTY/TDD and Voice).

## **Your right to a state hearing**

### **What if I don't agree with what happened on my case?**

You can ask for a state hearing:

- If you don't agree with an action or decision on your case.
- If you think the local agency has not done something it should have.

To learn more, ask your caseworker for JFS form 04059 — "Explanation of State Hearing Procedures."

### **What is a state hearing?**

A state hearing is a meeting with you, your caseworker and an ODJFS hearing officer.

At the hearing, your caseworker will explain what action the agency has taken or plans to take on your case. You will have a chance to explain why you don't agree.

You can bring other people with you to the hearing to speak on your behalf, such as friends, relatives, witnesses or an attorney.

If you need free legal help, contact your local legal aid office. If you don't know the phone number, call 1-800-589-5888, toll free, Monday through Friday, 8:30 a.m. to 5:00 p.m. You will reach the Ohio State Legal Services Association. It can give you the phone number for your local legal aid office.

### **Why should I ask for a hearing?**

Below are reasons you may want to ask for a hearing if you applied for help or are getting help from a county agency.

- The agency denied your application. You think it should have been approved.
- The agency intends to lower or stop the help you get. You don't agree.
- You believe the amount of your benefits is wrong. The agency won't change it.
- The agency says you have gotten more help than you should have. You don't agree, or you think the amount the agency has given is wrong.
- You don't agree with the agency's decision to issue your benefits:
  - by vendor payment
  - by vouchers
  - through a protective payee
- The agency says you must register for work. You think you have a good reason for being excused.
- Your doctor asked for a medical or dental service for you. ODJFS has denied the service.
- You don't agree with the level of nursing home care you have been approved for.
- You applied for help more than 45 days ago (more than 30 days for food assistance benefits) and have not been told if you will get help.

Remember — sometimes there is a good reason for a delay. For example, the agency may be waiting for some information it needs. Once you know the reason for the delay, you may not want a hearing.

Note: Sometimes your case is changed due to a change in the law that affects all people in the same situation. ODJFS seldom gives hearings on this kind of "automatic" benefit change. Still, you can ask for a hearing if you think the change should not have been applied to you.

### **How do I ask for a state hearing?**

If you want a state hearing, you can fax your request to the Bureau of State Hearing at 614.728.9574, or e-mail your request to the bureau at BSH@jfs.ohio.gov. You can also request your state hearing by telephone, by calling our toll free number at 1-866-635-3748, option 1. You may also be able to fill out a form to ask for a state hearing. The local

agency sends out a notice form if it is going to lower or stop the help you get. You can use this notice to ask for a state hearing.

The notice tells you how to ask for a state hearing by filling out the notice and sending it in. Check the mailing date on the notice. You must ask for a hearing within 90 days of that mailing date.

**IF** your benefits are being lowered or stopped, **AND** you ask for a hearing within 15 days of the mailing date of the notice,

**THEN** your benefits will stay at the old amount until your hearing is decided.

Food Assistance may not continue if it is the end of your Food Assistance certification period.

You can also ask for a hearing by writing to:

### **State Hearings**

Ohio Department of Job and Family Services  
P.O. Box 182825, Columbus, Ohio 43218  
1-866-635-3478 (ODJFS-4-U) Option 1  
Fax (614) 728-9574  
Internet e-mail address: BSH@jfs.ohio.gov

### **Is there another way to work out a problem?**

An informal conference at the county agency is often a quicker way to solve a problem. At the conference, a county worker will look over your case and can correct any mistakes. You can call the local agency to ask for a county conference. If the problem is not solved at the conference, you can still ask for a state hearing.

### **Before the Hearing**

You may have someone (lawyer, welfare rights person, friend or relative) go to the hearing to present your case for you. If you are not going to be at the hearing, the person attending for you must bring a written statement from you saying he or she is your representative.

If you want legal help at the hearing, you must make arrangements before the hearing. Contact your local legal aid program to see if you qualify for free help.

If you don't know how to reach your local aid office, call 1-800-589-5888, toll-free, for

the local number. If you want notice of the hearing sent to your lawyer, you must give the hearings section your lawyer's name and address.

You and your representative have the right to look at your case file and the written rules being applied to your case. If your hearing is about work registration or employment and training, you may also look at your employment and training file. You can get a free copy of any case record documents that are related to your hearing request. Any person acting for you must provide a signed statement from you before looking at your case record or getting copies of case record documents.

The local agency does not have to show you confidential records, such as names of people who have given information against you, records of criminal proceedings, and certain medical records.

Confidential records which you could not look at or question cannot be presented at the hearing or be used by the hearing officer in reaching a decision.

### **What happens at a state hearing?**

After you ask for a state hearing, ODJFS will send you a notice giving the date, time and place of the hearing. The hearing is usually held at the local county agency. If you can't go to the agency, the hearing can be held somewhere else, possibly in your home. However, it is your responsibility to contact the Bureau of State Hearings to request a telephone hearing prior to the scheduled hearing date.

At the hearing, you, your caseworker, and an ODJFS hearing officer will meet to talk about your case. Your caseworker will explain the agency's action. You can explain why you don't agree. The hearing officer will listen to both sides and may ask questions to bring out all the facts. The hearing will be tape-recorded. Before and during the hearing, you may look at your case file and any other evidence the county uses. You may also look at the rules being used to decide your case. The agency will make free copies for you to help you get ready for the hearing. If you need copies,



please call the agency before your hearing. The hearing will be recorded by the hearing officer so that the facts are taken down correctly. After the hearing decision is issued you can get a free copy of the recording by contacting the Bureau of State Hearings.

### **Subpoena**

You can ask the hearing authority to subpoena documents or witnesses that would not otherwise be available and that are essential to your case. You must request the subpoena at least five calendar days before the date of the hearing and provide the name and the address of the person or document you want subpoenaed.

### **When will I find out about the hearing officer's decision?**

After the hearing, the hearing officer will review your case fairly and objectively. He or she will make a decision based on:

- The information given during the hearing
- Whether the rules were applied correctly

If your hearing is about food assistance benefits, you should get a written decision within 60 days of the date you asked for a hearing. In all other programs, you should get a decision within 90 days.

### **Compliance**

If the hearing decision orders an increase in your food assistance, you should get the increase 10 days from the decision date. If the decision orders a decrease in your food assistance you should get the new smaller amount the next time you regularly get food assistance.

In all other programs, the agency must take action ordered by the decision within 15 days of the date the decision is issued, but always within 90 days of your hearing request. Contact the Bureau of State Hearings if you have not promptly received the benefits awarded by the hearing decision.

### **What if I don't agree with the decision?**

If you don't agree with the hearing decision,

you can ask for an administrative appeal. The written decision from the hearing officer will tell you how to ask for an administrative appeal.

If you don't agree with the administrative appeal decision, you can ask for a judicial review. A judicial review is an appeal to a court.

### **If you do not Attend the Hearing**

The Bureau of State hearings will send you a dismissal notice if you don't come to the hearing. If you want to continue with your hearing request, you must contact State Hearings within 10 days and explain why you did not come to the hearing. The hearing authority will decide whether you had a good reason. If you do not call within 10 days and show good cause, the hearing will be dismissed and you will lose the hearing. The local agency can then go ahead with the action it was planning to take.

If you agree with the dismissal, the dismissal notice will tell you how to ask for an administrative appeal.

### **SSI hearings**

If you get Supplemental Security Income (SSI), you must contact your local Social Security Administration office for a hearing. Call 1-800-772-1213 for the telephone number of your local Social Security office. This is a free call.

Your CDJFS can help you with your SSI hearing. Your local legal aid office also may be able to help you with your SSI hearing.

If you don't know the phone number, call 1-800-589-5888, toll free, Monday through Friday, 8:30 a.m. to 5:00 p.m. You will reach the Ohio State Legal Services Association. It can give you the phone number for your local legal aid office.

### **Your Civil Rights**

Individuals eligible for, receiving services from or benefiting from programs funded by/through the Ohio Department of Job and Family Services (ODJFS) are protected by various laws, regulations, rules and policies against unlawful discrimination on the basis of race, color, religion, disability, age, gender, sexual orientation, political affiliation (food assistance only) and national origin.

Title VI of the Civil Rights Act of 1964 allows us to ask for racial/ethnic information. You do not have to give us this information. However, giving us this information will help us to follow the federal Civil Rights Law. If you do not want to give us this information, it will have no effect on your case. If you do not give us this information the worker will enter an answer.

The CDJFS has agreements with other agencies to provide services to families who may be receiving PRC or act as worksites to families receiving OWF. Some of the services or worksites may be held at religious agencies such as churches. If you do not want to go to a religious agency for services or as your worksite, your worker will provide you with another agency for your worksite or to provide.

## What Is Discrimination?

Discrimination is a direct action, whether purposeful or not, that results in unequal treatment of people. Persons cannot be discriminated against because of their race, color, religion, disability, age, gender or national origin:

- Be denied or delayed any service, aid or other benefit provided under an ODJFS program
- Be subjected to segregation or disparate treatment in an ODJFS program
- Be given services in humiliating or embarrassing ways
- Be provided services using different rules to decide who will get help
- Be limited in the use of buildings, rooms or other space in a way that denies individual participation or access.
- Be denied access to a service because buildings or their facilities are not physically accessible to persons with disabilities or because there was not means of effective communication with the service provider.

The key words are **“because of.”** If you are denied or delayed equal service and you think it was because of your race, color, religion, disability, age, gender, or national origin, you may have been subjected to unlawful discrimination.

There is a difference between **lawful** and **unlawful** denial or delay of benefits and/or services. Persons may be denied benefits and/or services if they do not meet the **eligibility** requirements. This is not unlawful nor discriminatory.

## Limited English Proficiency (LEP)

Persons who are **Limited English Proficient (LEP)** are protected against discrimination based on national origin. Accommodations may include providing qualified interpreters, language cards/lines, oral translation and/or written translation of documents.

## Persons with Disabilities

All persons with disabilities are protected against unlawful discrimination. Reasonable accommodations for persons with disabilities may include such things as:

- Modification of existing equipment and/or training stations
- Provision of special equipment (i.e., large-type fonts for computer monitors)
- Reassignment or relocation of classes or other training services
- Changing the physical layout of a training station
- Restructuring training curricula/format
- Changing training hours
- Ensuring that effective communications media are available for persons with limited hearing, sight and/or speech

The accommodation techniques mentioned above are not intended to be inclusive. Every person with a disability is unique and will have his/her own unique needs.

## Workforce Investment Act (WIA)

The basis for unlawful discrimination in WIA programs includes: race, color, religion, sex, national origin, age, disability, political affiliation or belief, sexual orientation, citizenship (for lawfully admitted immigrants, authorized to work) and WIA participant status. Persons wishing to file discrimination complaints about programs funded under WIA must file their complaints with the ODJFS Bureau of Civil Rights or with the U.S.

Department of Labor's Civil Rights Center.  
All complaints must be filed within 180 days  
of the incident or treatment causing the  
complaint.

### **How to File a Complaint**

If you believe you have been delayed or  
denied services because of your race, color,  
religion, disability, age, gender, sexual  
orientation or national origin, you must file  
your complaint within six months of the  
date of the incident or treatment. If you have  
questions about how to file a complaint, you  
can contact the ODJFS Bureau of Civil Rights,  
toll free, at 1-866-227-6353 or you may write  
to that office at the address shown below. If  
you need free legal help or advice, you may  
contact your local legal aid office or the Ohio  
State Legal Services Association. That office  
may be reached, toll free, at 1-800-589-5888,  
Monday through Friday, 8:30 a.m. to 5:00 p.m.

Complaints regarding incidents of alleged  
discrimination should be sent within 180 days  
of the date of the event to:

The Ohio Department of Job and Family Services  
Office of Employee and Business Services  
Bureau of Civil Rights  
30 E. Broad Street, 30th Floor  
Columbus, Ohio 43215-3414  
Telephone: (614) 644-2703 or  
Toll free 1-866-227-6353

TTY hearing impaired: 1-866-221-6700

Fax: (614) 752-6381

ODJFS will look into your complaint. If ODJFS  
decides there was discrimination, it will act to  
correct it. You can also contact the following  
offices:

Office for Civil Rights  
U.S. Department of Health and Human Services  
200 Independence Ave.. SW  
Washington, D.C. 20201  
1-800-368-1019

or

U.S. Department of Labor  
Civil Rights Center  
200 Constitution Ave. Room N-4123  
Washington, D.C. 20210  
(202) 693-6500  
Call 1-877-889-5627 if you have a hearing or  
speech problem.

John R. Kasich, Governor, State of Ohio

Cynthia C. Dungey, Director

Ohio Department of Job and Family Services

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An Equal Opportunity Employer and Service Provider