

What happens if my Ohio Directions card is lost, stolen or doesn't work properly?

If your Ohio Direction Card is lost, stolen, or fails to work properly, or if you need to change your PIN, call the state's customer service toll-free telephone number: 1.866.386.3071.

What do I do if I think my civil rights have been violated?

Stark County Job and Family Services and the Ohio Department of Job and Family Services (ODJFS) are public agencies that manage federal money. Laws do not allow discrimination in programs that use federal money. In programs that receive Federal financial assistance from the U.S. Department of Agriculture (USDA) discrimination is prohibited on the bases of race, color, religious creed, sex, political beliefs, age, disability, national origin, or limited English proficiency.

If you think your civil rights have been violated, you can contact the Office of the Assistant Secretary of Civil Rights, Information Research Service, toll-free at 866.632.9992.

Or you can send an email to the Office of the Assistant Secretary for Civil Rights at CR-INFO@ascr.usda.gov

Individuals who are deaf, hard of hearing, or have speech disabilities, can contact the Office of the Assistant Secretary of Civil Rights, Information Research Service through the Federal Relay Service: 800.877.8339
For Spanish, the number is 800.845.6136

Stark County Job & Family Services

Human Services Division

221 3rd Street S.E.
Canton, OH 44702

*Cash, Food, Medical Assistance
Applications & Customer Service:*
1.844.640.OHIO (6446)
Child Care: 330.452.4661

Children Services Division

402 2nd Street S.E.
Canton, OH 44702

Child Abuse/Neglect Report Line:
330.455.KIDS
Foster/Adopt:
330.451.8789

Child Support Division

221 3rd Street S.E.
Canton, OH 44702

Customer Service: 330.451.8930
Payment information:
jfs.ohio.gov/ocs

SCJFS Executive Offices

221 3rd Street S.E.
Canton, OH 44702
330.452.4661



starkjfs.org



revised
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Food Assistance Program

Human Services Division



**Stark County
Job & Family Services**

What is food assistance?

The Food Assistance program, formerly the Food Stamp program, is known nationally as the Supplemental Nutrition Assistance Program (SNAP). The Food Assistance program helps eligible, low-income households to stretch their food budgets and buy healthy food. A household may consist of an individual, or a group of individuals, who live together and purchase and prepare their food together.

Do I qualify for food assistance benefits?

You may qualify for benefits if your household's gross monthly income is at or below 130% of the federal poverty guidelines. Some households that have incomes over the limit may qualify if someone in the household is elderly or disabled.

If your household's income is under the limit, or if the limit does not apply, your benefit amount will be determined based on your household expenses. These expenses include: rent/mortgage costs, gas, electric, water, sewer, phone, medical expenses, and payments for child support and child care.

Other factors considered in determining eligibility include the number of people in your household who purchase and prepare food together and, in some situations, resources such as cash, savings and stocks are also considered.

How do I apply for food assistance?

You can submit your application in the following ways:

- Call 1 (844) 640-OHIO (6446). An audio signature will be required if applying by phone (preferred option).
- Online – www.benefits.ohio.gov
- Paper application
- Fax signed application to (330) 451-8022 or (330) 451-8925
- In person, drop off signed application at our agency: 221 3rd St SE
- Mail your signed application to 221 3rd St SE, Canton, OH 44702

If you are unable to apply using one of the above, contact the agency at 330-451-8500 to request an application by US mail.

What do I need to apply for food assistance?

You will need the following to apply:

- Proof of identity (driver's license or state ID)
- Social security number or proof you have applied for social security card
- Proof of income (pay stubs, tax records or child support notices)
- Proof of recent job loss, if applicable, including last pay date and gross income amount
- Child care/dependent care costs
- Child support paid for children who do not live with you
- Housing and utility costs
- Medical expenses including prescriptions for those with disabilities or over the age of 60

You may also be asked to provide other documents. If you need help getting documents, tell your caseworker.

What happens after I apply for food assistance?

After the application a required interview is completed. Verifications will be requested. If benefits are approved, an Ohio Direction Card will be issued to you.

Who do I contact if my case is opened and I have questions?

If you have questions after your case is opened, please contact:

SCJFS Customer Service Center
1.844.640.OHIO (6446)

What can I buy with food assistance benefits?

The Food Assistance program helps you buy the food you need for good nutrition and health. You can use your food assistance benefits to buy most food or food products. The following items may not be purchased:

- Alcoholic beverages
- Tobacco
- Vitamins and/or medicine
- Hot food products that are prepared to be eaten immediately
- Non-food items such as pet food, paper products, soaps and household supplies

You are not allowed to sell or trade food assistance benefits, buy non-food items, or use your food assistance benefits to buy food for someone who is not a member of your household.