

ODJFS is *not* responsible for:

- **Handling Complaints About County Workers:** County workers are under the jurisdiction of the county commissioners, not the state. Therefore, complaints should be made to the director of the county agency or filed through the county's grievance procedure. Complaints can also be directed to county commissioners.
- **Individual Options Waivers** for the mentally retarded. Contact the Ohio Department of Mental Retardation/Developmental Disabilities at 614-644-6300.
- **PASSPORT** (Pre-Admission Screening System Providing Options and Resources Today), an alternative to nursing home care for low-income senior citizens. Contact the Ohio Department of Aging at 614-644-7974.
- **Residential State Supplement**, which is cash assistance to elderly, blind or disabled adults whose condition is not severe enough to warrant placement in a nursing home. Contact the Ohio Department of Aging at 614-644-7974.
- **Women, Infant and Children (WIC)**, a program that provides food, education and health care referral for eligible women, infant and children. Contact the Ohio Department of Health at 614-644-8251.
- **Utility assistance.** Contact the Ohio Department of Development at 614-466-7611 for information about HEAP (Home Energy Assistance Program).
- **Housing assistance.** Contact the Ohio Department of Development at 614-466-7611 for Ohio Housing Finance Agency information.
- **Custody and Visitation.** These are legal issues that involve courts. For more information, contact the Ohio State Bar Association at 800-282-6556 or 614-487-2050.
- **Social Security**, a federal program that provides disability benefits. Contact 800-772-1213 or 614-469-6850.
- **Medicare**, a federally funded health insurance program for aged and disabled persons after retirement. Contact the federal Medicare program at 800-282-0530 or 800-638-6833.
- **COBRA** (Consolidated Omnibus Budget Reconciliation Act of 1985) **health care benefits.** Contact the U.S. Department of Labor at 614-469-5227.

ODJFS is responsible for:

- **Medicaid**, which provides a health care program for low-income and disabled people.
- **Cash assistance**, known as *Ohio Works First*, *TANF (Temporary Aid for Needy Families)* or *welfare*, which provides cash assistance to the low-income.
- **Food stamps**
- **Child care**, which provides subsidized day care for people receiving public assistance or for the low-income.
- **Child support**, which administers all child support collections
- **Child abuse/neglect, foster homes, adoption**
- **Adult abuse and neglect services**
- **Employment assistance and job training services**

- **Unemployment compensation**, which provides unemployment assistance to individuals and employers
- **Veterans services**

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