

## Customer Service Phone Numbers

### ODJFS General Information Customer Service 877-852-0010

Child Support Customer Inquiry 800-686-1556  
Interactive Voice Response 800-860-2555  
Payment Central 888-965-2676

Children and Families Putative Fathers Registry 888-313-3100  
Child Protection 866-635-3748  
Welfare Licensing,  
Child Care Fraud 800-627-8133  
Safe Havens 800-755-4769  
Kinship Permanency 866-886-3537

Employee & Business Services Civil Rights 866-227-6353

Family Stability Food Stamps 866-244-0071  
Best Rx 866-923-7879

Ohio Health Plans (Medicaid) Medicaid Consumer Hotline 800-324-8680  
Medicaid Provider Info 800-686-1516

Unemployment Compensation  
Benefit Information for Workers and Filing Applications : 877-644-6562  
Tax Information for Employers: 614-466-2319 or 1-866-448-2829

Welfare Fraud Hotline Report Welfare Fraud 800-627-8133

Workforce Development SCOTI Help Desk 888-385-2588  
Migrant Workers Hotline 800-282-3525  
Veterans Hotline 800-253-4060  
Labor Market Information 800-543-4953

#### County Offices

#### ODJFS Local Offices

#### Ohio Workforce Local Areas

#### Office of the Director

Director Helen E. Jones-Kelley

Assistant Director Terry Thomas

Assistant Director Fred Williams

Assistant Director Mary Ann Drewry

#### Chief Inspector

#### Child Support

#### Children & Families

#### Communications

#### Employee and Business Services

#### Family Stability

Fiscal Services

Legal Services

Legislation

Local Operations

Management Information Services

Ohio Health Plans

Research Assessment & Accountability

Unemployment Compensation

Workforce Development

**Office of Chief Inspector** Phone (614) 466-3015 Fax (614) 466-0207

**Office of Child Support** Phone (614) 752-6561 Fax (614) 752-9760

Child Support Customer Inquiry Call Center Phone 1-800-686-1556 Fax (614) 995-7159 or (614) 728-5070

Interactive Voice Response (IVR) System Phone 1-800-860-2555 For TDD 1-866-500-3784

Interstate Central Registry Fax (614) 466-6613

**Office for Children and Families** Phone (614) 466-1213 Fax (614) 466-6185

Bureau of Family Services Phone (614) 466-9274 Fax (614) 728-6726

Bureau of Automated Systems: SACWIS/FACSIS Phone (614) 466-7233 Fax (614) 728-9678

Bureau of Child Care Phone (614) 466-1043 Fax (614) 728-6803

Bureau of Accountability and Regulation Phone (614) 644-5032 Fax (614) 466-6185

Bureau of Outcome Management Phone (614) 995-3275 Fax (614) 466-6185

Children's Trust Fund Phone (614) 466-1822 Fax (614) 728-9682

**Office of Communications** Phone (614) 466-6650 Fax (614) 466-0292 TTY/TDD (614) 752-3951

**Office of Employee and Business Services** Phone (614) 466-4503 Fax (614) 644-1208

Bureau of Business Services Phone (614) 728-7300 Fax (614) 728-7724

**Office of Family Stability** Phone (614) 466-4815 Fax (614) 466-1767

**Office of Fiscal Services** Phone (614) 466-2924 Fax (614) 995-5004

Bureau of Accounting Phone (614) 466-4303 Fax (614) 466-1376

Bureau of Budget Management and Analysis Phone (614) 466-8740 Fax (614) 995-5004

Bureau of Cost and Cash Management Phone (614) 387-0315 Fax (614) 995-5004

Bureau of County Finance and Technical Assistance Phone (614) 752-9194 Fax (614) 728-3330

Bureau of Federal Financial Reporting Phone (614) 466-3366 Fax (614) 466-3863

**Office of Legal Services** Phone (614)466-4605 Fax (614)752-8298 TTY/TDD (614)728-2985

Bureau of State Hearings Phone 1-(866)635-3748 Fax (614) 728-9574 TTY: (614) 728-2985

**Office of Legislation** Phone (614) 466-9280 Fax (614) 728-0799 or (614) 995-7140

**Office of Local Operations** Phone 800-990-0042 Fax (614) 387-3634

**Office of Management Information Services** Phone (614) 466-2303 Fax (614) 752-6815

**Ohio Health Plans** Phone (614) 644-0140 Fax (614) 752-3986

- Ohio Health Plans Consumer Hotline 1-800-324-8680 TTY.TDD 1-800-292-3572

Bureau of Home and Community Services Phone (614)466-6742 Fax (614) 644-9358 or (614) 387-7661

Bureau of Consumer and Program Support Phone (614) 728-8476 Fax (614) 728-9201

Bureau of Long Term Care Facilities Phone (614) 466-9243 Fax (614) 466-5844

Bureau of Managed Health Care Phone (614) 466-4693 Fax (614) 728-4516

Bureau of Health Plan Policy Phone (614) 466-6420 Fax (614) 466-2908

Bureau of Plan Operations Phone (614) 466-2365 Fax (614) 752-7701

Bureau of Community Access Phone (614) 644-7130 Fax (614) 644-9358

**Office of Research, Assessment & Accountability** Phone (614) 728-0769 Fax (614) 728-8675

Bureau of Audit Phone (614) 644-2186 Fax (614) 644-2217

Performance Center Phone (614) 752-6688 Fax (614) 995-4901

Bureau of Research and Evaluation Phone (614) 728-4742 Fax (614) 466-8484

Bureau of Program Integrity Phone (614) 728-0287 Fax (614) 728-7740

**Office of Unemployment Compensation** Phone (614) 995-7066 Fax (614) 466-6873

- Apply for UC Benefits by Telephone: 1-877-644-6562
- Employer Tax Information: 1-866-448-2829  
(614) 466-2319
- Redeterminations and Appeals: 1-877-574-0015

Technical Services 1-866-733-0025

Trade Program Information 1-866-288-0989

**Office of Workforce Development** Phone (614) 752-3091 Fax (614) 995-1298

Bureau of Labor Market Information Phone (614) 752-9494 Fax (614) 752-9621

Last Updated: 04/16/07