



Customer Connection Center
 112 E. Liberty Street, Cincinnati, Ohio 45202
 Phone (513) 241-1064 Fax (513) 357-4683
 Bernice Cooper, Vice President – Customer Connection Services
 Linda Lupp, Administrative Assistant

Associate Director- Bob Littmann - Customer Connection Center (513)357-4618

SOCIAL SERVICES DEPARTMENT – Lisa Snorton (513) 357-4815

- Clients receive **food, personal hygiene products and household items as available, every 30 days if needed**
- **Bus tokens and Police Checks available** for employment only – must be new employment
- Other assistance includes **Birth Certificates and IDs**, fan and heater distribution
- **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 a.m. **Limit once per year**
 - **Back on Track – (Tuesday, Thursday; 9am-11:30am, 1-2 pm) work related and emergency clothing and requires a referral from an employment or social services agency, available every 6 months**
- **REQUIREMENTS: Needed for each visit - must bring** photo IDs or VESTA card for all adults household members. Medical cards, Social Security 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 a 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 PROGRAM: Dan Anderson – Case Manager (513) 357-4632

HOUSING SEARCH & SERVICES – Lisa Snorton - (513) 357-4815

- **General Housing** – helps with emergency housing search / rental assistance when available
- **Housing Case Management**

HUD - SHELTER DIVERSION - Sarah Humphries (513) 357-4610 – Cherish Edwards (513) 357-4691

- **Must be at risk for homelessness and requires CAP Line referral (513) 381-7233 – (381-SAFE) and may be referred to another agency**

FOOD ROOM / FRONT BAY - Greg Deloach - Food Room Supervisor (513) 357-4616

- **Emergency food available** Monday – Friday; 8am-3:00pm/**service the first 300 people each day - may close earlier due to high demand**
- Food Room closed the 1st Friday of each month for inventory and cleaning
- **Donations accepted** in Front Bay Monday – Friday; 8am-5:00pm & Saturday; 10am-2pm

PROGRAM SERVICES – Ryan Luckie, Director of Program Services (513) 357-4633

BENEFITS ENROLLMENT, ENABLING, FOOD STAMPS, NAVIGATOR BENEFITS ACQUISITIONS, SSI

ENABLING OUTREACH SPECIALIST – Courtney Suter (513) 357-4653 & Katrina Powell (513) 357-4668

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

SNAP & CALL CENTER – (Food Stamps) – Kam McKenzie – Manager (513) 357-4620

Curtis Edwards (513) 357-4512

- Food Stamps and Medicaid Outreach

SSI: Diondra Hutchins (513) 357-4624 & Georgia Clark (513) 357-4619

Help for single homeless persons who are applying for Social Security Benefits ages 18 and older

- Clinical exams, housing assistance, job training, mental health and substance abuse care
- **REQUIREMENT: Homeless certificate for SSI Jobs HUD**

BENEFITS ACQUISITIONS - AFFORDABLE CARE ACT HEALTH INSURANCE

DeMarco Kidd (513) 357-4652, Erica Black, Sergio Mata (513) 357-4810, Zach Milligan (513) 357-4835, Rich Rone (513) 357-4832
 Enroll clients for Health Care Benefits

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

- Homeless Outreach – provides wrap around services for the homeless

DIRECT RENT/PAYEE DEPARTMENT – Tonya Jallow – Director of Financial Services

Linda Jones – Direct Rent Specialist (513) 357-4807 and Archie Johnson – Direct Rent Specialist (513) 357-4631

- Works with customers and landlords to ensure timely rent / bill payment
- Monthly customer group with speakers on financial literacy, tenant rights, employment and community resources

PAYEE DEPARTMENT: Hours 8:00 am until 3:00 pm – closes for lunch 11:30 am to 1:00 pm

- Services include **budgeting, banking, advocacy and crisis intervention**

Clients referred by Hamilton County Mental Health, DD, Health Care for the Homeless Program

Updated 7-14-2016 – Liberty Shared/Fact Sheets/Customer Connection Center

