

PUBLIC BENEFIT ACCESS OPTIONS

There are many options to apply for benefits and manage your case.



Self-Service Portal

Visit www.benefits.ohio.gov

- Apply for food, medical, cash, and child care assistance
- Upload documents
- Report changes
- Submit SNAP Interim Reports

Note: If you have an existing public benefits case and are new to the self-service portal, you will need to link your case in order to access it. You must have your case number to complete the process.



Fax

Applications for benefits and verifications can be faxed using one of the fax number options below. All fax numbers are routed to our mail imaging processing department.

- (216) 987-7700
- (216) 881-4416
- Long-Term Care (216) 987-7016
- (216) 391-5122
- (216) 635-2924
- PRC (216) 987-8655
- (216) 961-2630
- (216) 987-8487



Secure Drop Boxes

Cuyahoga Job and Family Services locations have Safe and Secure Drop Boxes that are accessible to submit documents such as applications and verifications.

- Virgil E. Brown - 1641 Payne Ave.
- Westshore - 9830 Lorain Ave.
- Quincy Place - 8111 Quincy Ave.
- Jane Edna Hunter - 3955 Euclid Ave.

Accessible Drop-box outside of the Virgil E. Brown building is available 24/7



Local Libraries

Applications and verifications can be submitted with the help of Public Benefit Community Navigators. Limited applications and other materials are available to residents at any branch of these local libraries:

- Cuyahoga County Public Library
- Cleveland Public Library
- Shaker Heights Public Library

Please see a Public Benefits Community Navigator if you have any questions.



Phone

Call the Eligibility Contact Center at 1-844-640-OHIO (6446) Monday through Friday, 8:00 AM to 4:00 PM.

- Apply for food, medical, cash, and child care assistance
- Check benefit status using automated system anytime
- Sign up for text alerts anytime

***When submitting verifications please include your name, case number or last 4-digits of SSN, date of birth, and current phone number.**



Dept. of Health and Human Services
Cuyahoga Job and Family Services

This institution is an equal opportunity provider. Visit <https://www.fns.usda.gov/cr/fns-nondiscrimination-statement>. Cuyahoga Job and Family Services provides access to an interpreter at no charge to customers who are limited – English proficient and individuals with impaired vision and/or hearing.

