



Customer Connection Center
112 E. Liberty Street, Cincinnati, Ohio 45202
Phone (513) 241-1064 Fax (513) 357-4683
Anne Pezel, Chief Operating Officer
Linda Lupp, Administrative Assistant
Hours Monday-Friday 8:00 am to 4:00 pm

Associate Director- Customer Connection Center Bob Littmann MSW, LISW-S (513) 357-4618

SOCIAL SERVICES - Lisa Snorton - Team Leader, BSW (513) 357-4815

- **Bus tokens and Police Checks available** for employment only – must be verified permanent or long term employment
- **Birth Certificates and IDs** –first three Wednesdays of the month or by appointment
- **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 pm) **work related and emergency clothing and requires a referral from an employment or social services agency, available every 6 months**
- **Fans-** for families with children under age 5; 2nd or 3rd trimester of pregnancy; over age 59 or documented illness that requires fan
- **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 PROGRAM: Dan Anderson, BSW Team Leader (513) 357-4632, Success Coach Samantha Nicks BSW (513) 357-4631, Success Coach Linda Jones (513)357-4807

- Case management & financial assistance services to support the self- sufficiency of families.

SHELTER DIVERSION - Sarah Humphries MSW. LSW, Team Lead (513) 357-4610 – Cherish Edwards BSW LSW Case Manager (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**
- Monthly customer group with speakers on financial literacy, tenant rights, employment and community resources

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

- **Emergency shelf stable food and fresh produce 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

BENEFITS ACQUISITION –AFFORDABLE CARE ACT HEALTH INSURANCE-ONE Program

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

- Enrolls clients facing homelessness for Health Care Benefits

ENABLING OUTREACH SPECIALIST – 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 & CALL CENTER – (Food Stamps) – 351-SNAP (7627)

Kam McKenzie – SNAP Program Manager (513) 357-4620

Call Center - Chloe Amitin - 357-4841, Octavia Ewing – 357-4844, Jared Leazer -357-4843, Deborah McGowen – 357-4842, Sergio Mata - 357-4810

- Food Stamps and Medicaid Outreach

COHIO SSI: Diondra Hutchins (513) 357-4624 & Arnita Miller (513) 357-4619

Help with SSI/SSDI application for disabled individuals who are experiencing homelessness who are ages 18 and older

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

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

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

DIRECT RENT Archie Johnson, Direct Rent Specialist 357-4664

Katrina Powell Direct Rent Specialist (513) 357-4668

- Works with landlords to ensure timely rent / bill payment and budgeting services to prevent eviction

Emergency Rent-Utility Assistance Information Line 357-4687

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

PAYEE DEPARTMENT – Tonya Jallow – Director of Financial Services

- 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 1-2-2018 Liberty Shared/Customer Connection Center/Facts Sheet

