

## **GET CONNECTED. GET ANSWERS.**

### **Call United Way 2-1-1**

United Way 2-1-1 in Lucas, Wood and Ottawa Counties is a direct service of the United Way of Greater Toledo. United Way of Greater Toledo has also contracted to provide United Way 2-1-1 services to Erie County. United Way 2-1-1 provides *free* information 24-hours a day, linking people with programs best able to help them. If you are in need of human service information, or would like to find out how you can help other people in your community, please **DIAL 2-1-1. Cell phone and pay phone users dial 1-800-650-HELP (4357).**

### **HOW TO USE The *Help for Hard Times* Reference Guide**

If you are laid off from a job; have a death in the family; are in an abusive relationship; discover the need for some important services, such as healthcare, food for your family, legal or tax assistance; or a wide array of other services, *Help for Hard Times* will help you find what you are looking for.

- Call the phone numbers listed under those services you need. Ask for information about the services and how you can receive them.
- When you call, we recommend that you have:
  - 1) your social security number;
  - 2) information such as family size, ages of your children;
  - 3) what town you live in;
  - 4) your income sources and amount; and
  - 5) a pen and paper to write down information that you are given.
- Certain entries in *Help for Hard Times* will also direct you to helpful web sites. If you do not have a computer, your local library should be able to help you use one free of charge.
- If you find that you need help with something not listed, please call **United Way 2-1-1**, a free program of **United Way of Greater Toledo**, that will provide you with information 24 hours a day, every day. We have information on all types of programs and services, not just those for emergencies. You have our personal commitment to link people in our community with the services they need, one at a time.



[www.unitedwaytoledo.org](http://www.unitedwaytoledo.org)

We wish to emphasize that inclusion in this directory does not imply endorsement or accreditation of any program, nor does omission indicate disapproval. Service information is presented as it was received from each organization. Although every effort has been made to include the most current information available, changes occur continuously, even after press time. United Way 2-1-1 staff strives to keep the computerized files, from which this directory is created, as current as possible. For this reason, we encourage those listed to contact us immediately with any changes or corrections.

# **Coping with Hard Times**

## **Your Personal Worth**

Everyone experiences difficult situations at one time or another, but it's important to remember that you still have your self-worth, your sense of purpose, and your daily routine. No one can take that away from you.

## **Recognizing Stress**

Losing your job, struggling to pay your rent, needing health care coverage...the list of situations that puts stress on you and your family can be endless. That's why it is important to recognize and learn to deal with stress.

Stress may cause panic, anger, guilt, fear, humiliation, and hopelessness. It's important to not only face these feelings, but to share them. Working through your feelings can move you to renewed self-confidence and determination.

**Recognizing stress is important. Below are some of the symptoms:**

- ◆ Overtired without energy?
- ◆ Extremely restless - "hyper"?
- ◆ Sleeping more or less than usual?
- ◆ Arguing with family over little things?
- ◆ Having difficulty waking up?
- ◆ Experiencing a dry mouth, tight chest, light-headedness, and anxiety?
- ◆ Having stomach or chest pains without physical cause?
- ◆ Thinking of suicide?

**If you are experiencing stress, you may find a measure of relief in these suggestions:**

- ◆ Keep physically active - this relieves tension.
- ◆ Give yourself some time away from the ones you love.
- ◆ Share what you are feeling with someone who will support you.
- ◆ Talk with people in similar situations - you could become a support group for one another.
- ◆ Take advantage of your time. Develop hobbies or other interests.

## **Your Family And Hard Times**

It's difficult to tell your family when you are going through a difficult situation. It's equally difficult to keep in mind that the situation is just as rough on your spouse and children. They may be feeling even more helpless than you.

The first step is to talk about your problem and to plan your next step together. Don't shut out the people you need most. Talk to them, express your feelings and tell them how they can help.

Remember, children know when something is wrong, even if you don't tell them. Regardless of their ages, it is good if you can explain your situation. A little understanding goes a long way.

## **Keeping Busy**

People feel lost without structure to their daily life. Fill voids such as a loss of a job or the death of a loved one by spending time with family, volunteering, exercising, or finishing projects around the house.

## Finances – Plan Ahead

If you are facing reduced income you need to practice expert money management. Resources are available in the community to help you, but the first thing to do is plan ahead.

1. Plan a realistic budget. If possible, plan your budget and stick to it. Set up a plan that allows for basic needs: food, shelter, clothing, and medical care.

2. Take a close look at credit obligations. Don't make purchases on credit if you can avoid it. This will save interest charges.

3. Protect yourself. Alert others about your economic situation.

a) Notify your bank, financial institution or mortgage holder that you are unemployed and cannot meet your payment. A personal visit is suggested. Request postponement until you are receiving funds again. If you have an FHA or Veteran's Insured Mortgage, ask for forbearance (an emergency relief program to avoid foreclosure).

b) Contact the landlord, if you rent, and inform him or her of the circumstances. Ask for a postponement until some income resumes. Discuss ways to work off your obligation, if possible.

c) Notify all utilities (phone, gas, electric, and water) of your situation as soon as possible, to show good faith. Reduce service consumption as much as you can.

d) Notify all creditors (car, furniture, credit accounts) as soon as you are unable to make payments. Request a moratorium (a legally authorized period of delay in the payment of a debt) or negotiate a greatly reduced payment until your income resumes. Keep full records of these transactions and phone communications:

- ◆ name of the firm
- ◆ name of the person with whom you met or talked to
- ◆ a brief account of what was agreed to
- ◆ telephone numbers
- ◆ date

4. Try to recycle almost everything. Re-do, make over, trade in, make it, or skip it. Check re-sale shops for clothes, appliances and other necessary purchases. You may be able to make your own repairs around the house, or barter with a friend or neighbor.

5. To reduce food cost, consider planning some nutritious, high protein, meatless meals. Use coupons, plan meals and watch for specials at grocery stores. Always shop after you have eaten, not when you are hungry. Set up a food budget and stick to it.

## Bill Payment Priorities

**If your income does not cover all of your bills, be sure to pay the following in this order:**

**1) Rent 2) Utilities 3) Food 4) Transportation.**

# **Resources**

## **Insurance/Health Care Plans**

*Unemployment Insurance* is a program that compensates eligible workers for a portion of their wage loss when they lose their jobs. Its purpose is to aid unemployed persons while they are looking for work by providing weekly income for a certain period of time.

Erie County Job & Family Service -- 419-626-5437 or 1-888-624-6482  
Lucas County Job & Family Service -- 1-877-644-6562  
Ottawa County Job Store – 419-898-3688 x270 or 1-800-665-1677 x270  
Wood County Job & Family Service – 419-352-7566

## **Toledo/Lucas County CareNet Information and Application**

The goal of the Toledo/Lucas County CareNet Program is to coordinate low cost primary and hospital healthcare services for low-income residents of Lucas County who do not have health insurance and do not qualify for government healthcare programs.

United Way 2-1-1 can provide you with applications for CareNet. Please dial 2-1-1 for more information or to have an application mailed to you.

## **Dental Options Program**

Dental Options is a program offered by the Ohio Dental Association in collaboration with the Ohio Department of Health. Dental Options links Ohio's uninsured working poor, low-income seniors and persons who are medically, mentally or physically challenged with volunteer dentists or dental clinics to provide donated or discounted care. Call Dental Center of NW Ohio at 419-241-1644 for information.

## **Other Resources**

Free reading materials are also available to assist with answering questions about health insurance options. The Ohio Department of Insurance can be contacted at **1-800-686-1526**, or through their website at [www.ohioinsurance.gov](http://www.ohioinsurance.gov), for their *Shopper's Guide to Health Insurance* and the *Shopper's Guide to Managed Care*.

## **Food / Food Stamps**

Families are certified eligible for food stamps based on their income. Emergency food stamps are available to those with no income, or no expected income, for the next 30 days. Contact your local County Job & Family Service office. (see listing under Insurance above)

## **Utilities**

Utility Assistance Programs: If you are faced with a sudden reduction in your income, or if your utility bills are increasing faster than your income, contact your utility company. You may enroll in a budget plan that will spread your utility costs evenly throughout the year.

You may also ask about the **P**ercent of **I**ncome **P**ayment **P**lan (**PIPP**), a payment arrangement that helps people whose income is at or below 150% of the poverty level. Under this plan, regulated utility companies accept payments based on a percent of the household income for low-income customers.

In addition to these adjusted payment plans, a number of different utility assistance programs operate during different times of the year.

To find out which programs are currently operating, call United Way 2-1-1.

## **HELP FOR HARD TIMES REFERENCE GUIDE**

<b>Abuse Reporting</b>	<b>Phone</b>	<b>Area Served</b>
Erie County Job & Family Services	419-626-5437 1-888-624-6482	Erie County
Lucas County Job & Family Services	419-213-8999	Lucas County
Ottawa County Job & Family Services	419-898-3688 1-800-665-1677	Ottawa County
Wood County Job & Family Services	419-352-7566	Wood County
<b>Adoption/Foster Care</b>	<b>Phone</b>	<b>Area Served</b>
Adopt America Network	419-534-3350	Ohio
Adoption by Gentle Care	1-800-824-9633	Ohio
Beacon Agency, Inc.	419-887-1629	Ohio
Catholic Charities	419-244-6711	Lucas, Ottawa, Wood County
Children's Resource Center	419-352-7588 1-888-466-5437	Wood County
Erie County Job & Family Services	419-626-5437 1-888-624-6482	Erie County
Lucas County Job & Family Services	419-213-8999	Lucas County
Lutheran Social Services	419-243-9178	NW Ohio, SE Michigan
Ottawa County Job & Family Services	419-898-3688 1-800-665-1677	Ottawa County
Wood County Job & Family Services	419-352-7566	Wood County
<b>Birth Certificate</b>	<b>Phone</b>	<b>Area Served</b>
Erie County General Health District	419-626-5623	Erie County
Lucas County Regional Health District	419-213-4100	Lucas County
Ottawa County Health Department	419-734-6800 1-800-788-8803	Ottawa County
Wood County Health Department	419-352-8402 1-419-244-1610	Wood County
<b>Car Maintenance</b>	<b>Phone</b>	<b>Area Served</b>
Erie County Job & Family Services (must qualify)	419-626-5437 1-888-624-6482	Erie County
Lucas County Job & Family Services (must qualify)	419-213-8999	Lucas County
Ottawa County Job & Family Services (must qualify)	419-898-3688 1-800-665-1677	Ottawa County
The Salvation Army	419-732-2769	Ottawa County
Wood County Job & Family Services (must qualify)	419-352-7566	Wood County
<b>Children Services</b>	<b>Phone</b>	<b>Area Served</b>
Association for Children for Enforcement of Support (ACES)	419-472-6609 1-800-738-2237	National
Children's Services Board	419-213-3200	Lucas County
Erie County Job & Family Services	419-626-5437 1-888-624-6482	Erie County
Lucas County Child Support Enforcement Agency	419-213-3000	Lucas County
Lucas County Job & Family Services	419-213-8999	Lucas County
Ottawa County Family & Children First Council	419-898-3688	Ottawa County
Ottawa County Job & Family Services	419-898-3688 1-800-665-1677	Ottawa County
Wood County Job & Family Services	419-352-7566	Wood County

<b>Clothing</b>	<b>Phone</b>	<b>Area Served</b>
Area Office on Aging, Kinship Navigator	419-382-0624	NW Ohio
Brush Arbor Care and Share	419-732-2577	Ottawa County
Care and Share of Erie County	419-624-1411	Erie County
Cherry St. Mission (men)	419-242-5141	Lucas County
Church Women United (referral needed)	419-865-2300	Lucas County
Deacon's Shop First Presbyterian Church	419-352-5176	Wood County
Old Newsboys Goodfellow Association	419-480-8141	Lucas County
Pilgrim Church	419-478-6012	Lucas County
Southside Life Station	419-242-3340	Lucas County
Suitably Attired (Business Attire)	419-472-4752	Lucas County
<b>Day Care – Adult</b>	<b>Phone</b>	<b>Area Served</b>
Area Office on Aging of NW Ohio	419-382-0624 1-800-472-7277	NW Ohio
Riverview Senior Healthcare Campus Day Care	419-732-3163 419-898-2851	Ottawa County
Wood County Senior Center	419-353-5661 1-800-367-4935	Wood County
<b>Day Care - Child</b>	<b>Phone</b>	<b>Area Served</b>
Acorn Alley B-C-S After School	419-898-6210	Ottawa County
Catholic Club	419-243-7255	Lucas County
Champions for Children (After-school care/homework help)	419-732-2102	Port Clinton Schools
Community Learning Centers of Wood County Before & After School / Summer	419-354-9010	Wood County
Erie County Job & Family Services	419-626-5437 1-888-624-6482	Erie County
Erie-Huron Counties Community Action Commission, Inc.	419-626-6540	Erie, Huron County
Health Dept. – Kinship Navigator	419-734-6800 1-800-788-8803	Ottawa County
Lucas County Job & Family Services	419-213-8999	Lucas County
Ottawa County Job & Family Services	419-898-3688 1-800-665-1677	Ottawa County
Mom's House	419-241-5554	Lucas County
Toledo Day Nursery	419-243-2627	Lucas, Ottawa, Wood County
Wood County Job & Family Services	419-352-7566	Wood County
WSOS	419-334-8911 1-800-775-9767	Wood, Sandusky, Ottawa, Seneca
YMCA	419-474-3995	Lucas, Ottawa, Wood County
YWCA Childcare Connections	1-800-632-3052	Lucas, Ottawa, Wood County
<b>Delivered Meals</b>	<b>Phone</b>	<b>Area Served</b>
Mobile Meals of Port Clinton	419-734-0820 419-798-9911	Ottawa County
Mobile Meals of Toledo	419-255-7806	Lucas & Northern Wood County
Serving Our Seniors	419-624-1856	Erie County
Wheeled Meals	419-354-8965	Wood County
<b>Dental Services</b>	<b>Phone</b>	<b>Area Served</b>
Dental Center of NW Ohio	419-241-6215	NW Ohio

	419-241-1641	
HCF of Bowling Green, Inc.	419-352-4694	NW Ohio
Healthy Start Healthy Families Program	419-241-4325	Lucas County
Midwest Dental Centre	419-475-5150	NW Ohio
Mildred Bayer Clinic for the Homeless	419-241-1584	Lucas, Wood, Ottawa County
Owens Community College Dental Hygiene Clinic	567-661-7294	NW Ohio, SE Michigan
Small Smiles of Toledo (0-21 year olds)	419-255-9000	Lucas County
Toledo Dental Society (Referral Service)	419-474-8611	Lucas, Wood, Ottawa
Zenobia Shrine Temple (cleft lip & palate)	419-241-3189	NW Ohio
<b>Disability Assistance</b>	<b>Phone</b>	<b>Area Served</b>
Ability Center	419-885-5733	Lucas, Ottawa, Wood County
Arc of Erie County	419-625-9677	Erie County
Arc of Lucas County	419-882-0941	Lucas County
Arc of Ottawa County	419-882-0941	Ottawa County
Arc of Wood County	419-353-1099	Wood County
Autism Society of NW Ohio	419-578-2766	NW Ohio
Bureau for Children with Medical Handicaps	614-466-1700	Ohio
Bureau of Services for the Visually Impaired	419-866-5811	Lucas, Ottawa, Wood County
Camp Courageous, Inc.	419-875-6828	NW Ohio
Disabled American Veterans	419-381-1456	Lucas County
Epilepsy Center of NW Ohio	1-800-589-5958	NW Ohio
Erie County Job & Family Services	419-626-5437 1-888-624-6482	Erie County
Independent Choices	419-734-4555	Ottawa County
Lucas County Board of MR/DD	419-254-4070	Lucas County
Lucas County Job & Family Services	419-213-8999	Lucas County
Medi Orthopedic	419-332-0892	NW Ohio
Ottawa County Board of MR/DD	419-898-0400 419-732-2976	Ottawa County
Ottawa County Job & Family Services	419-898-3688 1-800-665-1677	Ottawa County
Social Security Administration	419-259-6250 1-800-772-1213	Lucas & Ottawa County
Social Security Administration	419-352-8481 1-800-772-1213	Wood County
Sunshine Inc. of NW Ohio	419-865-0251	NW Ohio
Wood County Board of MR/DD	419-352-5115 1-800-356-3218	Wood County
Wood County Job & Family Services	419-352-7566	Wood County
Veterans Administration Outpatient Clinic	419-259-2000	Lucas, Ottawa, Wood County
<b>Disaster Services / Fire</b>	<b>Phone</b>	<b>Area Served</b>
American Red Cross	419-329-6060 419-734-1100 419-352-4575 1-888-590-0098	Lucas County Ottawa County Wood County TOLL FREE
Emergency Management Agency (EMA)	419-213-6503 419-734-6900 419-354-9269	Lucas County Ottawa County Wood County

	1-800-788-8803	TOLL FREE
FEMA	1-800-621-3362	National
The Salvation Army	419-241-1138 419-732-2769 419-352-5918	Lucas County Ottawa County Wood County
We Care – Disaster Recovery Services	419-243-9178	Lucas County
<b>Domestic Violence Prevention &amp; Education</b>	<b>Phone</b>	<b>Area Served</b>
Adelante, LRC	419-244-8440	Lucas County
Battered Women’s Shelter, YWCA, Hotline	1-888-341-7386	Lucas, Ottawa, Wood, Fulton County, OH Monroe, MI
Exchange Club Center for the Prevention of Child Abuse of NW Ohio, Inc.	419-243-8505	Lucas County
Family & Child Abuse Prevention Center	419-244-3053	NW Ohio
Family Service of NW Ohio	419-321-6455	NW Ohio
Legal Aid of Western Ohio	419-724-0460 1-866-794-7281 1-888-534-1432	NW Ohio Spanish Line Toll Free
Person To Person Resources, Inc.	419-874-3201	NW Ohio
<b>Education/Training</b>	<b>Phone</b>	<b>Area Served</b>
Adult Learning Connection	419-866-5566	Ohio
BGSU Firelands	419-433-5560	Ottawa County
Center for Change	419-255-7196	Lucas County
Champions for Children (After-school care/homework help)	419-732-2102	Port Clinton Schools
Erie County Job & Family Services	419-626-5437 1-888-624-6482	Erie County
Erie-Huron Counties Community Action Commission, Inc.	419-626-6540	Erie, Huron County
Greater Toledo Urban League	419-243-3343	NW Ohio
Learning Club of Toledo	419-360-2842	Lucas County
Lucas County Job & Family Services	419-213-8999	Lucas County
Ohio Industrial Training Program Ohio Dept. of Development	419-245-2445	NW Ohio
OSU Extension	1-800-322-4159	Ohio
Ottawa County Job & Family Services	419-898-3688 1-800-665-1677	Ottawa County
Owens Community College	419-661-7355	NW Ohio
Penta County Vocational School	419-661-6555	NW Ohio
Polly Fox Academy (pregnant and parenting teens)	419-720-4504	Lucas County
Terra Community College	419-334-8400	NW Ohio
The Job Store	419-898-3688 x270 1-800-665-1677 x270	Ottawa County
The Source	419-213-5627	NW Ohio
Toledo City Schools GED Instruction	419-729-8281	Lucas County
Vanguard-Sentinel Career Center	419-334-6901	NW Ohio
WGTE Public Broadcasting	419-380-4600	NW Ohio
Wood County Job & Family Services	419-352-7566	Wood County
<b>Emergency Shelters</b>	<b>Phone</b>	<b>Area Served</b>
Beach House (families)	419-241-9277	Lucas County

Cherry St. Mission (men)	419-242-5141	Lucas County
Cocoon Shelter	419-373-1730	Wood County
Connecting Point (youth runaways)	419-243-1001	NW Ohio
Family House (families)	419-242-5505	Lucas County
First Step Family Violence Intervention Center Hotline	419-435-7300 1-800-466-6228	Wood, Seneca, Sandusky, Wyandot Counties
InterFaith Hospitality Network (families)	419-242-5166	Lucas County
La Posada (Spanish families)	419-244-5931	Lucas County
Liberty Center - Fremont	419-332-8777	Ottawa County
The LINK	419-352-5387 1-800-472-9411	Wood County
Open Door Ministry (men, sub. abuser)	419-242-7281	Lucas County
Ottawa County Residential Services, Inc.	419-734-7622	Ottawa County
Ottawa County Transitional Housing	419-734-9718	Ottawa County
Rural Opportunities, Inc.	419-354-3548 1-800-733-6436	Wood County NW Ohio
Safe Harbour Domestic Violence Shelter	419-626-2200 1-800-953-2207	Erie, Huron, Ottawa County
St. Paul's Community Ctr. (men/women)	419-255-5520	Lucas County
Salvation Army	419-732-2769 419-352-5918	Ottawa County Wood County
Sparrows Nest (women)	419-321-1835	Lucas County
Toledo Rescue Mission (men)	419-242-6642	Lucas County
Toledo Restoration Church Homes (single men/women sub. abuser)	419-691-7977	Lucas County
Volunteers of America Crossroads - Sandusky	419-626-6505	Ottawa County
Wood County Job & Family Services	419-352-7566	Wood County
WSOS Community Action Commission, Family Development	419-734-2652 419-334-8911 1-800-775-9767	Wood, Sandusky, Ottawa, Seneca
YWCA Battered Women's Shelter (women/children)	Crisis Line 419-241-7386	Fulton, Lucas, Ottawa, Wood County
<b>Employment Information</b>	<b>Phone</b>	<b>Area Served</b>
Area Office on Aging	419-382-0624 1-800-472-7277	NW Ohio
Careers, Inc.	419-486-9675	NW Ohio
Catherine S. Eberly Center for Women	419-530-8570	NW Ohio
Community Employment Services of Wood Lane (MR/DD)	419-352-5059 1-800-356-3218	Wood County
Entry Level Job Training & Work Experience Program (drop-outs, 16-19 yrs)	419-249-8222	Toledo Public School District
EOPA (ex-offenders)	419-242-7304 x279	Lucas County
Erie County Job & Family Services	419-626-5437 1-888-624-6482	Erie County
Experience Works (ages 55+)	1-877-496-6439	NW Ohio
Double S Industries of Erie County, Inc. (MR/DD)	419-626-0208 1-888-399-6065	Erie County
Goodwill Industries of Northwest Ohio	419-255-0070 1-888-246-6394	NW Ohio
Greater Toledo Urban League	419-243-3343	NW Ohio
Job Store	419-898-3688 x270	Ottawa County
Lucas County Job & Family Services	419-213-8999	Lucas County
New Life Enterprises	419-380-8860	NW Ohio

Ohio Dept. of Job & Family Services	1-877-852-0010	Ohio
Ottawa County Job & Family Services	419-898-3688 1-800-665-1677	Ottawa County
Rural Opportunities, Inc.	419-354-3548 1-800-733-6436	NW Ohio
Sandusky Bay Area Goodwill Industries	419-625-4744	Erie, Ottawa County
TDH Enterprises	419-732-1420 1-800-834-9757	Erie, Huron, Ottawa, Sandusky, Seneca
The Giving Tree	419-734-2942 410-898-0077	Ottawa County
The Source	419-213-5627	Lucas County
Wood County Employment Resource Center	419-352-4172	Wood County
Wood County Job & Family Services	419-352-7566	Wood County
WSOS	419-334-8911 1-800-775-9767	Wood, Sandusky, Ottawa, Seneca
Your Job Store	419-624-6451	Erie County
<b>Family Resource Centers</b>	<b>Phone</b>	<b>Area Served</b>
Aurora Gonzalez Community & Family Resource Center	419-244-0666	South Toledo 43609
Crossroads Family Resource Center	419-475-3258	Toledo 43612 & 43613
East Toledo Family Center	419-691-1429	East Toledo Area, some residents of Wood County
Frederick Douglass Community Association	419-244-6722	Toledo
Friendly Center, Inc.	419-243-1289	Toledo 43604, 43608, 43611
Grace Community Center	419-248-2467	Toledo 43608, 43610, 43620
James C. Caldwell Community Center	419-729-4654	Lucas County
Monroe St. Neighborhood Center	419-473-1167	Toledo 43606, 43607
Open Dorr Family Resource Center	419-867-5733	Toledo 43615, 43617, 43623, 43628, 43560, 43558, 43614
<b>Financial Counseling Services</b>	<b>Phone</b>	<b>Area Served</b>
Consumer Credit Counseling	419-531-2224	NW Ohio
Community Credit Counseling Specialists	1-888-662-3313 419-698-3000	NW Ohio
<b>Food</b>	<b>Phone</b>	<b>Area Served</b>
Behavioral Connections	419-352-5387 1-800-472-9411	Wood County
Bowling Green Christian Food Pantry	419-353-5174	Wood County
Care and Share of Erie County	419-624-1411	Erie County
Erie County Job & Family Services	419-626-5437 1-888-624-6482	Erie County
First United Methodist Church – Food Distribution	419-353-0682	Wood County
King's Daughters & Sons	419-352-4929	Wood County
Lucas County Job & Family Service	419-213-8999	Lucas County
OSU Extension	419-898-3631 1-800-322-4159	Ottawa County
Ottawa County Job & Family Service	419-898-3688 1-800-665-1677	Ottawa County
Salvation Army – Erie County	419-626-3862	Erie County
The Salvation Army	419-241-1138 419-352-5918	Lucas County Wood County
United Way Ottawa County (referral)	419-734-6645	Ottawa County

	1-866-394-8848	
WIC – Lucas County Regional Health District	419-213-4422	Lucas County
Wood County Job & Family Services	419-352-7566	Wood County
Wood County Veterans	419-354-9147	Wood County
<b>Group Meals</b>	<b>Phone</b>	<b>Area Served</b>
Cherry Street Mission	419-242-5141	NW Ohio
First United Methodist Church – Martha's Kitchen	419-353-0682	Wood County
Good Samaritan Outreach	419-244-0908	NW Ohio
Helping Hands of St. Louis	419-691-0613	Toledo
MLK Kitchen for the Poor	419-241-2596	NW Ohio
Our Lady of Lourdes	419-865-2345	Toledo
St. Paul's Community Ctr.	419-255-5520	Lucas County
Toledo Gospel Rescue Mission	419-242-6642	Lucas County
United Christian Fellowship (Sunday 7-8pm)	419-352-7534	Bowling Green
<b>Health Care, Clinics and Services</b>	<b>Phone</b>	<b>Area Served</b>
AIDS Resource Center	419-241-9444	NW Ohio
American Cancer Society	419-353-5645 1-888-ACS-OHIO	NW Ohio
American Diabetes Association	419-841-5992	NW Ohio
American Heart Association	419-841-7006	NW Ohio
Arthritis Foundation of NW Ohio	419-537-0888	NW Ohio
Autism Society of NW Ohio	419-578-2766	NW Ohio
Bridge Home Health and Hospice	419-352-9808	Wood County
Easter Seal Society	419-734-3031	NW Ohio
Epilepsy Center	419-867-5950	NW Ohio
Greater Toledo Urban League	419-243-3343	NW Ohio
Healthy Start Healthy Families Program	419-241-4325	Lucas County
Heartland Home Health Care and Hospice	1-800-837-1200	Lucas, Ottawa, Wood County
Hospice of Northwest Ohio	419-661-4001 1-866-661-4001	NW Ohio
Kidney Foundation of NW Ohio	419-893-5512	NW Ohio
King's Daughters & Sons (prescriptions)	419-352-4929	Wood County
Lucas County Regional Health District	419-213-4100	Lucas County
Medicaid – Dept. of Job & Family Services	419-626-5437 1-888-624-6482 419-213-8999 1-800-665-1677 419-898-3688 419-352-7566	Erie County Erie County Lucas County Ottawa County Ottawa County Wood County
Mercy Home Care, Inc.	419-251-8540	Lucas County
Mildred Bayer Clinic for the Homeless	419-241-1584	Lucas, Wood, Ottawa County
Multiple Sclerosis Society of NW Ohio	419-897-9533	NW Ohio
Neighborhood Health Association (NHA)	419-720-7883	Lucas County
Northwest Ohio Hemophilia Foundation	419-291-5882	Lucas, Ottawa, Wood County
Ottawa County Health Department	419-734-6800 1-800-788-8803	Ottawa County
Planned Parenthood	419-255-1115 419-354-3540	NW Ohio Wood County
Rural Opportunities, Inc.	419-354-3548 1-800-733-6436	NW Ohio
St. Vincent Mercy Adult Medical Clinic	419-251-2360	NW Ohio

Salvation Army – Prescription Assistance	419-241-1138 419-732-2769 419-352-5918	Lucas County Ottawa County Wood County
Stein Hospice Service	419-625-5269 1-800-625-5269	Erie, Ottawa
The LINK – Prescription Assistance	419-352-1545 1-800-472-9411	Wood County
Veterans Outpatient Clinic	419-259-2000	NW Ohio
Visiting Nurse Service	1-800-686-5990	Lucas, Wood County
Western Lucas County Clinic	419-865-0196	Lucas County
Wood County Health Department	419-352-8402 1-419-244-1610	Wood County
Wood County Veterans Assistance	419-354-9147	Wood County
Zenobia Shrine Temple (0-18 year olds)	419-241-3189	NW Ohio
<b>Hearing &amp; Speech Services</b>	<b>Phone</b>	<b>Area Served</b>
BGSU Speech & Hearing Clinic	419-372-2515	NW Ohio
DEAFinitely It	419-472-8377	NW Ohio
Heritage Health Care Service, Inc.	1-800-811-0320	Erie, Huron, Lucas, Ottawa, Sandusky, Wood County
NW Ohio Community Center for the Deaf and Hard of Hearing	419-475-2920	NW Ohio
Toledo Hearing and Speech Center	419-241-6219	NW Ohio
<b>Housing Information</b>	<b>Phone</b>	<b>Area Served</b>
Ability Center	419-734-0330	Ottawa County
Aurora Project, Inc. (Transitional Housing)	419-244-3200	Lucas County
Bay Meadows Apartments	419-734-5002	NW Ohio
Bowling Green Housing Agency	419-592-1735 1-888-592-0818	Wood County
Catholic Charities	419-244-6711	NW Ohio
City of Bowling Green Housing & Transportation Programs	419-354-6221	City of Bowling Green
Economic Opportunity Planning Assoc.	419-242-7304	Lucas County
Erie Metropolitan Housing Authority	419-625-0262	Erie County
Fair Housing Center – Discrimination Investigation	419-243-6163 1-800-248-2840	Lucas, Wood County
Firelands Habitat for Humanity	419-433-2609 1-877-374-3487	Erie, Huron County
Greater Toledo Urban League	419-243-3343	NW Ohio
Habitat for Humanity of Ottawa County	419-734-7074	Ottawa County
Lucas Metropolitan Housing Authority	419-259-9400	Lucas County
Maumee Valley Habitat for Humanity	419-382-1964	Lucas, Fulton County
Neighborhood Properties Inc. (NPI) (mentally ill)	419-473-2604	Lucas County
Ottawa County Transitional Housing	419-734-9718	Ottawa County
Ottawa Residential Services, Inc.	419-734-7622	Ottawa County
Salvation Army	419-626-3862 419-732-2769	Erie County Ottawa County
Sandusky Metropolitan Housing Authority	419-334-4426	Ottawa, Sandusky County
United Way Ottawa County	419-734-6645	Ottawa County
Veterans Affairs	419-259-2000	NW Ohio
Volunteers of America Crossroads	419-626-6505	NW Ohio
WSOS	419-334-8911 1-800-775-9767	Wood, Sandusky, Ottawa, Seneca

<b>Income/Welfare</b>	<b>Phone</b>	<b>Area Served</b>
Erie County Job & Family Services	419-626-5437 1-888-624-6482	Erie County
Lucas County Job & Family Services	419-213-8999	Lucas County
Ottawa County Job & Family Service	419-898-3688 1-800-665-1677	Ottawa County
Social Security Administration	419-259-6250 1-800-772-1213	Lucas County NW Ohio
Veterans Service Center	419-245-4134	Lucas County
Wood County Job & Family Services	419-352-7566	Wood County
<b>Insurance/Health Care</b>	<b>Phone</b>	<b>Area Served</b>
Erie County Job & Family Services	419-626-5437 1-888-624-6482	Erie County
Job Store	419-898-3688 x270 1-800-665-1677 x270	Ottawa County
Lucas County Job & Family Services	419-213-8999	Lucas County
Ohio Dept. of Insurance	1-800-686-1526	Ohio
Ottawa County Job & Family Service	419-898-3688 1-800-665-1677	Ottawa County
Social Security Administration	419-259-6250 1-800-772-1213	Lucas, Ottawa County NW Ohio
Toledo-Lucas County CareNet (mail applications)	DIAL 2-1-1	Lucas County
Wood County Job & Family Services	419-352-7566	Wood County
<b>Interpreter / Refugee Services</b>	<b>Phone</b>	<b>Area Served</b>
Advocates for Basic Legal Equality	419-724-0460	NW Ohio
International Institute	419-241-9178	NW Ohio
Jewish Family Services	419-885-2561	NW Ohio
<b>Legal Services</b>	<b>Phone</b>	<b>Area Served</b>
Erie/Ottawa County CASA Program	419-621-0324	Erie, Ottawa County
Legal Aid Line	419-724-0460 888-534-1432	NW Ohio
Ohio Legal Assistance Foundation	1-800-877-0772	Ohio
Toledo Bar Association Lawyer Referral Service	419-242-2000	NW Ohio
<b>Mental Health Care &amp; Counseling</b>	<b>Phone</b>	<b>Area Served</b>
Adelante, Inc.	419-244-8440	Lucas County
Bayshore Counseling Services	419-734-5535 1-800-686-0088	Ottawa County
Beacon Agency, Inc.	419-887-1629	Ohio
Behavioral Connections of Wood County, Inc.	419-352-5387	NW Ohio
Central Access	419-255-3125	NW Ohio
Connecting Point	419-243-6326	NW Ohio
Erie County Board of MR/DD	1-888-399-6065	Erie County
Family & Children First Council of Erie County	419-621-3962	Erie County
Family Service Counseling Center	1-800-858-2821	NW Ohio
Family Service of NW Ohio	419-321-6455	NW Ohio
Firelands Community Mental Health Hotline	1-800-826-1306	NW Ohio
Firelands Counseling & Recovery Services of Erie County	1-800-342-1177	Erie & Ottawa County
Harbor Behavioral Healthcare	1-800-475-4449	NW Ohio
Lutheran Social Services	419-243-9178	NW Ohio
Mental Health Association	419-242-9587	NW Ohio
NAMI - National Alliance on Mental Illness	419-243-1119	Lucas County

NAMI of Ottawa County	419-898-2687	Ottawa County
NAMI of Wood County	419-352-0626	Wood County
Rescue Mental Health Services	419-255-9585	Erie, Lucas, Ottawa
The Giving Tree	419-734-2942 419-898-0077	Erie, Ottawa, Sandusky County
The Oak House	419-734-4417	Erie, Ottawa County
Thomas M. Wernert Center	419-242-1801	Lucas County
Unison Behavioral Health Group	419-693-0631	Lucas County
Zepf Mental Health	419-841-7701	Lucas County
<b>Money Management</b>	<b>Phone</b>	<b>Area Served</b>
Northwest Ohio Development Agency	419-243-3734	Lucas County
Ohio State University Extension	419-213-4254 419-898-3631 1-800-322-9050 419-354-9050	Lucas County Ottawa County Ottawa County Wood County
<b>Optical Services</b>	<b>Phone</b>	<b>Area Served</b>
American Academy of Ophthalmology	1-800-222-3937	NW Ohio
American Council of the Blind	1-800-424-8666	NW Ohio
Mildred Bayer Clinic for the Homeless	419-241-1554	Lucas County
Prevent Blindness Ohio	1-800-301-2020	NW Ohio
Sight Center	419-241-1183 1-800-624-8378	NW Ohio
<b>Pregnancy Counseling / Information</b>	<b>Phone</b>	<b>Area Served</b>
Abigail Ministries	419-668-9500	Erie, Huron, Seneca County
Bowling Green Pregnancy Center	419-354-4673	NW Ohio
Catholic Charities	419-244-6711	NW Ohio
Connecting Point	419-243-6326	NW Ohio
Erie County General Health Department	419-626-5623 1-888-399-6065	Erie County
Family Service of NW Ohio	419-321-6455	Lucas, Wood County
Heartbeat of Ottawa County	419-734-9359	Ottawa County
Heartbeat of Toledo	419-241-9131	Lucas County
Lucas County Regional Health District	419-213-4100	Lucas County
Neighborhood Health Association of Toledo	419-720-7883	Lucas County
Planned Parenthood of NW Ohio	419-255-1115	NW Ohio
Pregnancy Center of Greater Toledo	419-578-7350	Lucas County
<b>Senior Services</b>	<b>Phone</b>	<b>Area Served</b>
Area Office on Aging of Northwest Ohio	419-382-0624	NW Ohio
Chester J. Zablocki Senior Center	419-936-3090	Lucas County 43608
Danbury Senior Center	419-798-4101	Ottawa County
Elmore Senior Center	419-862-3874 1-877-862-1122	Ottawa County
Erie-Huron Counties Community Action Commission, Inc.	419-626-6540	Erie, Huron County
Genoa Senior Center	419-855-4491	Ottawa County
Maumee Senior Center	419-893-1994	NW Ohio
Mayores Senior Center	419-242-1144	Lucas County
Oak Harbor Harbor Lights	419-898-3252	Ottawa County
Oregon Senior Citizens	419-698-7078	City of Oregon
Ottawa County Senior Resources	419-898-6459 1-877-898-6459	Ottawa County
Port Clinton Senior Center	419-734-0131	Ottawa County

Put-In-Bay Senior Center	419-285-5501	Ottawa County
Senior Centers, Inc.	419-242-9511	Lucas County
Senior Center Wood County	419-353-5661	Wood County
Serving Our Seniors	419-624-1856	Erie County
Sylvania Senior Center	419-885-3913	Lucas County, Sylvania
Wood County Committee on Aging	419-353-5661 1-800-367-4935	Wood County
<b>Substance Abuse Services</b>	<b>Phone</b>	<b>Area Served</b>
Al-Anon/Alateen Information Service	419-382-5518	NW Ohio
Alcoholics Anonymous	1-888-683-9768 419-380-9862	NW Ohio
Alcohol and Drug Addiction Services Board (ADAS)	419-213-4235	Lucas County
Adelante, Inc.	419-244-8440	NW Ohio
Bayshore Counseling Services	419-734-5535 1-800-686-0088	Erie, Ottawa County
Behavioral Connections	419-352-1545 1-800-472-9411	Wood County
Comprehensive Addiction Service System (COMPASS)	419-241-8827	Lucas County
Cocaine Anonymous	419-385-9000	NW Ohio
Connecting Point, Inc.	419-243-6326	NW Ohio
Firelands Counseling & Recovery Services	419-557-5177 1-800-826-1306 1-800-342-1177	Erie, Ottawa County Crisis Hotline Toll Free
Narcotics Anonymous	419-250-6262 (6a-6p) 419-250-4357 (6p-6a)	NW Ohio
Substance Abuse Services (SASI)	419-243-7274	NW Ohio
The Giving Tree	419-734-2942 419-898-0077	Ottawa County
Urban Minority Alcoholism & Drug Abuse Outreach	419-255-4444	NW Ohio
Veteran's Addiction Recovery Center, Sandusky	419-625-2454	NW Ohio
<b>Support Group List</b>	<b>Phone</b>	<b>Area Served</b>
Family Information Network	419-242-9001	NW Ohio
Parents Helping Parents	419-878-7802	Lucas, Ottawa, Wood County
Self Help Network	419-475-4449	NW Ohio
<b>Transportation</b>	<b>Phone</b>	<b>Area Served</b>
BG Transit (Bowling Green only)	1-800-579-4299	Wood County/Bowling Green
CommuterLink	419-241-9044	Lucas County
Erie County Job & Family Services – PRC Program	419-626-5437 1-888-624-6482	Erie County
Erie-Huron Counties Community Action Commission, Inc.	419-626-6540	Erie, Huron County
Greyhound Bus	419-248-1498	National
Lucas County Job & Family Services Work Transportation	419-213-8999	Lucas County
OCTA (Ottawa County Transportation Agency)	419-732-RIDE 1-888-898-7433	Ottawa County
Salvation Army	419-626-3862 419-732-2769 419-352-5918	Erie County Ottawa County Wood County

Share-A-Ride	419-241-1919	NW Ohio
TARPS	419-245-5225	Lucas County
TARTA City Bus	419-243-7433	Lucas County
Taxi Service	419-734-0995 419-734-1756	Ottawa County
Wood County Job & Family Service – Medical transportation	419-352-7566	Wood County
Wood County Senior Center	419-353-5661 1-800-367-4935	Wood County
Wood County Veterans Assistance Center	419-354-9147	Wood County
<b>Utility Assistance</b>	<b>Phone</b>	<b>Area Served</b>
Columbia Gas – Warm Choice	1-800-537-8210	Ohio
EOPA – HEAP Program	1-866-504-7392	Lucas County
Erie County Job & Family Services	419-626-5437 1-888-624-6482	Erie County
Erie-Huron Counties Community Action Commission, Inc.	419-626-6540	Erie, Huron County
Energy Assistance Programs	1-800-282-0880	Ohio
King's Daughters & Sons	419-352-4929	Wood County
Lucas County Job & Family Service	419-213-8999	Lucas County
Ohio Dept. of Job & Family Services	1-800-665-1677	Ohio
Ohio Edison	1-800-633-4766	Ohio
Public Utilities Commission of Ohio	1-800-686-7826	Ohio
Salvation Army	419-626-3862 419-241-1138 419-732-2769 419-352-5918	Erie County Lucas County Ottawa County Wood County
Toledo Edison	1-800-447-3333	NW Ohio
United Way 2-1-1 (information)	Dial 2-1-1 1-800-650-4357	Erie, Lucas, Ottawa, Wood County
Wood County Job & Family Service	419-352-7566	Wood County
WSOS HEAP	419-334-8911 1-800-441-4327	Wood, Sandusky, Ottawa, Seneca
<b>Veterans Services</b>	<b>Phone</b>	<b>Area Served</b>
County Veterans Services	419-898-2089 1-800-610-8872	Ottawa County NW Ohio
Erie County Veterans Service Office	419-627-7579 1-888-399-6065	Erie County
Ohio Dept. of Job & Family Services, Veterans Rep.	419-355-5393 x270	Ohio
VA – Dept. of Veterans Affairs, Benefit Information & Assistance	1-800-827-1000	Ohio
VA Outpatient Clinic	419-259-2000 1-800-949-1002	NW Ohio
VA Medical Center (Ann Arbor)	734-769-7100 1-800-361-8387	National
Ohio Veterans Home (Sandusky)	419-625-2454	Ohio
Veteran's Taxi	419-732-3093	Ottawa County
Wood County Veterans Assistance Center	419-354-9147	Wood County
<b>Volunteering</b>	<b>Phone</b>	<b>Area Served</b>
Erie County Volunteer Center	419-627-0074	Erie County
United Way Volunteer Center	419-244-3063	NW Ohio
<b>Weatherization</b>	<b>Phone</b>	<b>Area Served</b>

City of Toledo	419-936-2819	Lucas County
Neighborhood Housing Services	419-691-2900	Lucas County
WSOS	419-334-8911 1-800-775-9767	Wood, Sandusky, Ottawa, Seneca
<b>Youth Services / Recreation / Mentoring</b>	<b>Phone</b>	<b>Area Served</b>
Adelante, LRC	419-244-8440	Lucas County
Big Brothers Big Sisters of Erie County	419-626-8694	Erie County
Big Brothers Big Sisters of NW Ohio	419-243-4600	NW Ohio
Boy Scouts of America, Erie Shores Council	419-241-7293	NW Ohio
Boys & Girls Clubs of Sandusky	419-624-9250	Erie County
Boys & Girls Clubs of Toledo	419-241-4258	Lucas County
Catholic Club	419-243-7255	NW Ohio
Girl Scouts Maumee Valley Council	419-243-8216	NW Ohio
Linques' Neighborhood Center	419-244-3142	Lucas County
YMCA of Greater Toledo	419-729-8135	NW Ohio
Youth Experiencing Success	419-734-6840	Ottawa County

## GROUP MEALS CHART

Hot meals are available at a number of group meal sites, or soup kitchens, located throughout Toledo. The following chart lists the locations of these sites and the days and times meals are served:

<b>Group Meal Sites</b>	<b>Times/Days Served</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>T</b>	<b>F</b>	<b>S</b>	<b>S</b>
<b>Cherry Street Mission</b> <b>419-242-5141</b> 1919 Madison Toledo, OH 43624	Breakfast 7:30-8:30am Lunch 12:15-1:15pm Dinner 5:00-6:00pm	◆	◆	◆	◆	◆	◆	◆
<b>Good Samaritan Outreach Center</b> <b>419-244-0908</b> 1108 Broadway Toledo, OH 43609	Full Breakfast 8:00-9:30 a.m. Dinner 2:30-4:00 p.m. Last Saturday of month Breakfast only	◆	◆	◆	◆	◆		◆
<b>Helping Hands of St. Louis</b> <b>419-691-0613</b> 459 Sixth Street Toledo, OH 43605	Breakfast 8:00 -10:30 a.m. Lunch 11:00 a.m.-1:30 p.m.	◆	◆	◆	◆	◆	◆	
<b>Martin Luther King Kitchen for the Poor</b> <b>419-241-2596</b> 650 Vance Toledo, OH 43602	Lunch 12:00 noon-1:30 p.m.	◆	◆	◆	◆	◆		
<b>Our Lady of Lourdes</b> <b>419-865-2345</b> 6149 Hill Toledo, OH 43615	Lunch 11:00 a.m.-12:30 p.m.			◆				
<b>St. Francis de Sales</b> <b>419-243-4242</b> 501 Cherry Street Toledo, OH 43604	Breakfast 9:30-10:30 a.m. (Coffee and donuts)	◆	◆	◆	◆	◆		
<b>St. Paul's Community Center</b> <b>419-255-5520</b> 230 13 <sup>th</sup> Street Toledo, OH 43624	<b>Adults only Mon.-Fri.</b> Breakfast 9:00-10:30 a.m. Lunch 12:00 noon-1:30 p.m. <b>Families Sat., Sun.</b> Sat. Lunch 11:30-1:30 p.m. Sun. Lunch 1:30-2:30 p.m.	◆	◆	◆	◆	◆		◆
<b>Toledo Gospel Rescue Mission</b> <b>419-242-6642</b> 1917 Jefferson Toledo, OH 43624	Attend 4:30 p.m. Chapel before Dinner from 5:30 – 6:00 p.m. – Sunday dinner from 5:00-6:00 p.m.	◆	◆	◆	◆	◆	◆	◆

## EMERGENCY SHELTERS

The following shelters in Toledo offer temporary housing on an emergency basis to homeless families and individuals:

<b>Battered Women's Shelter</b> <b>419-241-7386</b> YWCA 1018 Jefferson Toledo, OH 43604	Serving battered women and their children.
<b>Beach House</b> <b>419-241-9277</b> 915 N. Erie Street Toledo, OH 43604	Serving families, single parents, fathers and single women. No single men.
<b>Cherry Street Mission</b> <b>419-242-5141</b> 105 17 <sup>th</sup> Street Toledo, OH 43624	Serving men only.
<b>Cocoon Shelter</b> <b>800-472-9411</b> Bowling Green, OH 43402	Wood County residents. Serving battered women and their children.
<b>Family House</b> <b>419-242-5505</b> 669 Indiana Avenue Toledo, OH 43602	Serving intact families and/or single men or women with children.
<b>InterFaith Hospitality Network of Toledo</b> <b>419-242-5166</b> 434 Western Toledo, OH 43609	Homeless families, single pregnant women, will accept unmarried couples with children.
<b>La Posada</b> <b>419-244-5931</b> 435 Eastern Toledo, OH 43609	An emergency shelter offering temporary housing to homeless families and people who speak Spanish as their first language including Spanish speaking singles, men or women.
<b>Open Door Ministry</b> <b>419-242-7281</b> 2825 Cherry Street Toledo, OH 43608	Serving single men, homeless, substance abusers. Long-term, transitional housing.
<b>St. Paul's Community Center</b> <b>419-255-5520</b> 230 13 <sup>th</sup> Street Toledo, OH 43624	Serving men and women with special needs. Handicap accessible.
<b>Sparrows Nest</b> <b>419-321-1835</b> 436 W. Delaware Toledo, OH 43610	Shelter for women. Required attendance at worship services. Drug free atmosphere.
<b>Toledo Gospel Rescue Mission</b> <b>419-242-6642</b> 1917 Jefferson Avenue Toledo, OH 43624	Serving men and women. Beds at 4:00 p.m. (capacity 40 men, 12 women – 2 with children at most)
<b>Toledo Restoration Church Homes</b> <b>419-242-0497</b> 503 Main Street Toledo, OH 43605	Serving single men and women substance abusers. Long-term transitional housing.

## Ohio Human Services Toll-Free & Web Site Directory

**AARP Rx Information:** [www.aarp.org/](http://www.aarp.org/). America's premier advocacy group for seniors provides extensive articles on Medicare prescription coverage, legislation and other issues affecting the cost of prescription drugs.

**Aging, Department of:** 1-800-266-4346 or [www.goldenbuckeye.com](http://www.goldenbuckeye.com). Answers questions about state and local services for seniors, takes applications for Golden Buckeye (discount) cards, provides local contacts of Area Agencies on Aging.

**Agriculture, Department of:** 1-800-282-1955 or [www.ohioagriculture.gov](http://www.ohioagriculture.gov). Takes complaints on produce, dairy products, meats, poultry, the labeling of food products and over-the-counter drugs.

**AMBER Hotline for Missing Children:** 1-800-325-5604 or [www.ohioamberplan.org](http://www.ohioamberplan.org). Partnership between the Ohio Missing Children Clearinghouse, State of Ohio Attorney General's Office and the AMBER plan which utilizes the local law enforcement and media resources to broadcast alerts when children are kidnapped by predators.

**Attorney General's Office/Public Action Line:** 1-800-282-0515 or [www.ag.state.oh.us](http://www.ag.state.oh.us). Provides consumer protection against fraudulent practices by handling complaints from individuals, families or households against suppliers.

**Auditor of State:** 1-800-282-0370 or [www.auditor.state.oh.us](http://www.auditor.state.oh.us). Answers questions about state government spending. Provides counseling and advice to government officials requesting help in bookkeeping/auditing procedures or interpretation of Ohio laws.

**Benefits Check-Up:** [www.benefitscheckup.org](http://www.benefitscheckup.org). This service of the National Council on the Aging utilizes a free, confidential and easy to use questionnaire to help folks of all ages find federal, state and local benefits programs (including prescription help) for which they qualify.

**Benefits Eligibility Screening Service for Older Ohioans:** 1-800-266-4346 or [www.goldenbuckeye.com](http://www.goldenbuckeye.com). Provides a one-stop, easy access to find out about eligibility for state and federal services for seniors, such as nursing homes, Medicare, Medicaid. Offered through the Ohio Department of Aging's Long-term Care Ombudsman.

**Business Development:** 1-800-848-1300 or [www.odod.state.oh.us](http://www.odod.state.oh.us). Answers questions about businesses in Ohio and offers guidance on how to start one. Most information is provided on a referral basis.

**Child Support Hotline:** 1-800-686-1556 or [www.jfs.ohio.gov](http://www.jfs.ohio.gov). The Ohio Department of Job and Family Services accepts and investigates complaints from parents unable to collect child support from spouses. Also accepts complaints regarding child support services received through county departments of job and family services.

**Civil Rights Commission:** 1-888-278-7101 or [www.state.oh.us/crc](http://www.state.oh.us/crc). Works to enforce basic civil rights and accepts complaints concerning discrimination in the workforce, housing, and public accommodations. Also offers links for equal employment.

**Communicable Disease/Immunizations:** 1-800-282-0546 or [www.odh.state.oh.us](http://www.odh.state.oh.us). The Ohio Department of Health accepts reports of outbreaks of communicable diseases. Provides information about immunization requirements and where to obtain immunizations. Investigates reports of reactions to vaccine.

**Consumers' Counsel-Ohio:** 1-877-742-5622 or [www.pickocc.org](http://www.pickocc.org). Manages residents' complaints and answers questions about utility services. Offers printed materials and can schedule a speaker for meetings in Ohio to discuss various utility issues.

**Consumer Protection:** 1-800-282-0515 or [www.ag.state.oh.us](http://www.ag.state.oh.us). The Ohio Attorney General's Office offers non-legal advice for consumers who want to file a complaint or receive information about products and services. They encourage use of their web site.

**Court of Claims of Ohio:** 1-800-824-8263 or [www.cco.state.oh.us](http://www.cco.state.oh.us) offers information on the court and accepts claims from victims of crime.

**Crime Victims Hotline:** 1-800-582-2877 or [www.ag.state.oh.us](http://www.ag.state.oh.us). The Ohio Attorney General's Office provides information to victims of crime about how to file a claim and the status of a claim already filed. Provides compensation to innocent crime victims for out-of-pocket expenses incurred as a result of being a victim of crime.

**Deputy Registrar Location Hotline:** 1-800-589-8247 or [www.ohiobmv.com](http://www.ohiobmv.com) and [www.oplates.com](http://www.oplates.com). The Bureau of Motor Vehicles provides a listing of all Ohio deputy registrars by county. On-line vehicle registration is available on their web site.

**Domestic Violence Network:** 1-800-934-9840. Coalition of domestic violence programs, supportive agencies, resource and referral services which aid in the elimination of domestic violence.

**Driving Under the Influence (DUI) Hotline:** 1-800-472-2384 or dial 9-1-1 if the incident is current. Web site is [www.state.oh.us/ohiostatepatrol](http://www.state.oh.us/ohiostatepatrol). The State Highway Patrol takes reports of reckless operation of vehicles and DUI. Investigates reports.

**Environmental Protection Agency:** 1-800-282-9378 or [www.epa.state.oh.us](http://www.epa.state.oh.us). Takes emergency calls for industrial toxic waste clean up assistance.

**Food and Drug Complaints:** 1-800-282-1955 or [www.ohioagriculture.gov/pubs/divs/food/food-index.stm](http://www.ohioagriculture.gov/pubs/divs/food/food-index.stm). Handles and investigates complaints about foods and over-the-counter drugs, dietary supplements, and cosmetics to ensure the products are safe, unadulterated, and honestly presented to consumers.

**Food Stamp Hotline:** [www.fns.usda.gov/fsp/default.htm](http://www.fns.usda.gov/fsp/default.htm). Provides information and assistance to low-income families enabling them to buy healthy and nutritious food.

**Fraud Line (WeTIP):** 1-800-782-7463 or 1-800-78-CRIME. Website is [www.wetip.com](http://www.wetip.com). Provides safe and anonymous means to accept tips regarding drugs, arson, and general crime. Serves as a liaison between local law enforcement and the public.

**Golden Buckeye Card:** 1-866-301-6446 or [www.goldenbuckeye.com](http://www.goldenbuckeye.com). A Medicare-approved drug discount card may not save you more than your free Golden Buckeye Card.

**HEAP Hotline:** 1-800-282-0880 or [www.odod.state.oh.us/cdd/ocs/heap.htm](http://www.odod.state.oh.us/cdd/ocs/heap.htm). Ohio Department of Development answers questions about the Home Energy Assistance Program – a program that assists eligible low-income households with winter utility bills.

**Help Me Grow Helpline:** 1-800-755-4769 or [www.ohiohelpmegrow.org](http://www.ohiohelpmegrow.org). Coordinated by the Ohio Department of Health as a preventive health program for infants, toddlers and their families.

**Inspector General Hotline:** 1-800-686-1525 or [www.watchdog.ohio.gov](http://www.watchdog.ohio.gov). Accepts complaints and investigates suspected fraud, corruption, waste and abuse in State government.

**Insurance, Ohio Department of:** 1-800-686-1526 or [www.ohioinsurance.gov](http://www.ohioinsurance.gov). Handles complaints and questions about licensed insurance companies, agents, and agencies.

**Job Accommodation Network:** 1-800-526-7234 or [www.jan.wvu.edu](http://www.jan.wvu.edu). Provides information on adaptive equipment to help persons with disabilities do their jobs. Free information packet available.

**Job and Family Services, Department of (formerly Dept. of Human Services):** [www.jfs.ohio.gov](http://www.jfs.ohio.gov). Ohio Department of Job and Family Services provides clients with information about all programs they administer such as Food Stamps, ADC, General Assistance, Disability Assistance, Medicaid, Title XX, etc.

**Legal Assistance:** P.A.T.R.I.O.T. Program (Pro Bono Attorney General's Assistance Targeted to help Reserve, Guard, and active duty personnel In Ohio Today) 1-866-444-3577 or [www.ag.state.oh.us/patriot\\_program/index.htm](http://www.ag.state.oh.us/patriot_program/index.htm). Free legal assistance is available for Ohio servicemen and servicewomen being called to active duty in the war on terrorism. They will provide volunteer lawyers from the Ohio Attorney General's Office to assist enlisted personnel and their families in exercising their rights under the Soldiers and Sailors Civil Relief Act.

**Legal Hotline for Persons with Disabilities:** 1-800-282-9181 or [www.olrs.ohio.gov/ASP/HomePage.asp](http://www.olrs.ohio.gov/ASP/HomePage.asp). Ohio Legal Rights Services accepts client reports and assists clients with problems concerning services. Clients served are those with disabilities such as mental retardation, learning disabilities, mental illness, neurological disorders and developmental disabilities.

**Legal Hotline (Pro Seniors Inc.):** 1-800-488-6070 or [www.proseniors.org](http://www.proseniors.org). Provides free legal services and long-term care help to Ohio residents age 60 and over regardless of location or income.

**Legislation:** 1-800-282-0253 or [www.lsc.state.oh.us/statusreport.html](http://www.lsc.state.oh.us/statusreport.html). Provides information on legislation currently pending in the Ohio General Assembly and on legislation passed during the current year.

**Liquor Control, Ohio Department of:** [www.liquorcontrol.ohio.gov/liquor.htm](http://www.liquorcontrol.ohio.gov/liquor.htm). Liquor control Hotline accepts reports of any liquor violations, including the sale of liquor to minors.

**Long-Term Care Ombudsman:** 1-800-282-1206 or [www.goldenbuckeye.com/ombudsman.html](http://www.goldenbuckeye.com/ombudsman.html). Ohio Department of Aging takes complaints and answers questions regarding patients' rights in Ohio's nursing homes. Also provides a "benefits eligibility" screening service for seniors.

**Lottery Commission:** 1-800-589-9966 or [www.ohiolottery.com/index.stm](http://www.ohiolottery.com/index.stm). Provides information and resources for Ohioans on problem gambling awareness and prevention. Can provide speakers to discuss dangerous gambling and offers free literature on help groups.

**Medicaid Patient Abuse Hotline:** 1-800-642-2873 or [www.ag.state.oh.us/sections/health\\_care\\_fraud](http://www.ag.state.oh.us/sections/health_care_fraud). State Attorney General takes complaints about suspected Medicaid patient abuse and neglect. They are responsible for investigating and prosecuting providers accused of fraudulent behavior towards Medicaid.

**Medicare:** 1-800-MEDICARE (633-4227) or [www.medicare.gov](http://www.medicare.gov). Learn more about Medicare's new prescription drug coverage and compare Medicare-approved drug discount cards from the Centers for Medicare and Medicaid Services.

**Medicare Information Service:** 1-800-282-0530 or [www.cms.hhs.gov/medicare](http://www.cms.hhs.gov/medicare). One of the largest Medicare contractors in the nation. Provides resources for consumers and benefactors and offers technical assistance twenty-four hours a day.

**Medicare Fraud Line:** 1-800-447-8477 or <http://oig.state.gov/hotline/>. A service offered by the United States Office of the Inspector General. Accepts complaints or reports of fraud against providers or contractors.

**Migrant Hotline:** 1-800-282-3525 or [www.jfs.ohio.gov/agriculture](http://www.jfs.ohio.gov/agriculture). Provides information on migrant laws and programs in Ohio. Takes complaints and inquiries from migrant workers and growers.

**Missing Children Hotline:** 1-800-325-5604 or [www.mcc.ag.state.oh.us](http://www.mcc.ag.state.oh.us). The Ohio Attorney General's Office provides information on missing children programs and procedures. Provides seminars for interested groups. See also AMBER Hotline.

**MR/DD Hotline:** 1-866-313-6733 or [www.odmrdd.state.oh.us](http://www.odmrdd.state.oh.us). The Ohio Department of Mental Retardation/ Developmental Disabilities accepts reports of problems involving care of Ohioans with mental retardation/development disabilities.

**NeedyMeds:** [www.needymeds.com](http://www.needymeds.com). Dr. Rich Sagall, M.D. and Libby Overly's extensive free guide to help folks find often elusive prescription drug assistance programs now offers educational materials and resources in addition to their interactive prescription assistance database.

**Nurse Aide Registry:** 1-800-582-5908. Keeps current records of professional nurses aides, whom are legally qualified to work in long-term settings. Also keeps account of findings of negligence, abuse, and misconduct against nurses aides.

**Occupational Safety and Health, Ohio Center for:** 1-800-533-7723 or [www.ohiobwc.com/employer/services](http://www.ohiobwc.com/employer/services). Bureau of Workers' Compensation provides free workshops, training sessions and safety films about workplace health and safety.

**Ohio Department of Insurance Rx Information:** [www.ohioinsurance.gov/prescriptiondrugs/](http://www.ohioinsurance.gov/prescriptiondrugs/). The Ohio Department of Insurance provides the latest information and answers frequently-asked questions about Medicare prescription drug coverage.

**Ohio Literacy Network:** 1-800-228-READ (7323) or [www.ohioliteracynetwork.org](http://www.ohioliteracynetwork.org). Specializes in adult learning to increase basic literacy skills. Offers free brochures for information and resources, with contacts for GED assistance and English as a Second Language (ESOL) tutoring.

**Ohio Office of Criminal Justice:** 1-888-448-4842 or [www.ocjs.state.oh.us](http://www.ocjs.state.oh.us). Serves as a protection agency for Ohioans and works to prevent and reduce crime in Ohio. Provides information and resources for domestic violence. Collects data on recent crime trends and provides local law enforcement agencies with information and assistance to help anticipate and guard against criminal activity in Ohio.

**Ohio Relay Service (Hearing and Speech Impairment Communication System):** 1-800-750-0750 or [www.puco.ohio.gov/PUCO/Consumer/information.cfm?doc\\_id=105](http://www.puco.ohio.gov/PUCO/Consumer/information.cfm?doc_id=105). Public service that allows text-telephone (TTY) users to communicate with regular telephone users through specially trained Communications Assistants.

**Ohio Travel and Tourism Information:** 1-800-282-5393 or [www.discoverohio.com](http://www.discoverohio.com). Provides information on special events and festivals in the state and reports on camping and winter skiing conditions. Provides free travel package.

**Organ Donation:** 1-800-528-2971 or [www.livingbank.org](http://www.livingbank.org). Promotes and coordinates the donation of human organs and tissues for transplantations.

**OSHIIP:** 1-800-686-1578 or [www.ohioinsurance.gov/ConsumServ/Oshiip/WhatisOSHIIP.htm](http://www.ohioinsurance.gov/ConsumServ/Oshiip/WhatisOSHIIP.htm). Ohio Senior Health Insurance Information Program provides free services and information to Ohioans of any age, covered by Medicare.

**OSHA On-Site Consultation Services:** 1-800-282-1425 or [www.com.state.oh.us/laws/default.htm](http://www.com.state.oh.us/laws/default.htm). Ohio Department of Industrial Relations helps employers maintain safe and sanitary working conditions for employees; assists employers in correcting problems in work places.

**Public Utilities Commission of Ohio:** 1-800-686-7826 or [www.puc.state.oh.us](http://www.puc.state.oh.us). Deals with questions, problems or complaints about public utilities and interstate transportation.

**Rehabilitation Services Commission:** 1-800-282-4536 or [www.state.oh.us/rsc](http://www.state.oh.us/rsc). RSC answers questions and makes referrals concerning services that aim for employment and independence of persons with disabilities.

**Rx For Ohio:** [www.rxforohio.org](http://www.rxforohio.org). A collaboration of organizations, including pharmaceutical companies, created this tool that allows Ohioans to find and apply for government, industry and privately-sponsored programs.

**Safety and Hygiene:** [www.ohioic.com/index.jsp](http://www.ohioic.com/index.jsp). Provided by the Ohio Industrial Commission for employees to report complaints about working conditions. Also provides research information on subjects concerning safety and hygiene.

**Sex Offender Information:** [www.ag.state.oh.us](http://www.ag.state.oh.us). The Ohio Attorney General's Office created this statewide database, eSORN or Electronic Sex Offender Registration and Notification, to effectively track sex offenders throughout Ohio. This database is linked to all 88 of Ohio's sheriff's offices and all 32 correctional facility records office operated by the Ohio Department of Rehabilitation and Correction. AG Regional Offices: Toledo \*419-245-2550; Cleveland \*216-787-3030; Cincinnati \*513-852-3497; Columbus \*614-466-4320.

**Social Security Administration:** 1-800-722-1213 or [www.ssa.gov](http://www.ssa.gov). Provides information and resources for services pertaining to Social Security.

**Student Loan Funding:** 1-877-477-7537 or [www.studentloanfunding.com/index.html](http://www.studentloanfunding.com/index.html). Provides information about loans, scholarships and grants available for higher education in Ohio. Answers inquiries about the status of loan, grant and scholarship applications.

**Talking Books:** 1-800-424-9100 or [www.winslo.state.oh.us/services/slotalk.html](http://www.winslo.state.oh.us/services/slotalk.html). Provides free recorded books, magazines and playback equipment to approximately 26,000 eligible blind, visually impaired, physically handicapped, and reading disabled Ohio residents.

**Tax Preparation:** 1-800-282-1780 or [www.tax.ohio.gov](http://www.tax.ohio.gov). Taxpayers needing information or assistance can contact assistance via the Ohio Department of Taxation web site. Forms can be ordered at 1-800-282-1782.

**Tax Refund Hotline (24 hour):** To receive the status of a tax refund you may call 1-800-282-1784 or [www.irs.gov](http://www.irs.gov).

**TEENLINE:** 1-877-419-SAFE (7233) or [www.teenlineonline.com](http://www.teenlineonline.com). Confidential/anonymous hotline for youth, parents or concerned persons, provides professional help, 24/7, for concerns of violence, alcohol, drug and/or sexual abuse, depression and any other teen risk issues, to secure a safe environment. Not only a crisis line, but a place to call when you need someone to listen.

**Transportation Safety Concern Hotline:** 1-800-686-8277 or [www.puco.ohio.gov](http://www.puco.ohio.gov). The Public Utilities Commission of Ohio takes complaints regarding unsafe trucks, buses or railroads and provides follow-ups.

**Veterans Administration:** 1-800-827-1000 or [www.va.gov](http://www.va.gov). Provides information and resources benefiting veterans and their families.

**Veteran's Hotline:** 1-800-253-4060 or [www.jfs.ohio.gov](http://www.jfs.ohio.gov). Ohio Job and Family Services (formerly the Bureau of Employment Services) answers inquiries about how veterans can access services (employment and other). Also takes complaints from veterans regarding local employment offices.

**Welfare Fraud Hotline:** 1-800-282-0370 or [www.auditor.state.oh.us](http://www.auditor.state.oh.us). Auditor of State accepts complaints of suspected fraud in public assistance programs (ADC, General Assistance, Disability Assistance, Medicaid and Food Stamps).

**Worker's Compensation:** 1-800-644-6292 or [www.ohiobwc.com](http://www.ohiobwc.com). Ohio Bureau of Worker's Compensation answers all questions regarding Worker's Compensation benefits in Ohio. To reach the Ombudsman Office at the BWC, dial 1-800-335-0996.

## DISEASE-SPECIFIC PHONE NUMBERS AND WEBSITES

**AIDS Hotline:** 1-800-332-2437 or [www.odh.state.oh.us](http://www.odh.state.oh.us). Ohio Department of Health answers questions about Acquired Immune Deficiency Syndrome (AIDS) and provides referrals to appropriate health care professionals. Also makes referrals for AIDS victims to non-health related services.

**Alzheimer's Helpline:** 1-800-272-3900 or [www.nwoalz.org/programs\\_and\\_services/helpline.htm](http://www.nwoalz.org/programs_and_services/helpline.htm). Provides a single point-of-entry to Alzheimer's services for all Ohio citizens. Links individuals to the Alzheimer's Association local chapter and to services nearest them.

**Blindness and Impaired Vision:** 1-800-424-8666 or [www.acb.org](http://www.acb.org). Nation's largest organization for the blind and visually impaired. Provides information and resources to improve the well-being of the blind and visually impaired.

**Cancer Information Service:** 1-800-422-6237 or [www.cancer.gov](http://www.cancer.gov). Provides accurate up-to-date information related to cancer and support networks. Free publications are available. Spanish-speaking staff members are available to answer questions and assist Spanish-speaking persons.

**Infectious Diseases:** 1-800-282-0546 or [www.odh.state.oh.us](http://www.odh.state.oh.us). Accepts reports of communicable disease outbreaks and provides information. For lead-paint dial 1-877-NOT-LEAD (668-5323). For rabies dial 1-888-722-4371.

**Drug Abuse:** 1-800-537-8098 or [www.milehighcouncil.com](http://www.milehighcouncil.com). Provides community service through outreach by actively preventing, intervening, and reducing the use and misuse of drugs and alcohol.

**Radon Licensing:** 1-800-523-4439 or [www.odh.state.oh.us](http://www.odh.state.oh.us). Protects the public from unnecessary exposure to radiation and provides information about radiation. Accepts calls and investigates reports of local radiation.

**V.D./Sexually Transmitted Disease Hotline:** 1-800-227-8922 or [www.ashastd.org](http://www.ashastd.org). Ohio Department of Health provides confidential, anonymous free consultations and free printed information concerning various sexually transmitted diseases – their symptoms, transmission and treatment. Makes referrals for diagnosis and treatment of sexually transmitted diseases.

*\* Denotes organizations with local numbers. These agencies do not have a toll-free number.  
(Information provided by Ohio United Way and verified by United Way 2-1-1)*