



Customer Connection Center
112 E. Liberty Street, Cincinnati, Ohio 45202
Phone (513) 241-1064 Fax (513) 357-4683
Hours: Monday-Friday 8:00 am to 4:00 pm

SOCIAL SERVICES-

Angela King, LISW-S / Director of Social Services (513) 357-4617

Nancy Mayo, LSW/ Team Lead, (513) 357-4632

TRIAGE /INTAKE:

- **Bus passes and Police Checks available for employment only** – must be verified in writing on company letterhead; passes for permanent or long term temp to hire employment until receipt of 1st paycheck
- **Birth Certificates and IDs** –first Wednesday of the month or by appointment only
- **Clothing available – (Customers may choose one option below)**
 - **St. Vincent De Paul Society vouchers** available on the 1st Friday of each month – starting at 8:00 am. **Limit once per year**
 - **Back on Track** – (Tuesday, Thursday; 9am-11:30am, 1-2:30 pm) **work related and emergency clothing; requires a referral from an employment or social services agency, available every 6 months**
- **Fans- for families with children under age 5; 3rd trimester of pregnancy; over age 59 or documented illness that requires fan (summer months only-limited supply)**
- **Housing Search & Services**-housing search, advocacy and short term case management

REQUIREMENTS: For food services- Self declaration of address, income and household size.

All other services for each visit - photo IDs or VESTA card for all adult household members, medical cards, birth certificates verification of custody for children in household, current piece of mail for proof of address in the last 30 days (you should advise staff if you do not have a permanent address), and current income statement (pay stubs or assistance letter)

You may also authorize someone to pick up food for you by providing your ID with a signed note and your phone number.

STABILIZATION CASE MANAGEMENT PROGRAM:

Jill Haight, BSW, LSW Team Leader (513) 357-4627 / Tya Thomas, case manager (513) 357-4630 / John Heinecke, BSW case manager (513) 357-4626

- Case management focused on removing barriers to employment, transportation and housing
- Limited financial assistance services to support the self- sufficiency of individuals & families
- Up to one year for case management services; must comply with program agreements to include budgeting and life skills classes

SHELTER DIVERSION:

- **Must be at risk for homelessness and FIRST requires **CAP Line referral (513) 381-SAFE – (381-7233)** and may be referred to another agency**
- Monthly customer group with speakers on financial literacy, tenant rights, employment and additional community resources to support self sufficiency

FOOD ROOM / FRONT BAY – Dave Parry, Manager- Liberty Street Market (513) 357-4616

- **Emergency shelf stable food and fresh produce available Monday – Friday; 8am-3:45pm**
- **Donations accepted in Front Bay Monday – Friday; 8am-5:00pm & Saturday; 10am-2pm**





PUBLIC BENEFIT SERVICES – Ryan Luckie, Director of Public Benefit Services (513) 357-4633

ENABLING, SNAP (Food Stamps), ACA/Ohio Medicaid, SOAR (SSI/SSDI Application Assistance)

ONE Program (Affordable Care Act/Ohio Medicaid)

DeMarco Kidd (513) 357-4652, Rich Rone (513) 357-4832, Bryant McMillon (513) 357-4654

- Enrolls clients facing homelessness for Health Care Benefits

ENABLING Program – Courtney Suter (513) 357-4653, Zach Milligan (513) 357-4835

- Program designed to help the homeless receive needed services
- Food Stamps and Medicaid Outreach

SNAP & Benefits Call Center – (Food Stamps) – 381-SNAP (7627)

Kam McKenzie – SNAP Manager (513) 357-4620

Tammie Govan- (513) 357-4841, Jared Leazer (513) 357-4843, Mitzi Lopez-Randel-357-4845,
Deborah McGowen – (513) 357-4842, Robin Woods (513) 357-4824

- Food Stamps and Medicaid Outreach

COHIO/SOAR Program: Arnita Miller (513) 357-4619

SSI/SSDI application assistance for disabled adults (18 and older) who are experiencing homelessness

- Clinical exams, linkage to housing assistance, job training, mental health and substance abuse services

CHRIST CHURCH CATHEDRAL OUTREACH – (513) 621-1817 ext. 318

- Homeless Outreach – provides wrap around services for persons experiencing homelessness

Emergency Rent-Utility Assistance Information Line (513) 357-4687

****If your call is not returned within 3 days, then no funds are available****

PAYEE DEPARTMENT – Payee Manager (VACANT)

- Services include **budgeting, banking, advocacy and crisis intervention**
- Clients referred by Hamilton County Mental Health, DD, Health Care for the Homeless Program
- **Hours 8:00 am until 3:00 pm – closes for lunch 11:30 am to 1:00 pm**

Updated 1/2020-AK Liberty Shared/Facts Sheet/Customer Connection Center

