



March 16, 2020

To our community partners,

Beginning March 17, 2020, Cuyahoga Job and Family Services (CJFS) is encouraging the public to use self-service options, instead of in-person interactions to apply for public benefits and update existing cases to slow the spread of the Coronavirus (COVID-19). This decision is based on guidance from national, state and local officials to discourage public gatherings and encourage “social distancing”.

CJFS is encouraging the public to use the [Ohio Benefits Self-Service Portal](#) to apply for **food, medical, cash and childcare assistance** as well as make changes or submit documents on existing food, medical and cash assistance cases.

The **Eligibility Contact Center** is also available for the public to submit applications for **food, medical, and cash assistance** Monday through Friday, 8 a.m. to 4 p.m. CJFS Eligibility Specialists are available to take applications, complete phone interviews, and make changes to existing cases.

All CJFS Neighborhood Family Service Center locations have a **Safe and Secure Drop Box** 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.

To apply, renew or report changes to food, medical, cash, or childcare assistance online, visit: www.benefits.ohio.gov

To apply, renew, or report changes to food, medical, or cash assistance on the phone, call: 1-844-640-OHIO (6446)

Other important numbers:

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

PRC Hotline: (216) 987-7392

Long-Term Care Contact Line: (216) 858-8405

Our buildings are still open to the public; however, we are not conducting face-to-face interviews. All customers will be advised to complete the contact form that is included, and they will be contacted by the end of the following business day.

Thank you for your cooperation and assistance during these difficult times.

Sincerely,

Kevin Gowan
Administrator for Cuyahoga Job and Family Services