2018 CATALOGUE OF LATINO
OUTREACH INITIATIVES (C.L.O.I)

A RESOURCE GUIDE FOR
STATE AGENCIES BILINGUAL
RESOURCES AND SERVICES
CATALOGUE OF LATINO OUTREACH INITIATIVES – “CLOI”:
Version 7

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Ohio Commission on Hispanic/Latino Affairs

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Ohio Commission on Hispanic/Latino Affairs

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Megan Honaker, Heidelberg University B.A. in International Relations and Spanish, AmeriCorps Vista, Organizations Development Coordinator

The Ohio Latino Affairs Commission is a state government agency with a statutory mandate to advise policy makers and elected officials on issues affecting Hispanic Ohioans, to connect the diverse Latino communities across the state, and to build the capacity of community organizations so they may better serve the fast-growing Latino population of Ohio.

This guide serves as a resource for the community to learn and utilize the services available to the Hispanic/Latino community in Ohio, as a directory to connect state government employees to bridge the divide between constituencies and government. Additionally, “CLOI” can be utilized by state agencies to foster better relationships within state government and provide more efficient and effective services.

Disclaimer:

The contents found in this document were written to the best of the author’s knowledge at the time of publication. All reasonable efforts were made to ensure that the information provided in this document is accurate.
For updates, corrections, and to include additional information on bilingual initiatives, services and resources, please email:

Lair.marin@ohio.gov

Or call 614-728-8344

Thank you!
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STATE GOVERNMENT AGENCIES

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C) DIVISIONS/OFFICES
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F) SERVICES IN DETAIL (if applicable)
**Mission**

BWC exists to protect injured workers and employers from loss as a result of workplace accidents, and to enhance the general health and well-being of Ohioans and the Ohio economy.

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<tr>
<td>- Sarah D. Morrison, Administrator/CEO - 614.466.5223</td>
</tr>
<tr>
<td>- Kevin Abrams, Chief Operating Officer - 614.728.2804</td>
</tr>
<tr>
<td>- Ron Suttles, Chief of Employer Services - 614.644.7832</td>
</tr>
<tr>
<td>- Megan Kish, Human Resources Liaison - 614.644.6045</td>
</tr>
<tr>
<td>- Elle DeCot, Legislation Liaison - 614.728.6197</td>
</tr>
<tr>
<td>- Freddie Johnson, Chief of Medical Services - 614.644.7687</td>
</tr>
<tr>
<td>- Bill Teets, Communications Liaison - 614.466.2609</td>
</tr>
<tr>
<td>- Barb Ingram, Fiscal &amp; Planning Officer - 614.466.6050</td>
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<th>Hispanic &amp; bilingual needs:</th>
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<td>- Melony Bryant, Minority &amp; Small Business Advocate - 614-995-5023</td>
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<td>- James Blazer, Regional Business Development Manager - 614.204.4705</td>
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<td>- Ellen Nasner, Education and Training Services</td>
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**English:** [bwc.ohio.gov](http://bwc.ohio.gov)

**Español:** [https://www.bwc.ohio.gov/home/contactus/EnEspanoldefault.asp](https://www.bwc.ohio.gov/home/contactus/EnEspanoldefault.asp)
DIVISIONS

Customer Contact
1.800.644.6292

- The customer contact center is open from 7:30 a.m. to 5:30 p.m. EST.

Human Resources
Toni Brokaw
Chief of Human Resources
614.466.6045

- Responsible for the training and professional development of BWC employees.

Medical Services
Freddie Johnson
Chief of Medical Services
614.644.7687

- Pharmacy benefits program- Covers outpatient medications related to work injury.
- Medication Prior Authorization programs- Ensures that injured workers only receive reimbursement for medications taken for a work-related injury or illness and have access to preferred drugs.

Communications
Bill Teets
Communications Director
614.466.2609

- Responsible for internal and external communications regarding BWC, including social media sites and media relations, customer correspondence, and employee communications.

Hispanic Outreach and Bilingual Services

- Electronic library of construction safety and health information presented in both English and Spanish
- New Employer Kit, written notice in Spanish
- Safety information in Spanish from the Occupational Safety & Health Administration’s web site
- Pamphlet for non-Spanish speakers working with Spanish-speakers
- First report of an injury is in Spanish
- OSHA ten hours for construction in Spanish

Manager
614.644.8459
L. Danyel Falcon, M.S., Employer Services Specialist
614.779.0284
The Department of Administrative Services exists to provide quality centralized services, specialized support, and innovative solutions to state agencies, boards and commissions as well as local governments and state universities.

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<tr>
<th>List of Services/Programs</th>
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<td>❖ Learning and Professional Development program</td>
<td>❖ Secure equal access to the state workforce</td>
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<tr>
<td>❖ Oversee state construction projects</td>
<td>❖ Lease and manage office space</td>
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<tr>
<td>❖ Process pay roll</td>
<td>❖ Variety of other services</td>
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<th>Key Contacts</th>
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<tr>
<td>❖ Robert Blair, Director- 614.466.6511</td>
<td>❖ Tom Hoyt, Dep. Dir. Of Communication-614.644.8953</td>
</tr>
<tr>
<td>❖ Marissa Walter, Human Resources Administrator- 614.466.2136</td>
<td>❖ Beverly Martin, Central Service Agency Administrator- 614.644.8837</td>
</tr>
<tr>
<td>❖ Paul Russell, Chief Legal Counsel- 614.902.4154</td>
<td>❖ Gregory Williams- Dep. Dir. Of the Affirmative Action/Equal Opportunity Unit 614.466-8380</td>
</tr>
<tr>
<td>❖ Jennifer Leymaster, Chief Financial Officer- 614.644.7340</td>
<td>❖ Bobbi Bell, Program</td>
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Hispanic Outreach and Bilingual Services

- **Minority Business Enterprise:** Encourages minority businesses in becoming certified. Latino businesses given great focus.
  - Site includes detailed information on program details and benefits. Apply through [Ohio Business Gateway](#).
- **EDGE Program** – Encouraging diversity, growth, and equity
- **Equal Employment Opportunity:** Visits workplaces to ensure fair and equal treatment of all employees.

**DIVISIONS**

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<th>Division</th>
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<td><strong>Equal Opportunity</strong></td>
<td>Supports minorities and socially disadvantaged citizens of Ohio. Supervises state agency actions regarding fair treatment and equal employment opportunities for state employees and applicants for state employment.</td>
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<tr>
<td><strong>General Services</strong></td>
<td>Performs services including procurement, fleet management, insurance, printing, mail services, real estate, asset and facilities management and security services.</td>
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<tr>
<td><strong>Human Resources</strong></td>
<td>Overall administration of Ohio’s human resources operations for state employees. Services include policy development, payroll and benefits administration, drug testing, recruiting, training and development. <strong>HR Customer Service:</strong> Call for questions regarding HR, benefits or payroll or hiring system, 8 a.m. to 5 p.m. weekdays</td>
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<td><strong>Office of Collective Bargaining</strong></td>
<td>Serves as the key representative of Ohio as an employer and negotiates all of Ohio’s labor contacts.</td>
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Office of Information Technology

Stu Davis
State CIO/Assistant Director
614.466.6446

- Delivers statewide information technology and telecommunication services to state government agencies, boards, and commissions, as well as policy and standards development, lifecycle investment planning and privacy and security management.
The mission of the Ohio Department of Agriculture is to protect Ohio citizens by ensuring the safety of the state’s food supply, to maintain the health of Ohio’s animals and plant life, and to create economic opportunities for Ohio’s farmers, food processors and agribusinesses.

### List of Services/Programs
- Apiary Program
- Auctioneers
- Ohio’s Historic Family Farms
- Educational Tours/Speakers
- Fairs
- Farmland Preservation
- Grain Warehouse, Feed & Seed
- Gypsy Moth Program
- Ohio Grape Industries
- Ohio PROUD Partnership
- Pesticide and Fertilizer
- Plant Health
- Ohio Applicator Forecast
- USDA Meat and Poultry Hotline 1.888.674.6854

### Divisions/Offices
- Administration Office
- Amusement Ride Safety
- Animal Health
- Apiary Program
- Business Management
- Communications
- Dairy Division
- Legal Office
- Meat Inspection
- Pesticide Regulation
- Plant Health
- Seed Program
- Human Resources
- Food Safety

### Key Contacts
- David T. Daniels, Director of Agriculture- 614.466.2732
- Traci Orahood, Human Resources Administrator- 614.466.5339
- Mark Bruce, Communication Director- 614.752.9817
- Cathy Dodson, Chief Financial Officer- 614.466.6754
- Dustin Calhoun, Chief Legal Counsel- 614.728.6204
- Steve Swayne, Chief Information Officer- 614.728.6233
- USDA Meat and Poultry Hotline 1.888.674.6854
Hispanic Outreach Services

- Cooking with Kids: The New Mexico organization has composed a hands-on elementary curriculum to teach children about eating fresh, affordable, and diverse foods. Bilingual (English & Spanish) food-based curriculum for sale.
- The toll-free USDA Meat and Poultry hotline is available in English and Spanish, from 10 a.m. to 4 p.m. on weekdays, 1.888.MPHotline (1.888.674.6854).
- Provides a PowerPoint on how to do business in Mexico.

DIVISIONS

**Administration**
David T. Daniels  
614.466.2732  
administration@agri.ohio.gov

- Policy oversight for all other divisions
- Communications, legal, financial, technological and personnel support

**Business Management**
614.466.3692  
business@agri.ohio.gov

- Coordinates ODA's budget, payroll, and billing services

**Communications**
Erica Pitchford Hawkins  
614.752.9817  
communications@agri.ohio.gov

- Provides information to the public and media through news releases
- Publishes the department’s annual report, brochures, and fact sheets
- Plans special events

**Dairy**
614.466.5550  
dairy@agri.ohio.gov

- Strives to assure Ohioans have a safe and wholesome supply of dairy products
- Performs continual lab tests on products to detect harmful levels of bacteria, antibiotics, and foreign substances among others

**Food Safety**
614.728.6250  
foodsafety@agri.ohio.gov

- Keeps an updated list of product recalls.
- Provides education on Food Safety, security alert, training programs, etc.
- Regulates over-the-counter drugs, retail foods, dietary supplements, cottage foods, and home bakeries

**Human Resources**
614.466.4595  
hr@agri.ohio.gov

- Recruits employees
- Administers labor relations policy and promotes professional development
- Oversees the Equal Employment Opportunity compliance

**Legal Office**
614.728.6430  
legal@agri.ohio.gov

- Works with department administrators to take appropriate legal actions against non-compliers with Ohio’s agricultural laws and regulations

**Meat Inspection**
614.728.6262  
meat@agri.ohio.gov

- Regulates 296 meat and poultry establishments statewide.
- Verify that each establishment produces safe, wholesome, and properly labeled products in a sanitary environment.
**Mission**

The mission of the Ohio Department of Mental Health and Addiction Services (OhioMHAS) is to provide statewide leadership of a high-quality mental health and addiction prevention, treatment and recovery system that is effective and valued by all Ohioans.

**List of Services/Programs**

- Driver Intervention
- Forensic Services
- Problem Gambling
- Drug-Free Safety Program
- Prison Recovery Services

List of all treatment programs

**List of all prevention programs**

**Divisions/Offices**

- Chief’s Office
- Fiscal Office
- Human Resources
- Forensic Services

**Cultural Competence**
**Patient Care System**
**Women’s Network**

**Key Contacts**

- Tracy J. Plouck, Director- 614.466.2596
- Mark Hurst, M.D., Medical Director- 614.466.6890
- Andrea Boxill, Director of the Governor’s Cabinet Opiate Action Team- 614.752.8359
- Karl Donenwirth, Deputy Director for Hospital Services- 614.466.4330
- Grace Kolliesuah, Bureau of Children and Families- 614.466.6386
- Michaela J. Peterson, Deputy Director for Legal and Regulatory Services- 614.466.8628

- Missy Craddock, Deputy Director for Public Affairs- 614.644.6791
- Jody Lynch, Deputy Director for Treatment and Recovery- 614.466.5908
- Dontavius Jarrels, Health Equity and Cultural Competency Policy & Program Lead- 614.387.7496
### Hispanic Outreach and Bilingual Services

- Urban Minority Alcoholism and Drug Abuse Outreach Program strives to prevent alcohol abuse among African and Hispanic Americans in Ohio
- Culturally Diverse Resources, in Spanish, Somali, ASL, and other languages (scroll to bottom of page)
- Outcomes Instruments, in Chinese, Spanish, Japanese, Russian, Korean, Vietnamese, and Somali
- National Suicide Prevention Lifeline in Spanish
- DACC Advisory Committee - Disparities and Cultural Competence advisory committee, comprised of staff and external community members
- Resource Bank - Articles and PowerPoints for Hispanic and Latino peoples.

### DIVISIONS

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<tr>
<td>1.877.275.6364</td>
<td>Consumers and families seeking information and referrals to mental health services and organizations state wide</td>
</tr>
<tr>
<td>1.888.636.4889 TTY</td>
<td>Serves as a single point of entry to OhioMHAS for complaints, grievances and appeals</td>
</tr>
<tr>
<td>614.466.7228 (local)</td>
<td></td>
</tr>
</tbody>
</table>

| National Suicide Prevention Lifeline 1.800.273.TALK (8255)-English 1.888.628.9454- Spanish | Call if you or someone you know is in crisis |

| National Trans Lifeline 1.877.565.8860 | Non-profit dedicated to the well being of transgender people. Call if you’re unsure of your gender identity or need help with self-harm. |

| Media Relations and e-Update Subscriptions Eric Wandersleben 614.728.5090 | Handles the MHAS relations with the media |
| Updates member subscriptions |

| Where to Get Help Click on this link | Find assistance you need/mental health providers near you by clicking on your county |

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Surendra Bir Adhikari, Mental Health Administrator & Health Disparities Lead 614.752.6462
The Ohio Development Services Agency exists to establish and implement Ohio’s new economic development strategy, while supporting business, individuals and communities in the state. This agency offers programs that help Ohio’s most vulnerable citizens, and remains committed to constant improvement while providing excellent customer service.

### List of Services/Programs
- Training and Technical Assistance programs
- Advanced Energy and Efficiency Programs
- Ohio Minority Business Bonding Program
- Ohio Minority Business Direct Loan Program
- Community and Economic Development Programs
- Ohio Capital Access Program
- Affordable Housing Programs
- Homelessness and Supportive Housing Program
- The Collateral Enhancement Program

### Divisions/Offices
- Ohio Minority Business Advisory Council
- Advanced Energy and Efficiency Office
- Governor’s Office of Appalachia
- Community Action Agencies
- Legal Office
- Legislative Services Office
- The Office of Research

### Key Contacts
- David Goodman, Director- 614.466.3379
- Jonathan Stock, Chief Legal Counsel- 614.728.3000
- Susan Boothe, Chief Human Resources Officer- 614.466.2072
- Daryl Hennessy, Business Services Division Chief- 614.466.3379
- Allen McConnell, Minority Business Development Division – 614.752.4833
- Sadicka White, Community Services Division Chief- 614.466.2285
Hispanic Outreach and Bilingual Services

- The website may be translated into Spanish.
- The website has a tab labeled “Minority” which outlines services provided for minority businesses in Ohio.
- The Ohio Minority Business Direct Loan Program is available for minority-owned businesses that are purchasing or improving fixed assets resulting in new jobs for Ohioans.
- Application for the Home Energy Assistance Program is available in Spanish.
- The Ohio Minority Business Development Financing Advisory Board (MDFAB) creates employment opportunities for the minority business community in Ohio.
- The Minority Business Assistance Centers provide a wide range of development services to new and existing business owners in Ohio.
- The Ohio Minority Business Advisory Council (OMBAC) exists to assist the Directors of this department in matters regarding Ohio’s minority business community.
- The Civil Rights and Fair Housing program strives to ensure nondiscrimination and equal opportunity statutes and regulations in the state of Ohio.

DIVISIONS

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<th>DIVISIONS</th>
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| Minority Business Assistance Center 614.252.8005 | - Provides business development services to new and existing owners.  
- Staffed with certified business counselors to provide entrepreneurs with loan and bond packaging services, management, technical, financial and contract assistance. |
| Minority Business Development Division 614.752.4833 | - Helps create a business environment in Ohio sensitive to the particular needs of minority business enterprises.  
- Assists in growth and development of minority business enterprises. |
| Business Services Division 614.466.2711 | - Provides resources to assist businesses as they grow.  
- Works with JobsOhio to offer comprehensive packages of financial and technical assistance resources. |
| Operations Division 614.466.4484 | - Promotes programs and services of the ODOD.  
- Writes press releases on the state’s development efforts. |
| Community Services Division 614.466.2285 | - Assists the community in efforts to build stronger and healthier community  
- Partners with local governments and nonprofit organizations  
- Provides technical and financial assistance |
## Mission

The mission of the Ohio Department of Education is to raise students’ expectations, build educators’ and families’ capacity, and improve Ohio schools’ results.

## List of Services/Programs

- Apply for/renew a teaching license
- Find a teaching job
- Find test materials
- Find information for students with disabilities
- Learn about Career Technical Education
- Prepare for preschool and kindergarten
- Obtain a GED
- Compare Ohio schools and report cards
- Data
- Every Student Succeeds Act (ESSA)

## Divisions/Offices

- Administrator Office
- Teacher Resources
- Community Resources
- Parent Resources

## Key Contacts

- Paolo DeMaria, Superintendent of Public Instruction- 877.644.6338
- Brittany Halpin, Associate Director for Media Relations- 614.466.3277
- Raul Soto PhD, Associate Director, Office of Career-Technical Education 614.644.6822
- Daniel Badea, Associate Dir. Of Curriculum and Assessment- 614.387.2189
- Cedar Well, Human Resources- 614.728.8029

## Hispanic Outreach and Bilingual Services

- School districts provide communications for parents who speak different languages.
- Carl D. Perkins Act-2006 requires that all students including special populations (i.e. Latino students) will have access to career-technical education programs and services at secondary and post-secondary levels.
- Continuous collaboration with the Ohio Commission on Hispanic/Latino Affairs by supporting education campaigns aimed at better informing the Latino community about programs and services.
- Federal Programs Office administers the Title I Part-C migrant education grant. These funds are sub-granted/allocated to school districts that operate summer school programs for migrant children.
- As part of Title III of No Child Left Behind Act, Ohio received $7,684,932 to support the education of LEP and immigrant students for the 2007-2008 school year.
- Although no multilingual hotline, customer service can redirect calls to bilingual staff member when there is a need to communicate in Spanish.
- Several documents and forms translated into Spanish.
- Bilingual forms of printed tests in Spanish
- Una guía sobre los derechos de los padres en educación especial
- Spanish versions of handouts detailing graduation information for the class of 2018, 2019+, and the Senior only program.
- Ohio Seal of Biliteracy: This award recognizes graduating seniors who can demonstrate high levels of proficiency in English and at least one other language.
**Mission**

ODH’s mission is to protect and improve the health of all Ohioans by preventing disease, promoting good health and assuring access to quality care.

**List of Services/Programs**

- Abstinence Education
- Alcohol/Drug Testing
- Child and Family Health Services
- Dental Care and Health Services
- Environmental Health
- HIV/AIDS
- Public Health Nursing
- Tobacco Use
- Hospice
- Genetic Services
  - Click here for a complete list

**Divisions/Offices**

- Division of Family and Community Health Services
- Quality Assurance
- Division of Prevention and Health Promotion
- The Office of Management Information Systems
- Employee Services
- Financial Affairs
- Performance Improvement
- Government Affairs
- Public Affairs
- The Office of Local Health Department Support
- The Office of General Counsel

**Key Contacts**

- Lance Himes, Director-614.466.2253
- Arlene Kleiman, Recruitment Manager-614.644.0743
- Complaints for Nursing Homes- 800.342.0553
- Rusty Kennedy, Head of Communications-614.995.7973
- Sandra Aguilar Scott, WIC Vendor Specialist 614.644.9706
### Hispanic Outreach and Bilingual Services
- **Education Materials for the Public**, including Oral Health Fact Sheets, Early Childhood Caries (Baby Bottle Tooth Decay) Educational Materials, and other sources available in English and Spanish
- **Ohio Health Start Guidelines 2013** in Spanish
- **Women, Infants & Children** (WIC), a Special Supplemental Nutrition Program that helps eligible pregnant and breastfeeding women, infants and children up to 5 years. Available in English, Spanish and Somali
- **Primary Care and Rural Health Programs**, funds agencies that serve the uninsured and underserved minorities in Ohio, including many Latinos.
- Recruitment initiatives to hire Hispanic/Latin employees carried out by Arlene Kleiman, 614.644.0743
- The U.S. Department of Health has designated April as **National Minority Health Month**. ODH works to raise awareness and advance health equity activities because racial and ethnic minorities experience the worst health outcomes.

### DIVISIONS

#### Immunization
800.282.0546
- Reduces and eliminates vaccine-preventable diseases in Ohio’s children, adolescents and adults
- Seeks to prevent 17 vaccine-preventable diseases with currently available vaccines

#### Office of Public Affairs
614.644.8562
- Assists media personnel in scheduling interviews, gathering data and fulfilling records requests
- Online Data Warehouse informing the public of the most frequently requested statistics

#### Ohio AIDS/HIV Hotline
800.332.AIDS (2437)
- Anonymous and free statewide hotline answers questions about HIV, STDs, hepatitis and TB.
- Hotline operators provide callers with information on several topics, including transmission, prevention methods, and referrals for testing and HIV care.

#### WIC Program
614.644.8006
- Supplemental nutrition program for women, infants and children up to five years who are at health risk due to inadequate nutrition
- Provides nutrition educations, breastfeeding education and support, supplemental and highly nutritious foods such as cereal, eggs, milk, whole grains, fruits and vegetables

#### Bureau of Public Health Preparedness
614.644.6133
- Assure an effective statewide health response through planning and collaboration
- Emergencies are addressed 24 hours/day at local health departments.

#### Bureau of Environmental Health
614.466.1390
- Hopes to lessen the amount of Ohioan’s who suffer from environmental health issues

#### Bureau of Health Promotion
614.466.2144
- Contributes to the mission of the Ohio Department of Heath by carrying out the prevention of disease and promotion of health
The Ohio Department of Job and Family Services is responsible for developing and supervising the state’s public assistance, workforce development, unemployment insurance, child and adult protective services, adoption, child care, and child support programs. The agency’s mission is to improve the well-being of Ohio’s workforce and families by promoting economic self-sufficiency and ensuring the safety of Ohio’s most vulnerable citizens.

### List of Services/Programs

- Adult Protective Services
- Cash Assistance
- Child Care
- Child Protective Services
- Child Support
- Food Assistance
- Foster Care & Adoption
- Job training
- Language Services
- Unemployment Insurance

### Divisions/Offices

- Child Care
- Child Support
- Communications
- County Agencies
- Family Assistance
- Families and Children
- Fiscal and Monitoring Services
- Legal & Acquisition Services
- Workforce Development
- Unemployment Insurance

### Key Contacts

- Cynthia C. Dungey, Director 614.466.6283
- Jon Keeling, Communications 614.466.6650
- Tiffany J. Richardson, Employee and Business Services 614.466.2455
- Jorge Irizarry, Civil Rights 614.995.7769
- Carolina Silva, Diversity and Inclusion 614.728.2832
- Ohio Migrant Hotline 1.800.282.3525
- Ronnie L. Marquéz-Posey, Foreign Labor Program Administrator 614.466.9636
- Maria Goeser, State Monitor Advocate, Ohio Farm Worker Program 614.466.0775

### Hispanic Outreach and Bilingual Services

- In compliance with Title VI of the federal Civil Rights Act, ODJFS ensures that all customers with limited English proficiency have full access to services and benefits. Near-instant interpretation services are available to customers in more than 110 languages.
- The Bureau of Civil Rights ([Link in Spanish](#)) ensures through education, monitoring and enforcement that all customers receive equal rights and benefits. It also provides training and technical assistance to county agencies working with Ohio’s Latino and minority communities.
- The Ohio Farm Worker Program provides information for migrant and seasonal farm workers and employs bilingual staff to communicate with customers.
- A Discrimination Complaint Form is available in English, Spanish, Arabic, Russian and Somali.
- A Workforce Innovation and Opportunity Act Complaint Procedure Brochure is available in English, Spanish, Arabic, Russian, Somali and Chinese.
- How to file a complaint/ Como hacer una Queja / Demanda por Discriminación
- Formulario de Queja/Demanda por Discriminación
- Refugee Cash Assistance – Refugees can apply for various services such as English language training, child care, job placement, and more.

<table>
<thead>
<tr>
<th>Divisions</th>
<th>Services Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Child Support</strong></td>
<td>Paternity Establishment</td>
</tr>
<tr>
<td>1.800.686.1556</td>
<td>Support Order Establishment</td>
</tr>
<tr>
<td></td>
<td>Support Order Enforcement</td>
</tr>
<tr>
<td></td>
<td>Changes to Child Support Orders</td>
</tr>
<tr>
<td><strong>Communications</strong></td>
<td>Pamphlets, brochures, videos, online information and other materials to inform</td>
</tr>
<tr>
<td>614.466.6650</td>
<td>the public about ODJFS programs and services.</td>
</tr>
<tr>
<td><strong>Families and Children</strong></td>
<td>Child and Adult Protective Services</td>
</tr>
<tr>
<td>614.466.1213</td>
<td>Foster Care and Adoption from Foster Care</td>
</tr>
<tr>
<td></td>
<td>Child Abuse and Neglect Prevention Programming</td>
</tr>
<tr>
<td><strong>Family Assistance</strong></td>
<td>Child Care</td>
</tr>
<tr>
<td>866.244.0071</td>
<td>Ohio Works First Cash Assistance</td>
</tr>
<tr>
<td></td>
<td>Prevention, Retention and Contingency Programs</td>
</tr>
<tr>
<td></td>
<td>Food Assistance Programs</td>
</tr>
<tr>
<td></td>
<td>Fatherhood Programs</td>
</tr>
<tr>
<td></td>
<td>Refugee Cash and Medical Assistance</td>
</tr>
<tr>
<td></td>
<td>Disability Financial Assistance</td>
</tr>
<tr>
<td><strong>Unemployment Insurance</strong></td>
<td>Short-term benefits for eligible unemployed workers who lose their jobs through</td>
</tr>
<tr>
<td>1.877.644.6562</td>
<td>no fault of their own</td>
</tr>
<tr>
<td></td>
<td>Help finding a job, filing an unemployment claim</td>
</tr>
</tbody>
</table>
Workforce Development
1.888.296.7541

- Job training, skill upgrades and other employment services at the state’s OhioMeansJobs centers for Ohioans looking for work and employers seeking workers
- OhioMeansJobs.com, the online career and employment center for individuals and employers
- Veterans’ Workforce Services
- Registered Apprenticeship Programs
- Federal Trade Programs for workers who become unemployed because of increased imports from, or shifts in work to, foreign countries
- Foreign Labor Certification and the Ohio Farm Worker Program
- Rapid Response Services for laid-off workers
- Labor Market Information
# DEPARTMENT OF DEVELOPMENTAL DISABILITIES

**ph #:** 1.800.617.6733

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## Mission

The mission of DODD in continuous improvement of the quality of life for Ohio's citizens with developmental disabilities and their families. Our vision is that Ohio's citizens with developmental disabilities and their families will experience lifestyles that provide opportunities for personal security, physical and emotional well-being, full community participation, productivity, and equal right.

## List of Services/Programs

- Adult Day and Employment Services
- Major Unusual Incidents
- Medication Administration
- Incident Tracking System and Training
- Nursing Continuing Education
- Health and Welfare Alerts
- Medicaid Information
- Residential Services
- Become a Provider

## Divisions/Offices

- Director’s Office
- Residential Resources
- Fiscal Administration
- Human Resources
- Information Technology Services
- Legal & Oversight
- Medicaid Development and Administration
- Legislative Affairs and Communications
- Policy & Strategic Direction

## Key Contacts

- John Martin, Director- 614.466.0129
- Ginnie Whisman, Dep. Dir. Of Residential Resources- 614.644.6319
- Kim Mowry, Dep. Dir. Fiscal Admin.- 614.387.3292
- Antoinette Wallace, Dep. Dir. Human Resources- 614.466.3139
- Michelle Burk, Dep. Dir. IT Services- 614.466.2201
- Bradley Singer, Dep. Dir. Legal and Oversight- 614.466.5216
- Lori Horvath, Dep. Dir. Medicaid Development & Admin- 614.387.0375
The Positive Culture Initiative (PCI) supports all people within Ohio while focusing on creating healthy relationships; here is a PowerPoint that also explains the program.

April is Minority Health Month, which raises awareness about health issues affecting racial and ethnic minorities.

A Spanish translation of the Declaration of Rights of Persons with Developmental Disabilities

<table>
<thead>
<tr>
<th>DIVISIONS</th>
<th>SERVICE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Abuse &amp; Neglect</td>
<td>Call to report abuse, neglect and theft occurring to an individual with a development disability</td>
</tr>
<tr>
<td>866.313.6733</td>
<td></td>
</tr>
<tr>
<td>Report Fraud</td>
<td>Call to report fraud being committed by a provider</td>
</tr>
<tr>
<td>614.466.6670</td>
<td></td>
</tr>
<tr>
<td>Columbus Developmental Center</td>
<td>Serves 107 people who live in different homes in a campus setting</td>
</tr>
<tr>
<td>Robert Capaldi</td>
<td>Majority of people are diagnosed with severe and profound challenges</td>
</tr>
<tr>
<td>Superintendent</td>
<td>Center provides support with daily living, health care and social skills development</td>
</tr>
<tr>
<td>614.272.3098</td>
<td></td>
</tr>
<tr>
<td>Major Unusual Incident and Registry Unit</td>
<td>Takes immediate actions following reported Major Unusual Incidents, protecting the individual from further harm and determining the cause of the incident</td>
</tr>
<tr>
<td>866.313.6733</td>
<td></td>
</tr>
</tbody>
</table>
### DEPARTMENT OF NATURAL RESOURCES

**ph #: 614.265.6565**

http://ohiodnr.gov/

2045 Morse Road
Columbus, Ohio
43229

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#### Mission

The Department of Natural Resources serves to ensure a balance between the wise use and protection of our natural resources for the benefit of all.

#### List of Services/Programs

Over 100 programs covering topics such as:

- **Business/Industry**
- **Education/Outdoor Skills**
- **Fire Management and Protection**
- **Safety**
- **Technical Assistance**
- **Grants**

- **Management**
- **Mining and drilling**
- **Protection and preservation**
- **Recreational**
- **Reforestation**
- **Research**
- **Volunteer**

#### Divisions/Offices

- **Director’s Office**
- **Communications**
- **Engineering**
- **Human Resources**

- **Information Technology**
- **Law Enforcement**
- **Coastal Management**
- **Wildlife**

#### Key Contacts

- **James Zehringer, Director**- 614.265.6879
- **Kim Adkins, ODNR-OCSEA Labor Management Committee Co-Chair**- 614.265.6918
- **Kandie Carson, ODNR-FOP Labor Management Committee**- 614.265.6918

- **Toby Wagner, Law Enforcement Chief**- 614.265.6817
- **Josiah Wade, Office of Communications**- 614.265.6809

#### Hispanic Outreach and Bilingual Services

- No specific outreach initiatives at this time.

#### DIVISIONS

<table>
<thead>
<tr>
<th><strong>SERVICE DETAILS</strong></th>
</tr>
</thead>
</table>
| **Wildlife**
1.800.WILDLIFE |
| Manages hunting, trapping, and fishing regulations and activity in Ohio |

| **Ohio State Parks**
1.866.OHIOPARKS |
<p>| Manages Ohio parks’ overnight stays, hiking, and other activities including golf and swimming |
| Manages Ohio’s Adopt-A-Trail program |
| Takes care of Canal Lands |</p>
<table>
<thead>
<tr>
<th><strong>Watercraft</strong></th>
<th>1.877.4BOATER</th>
</tr>
</thead>
<tbody>
<tr>
<td>❖ Boat registration</td>
<td></td>
</tr>
<tr>
<td>❖ Education and safety regarding boating</td>
<td></td>
</tr>
<tr>
<td>❖ Provides information on boating laws and required safety equipment</td>
<td></td>
</tr>
<tr>
<td><strong>Forestry</strong></td>
<td>1.877.247.8733</td>
</tr>
<tr>
<td>❖ Provides forest maps and index of Ohio trees</td>
<td></td>
</tr>
<tr>
<td>❖ Promotes sustainable use and protection of Ohio’s private and public forest lands</td>
<td></td>
</tr>
</tbody>
</table>
### Mission

The Ohio Department of Public Safety serves to save lives, reduce injuries and economic loss, administer motor vehicle laws, and preserve the safety and well-being of all Ohioans with the most cost-effective and service-oriented methods available.

### List of Services/Programs

<table>
<thead>
<tr>
<th>Bureau of Motor Vehicles:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Registration</td>
</tr>
<tr>
<td>Organ &amp; Tissue Donor</td>
</tr>
<tr>
<td>Driving Test</td>
</tr>
<tr>
<td>Emergency Management Agency</td>
</tr>
<tr>
<td>Training Sessions</td>
</tr>
<tr>
<td>EMA Kids</td>
</tr>
<tr>
<td>Emergency Medical Services</td>
</tr>
<tr>
<td>Trauma System</td>
</tr>
<tr>
<td>Acute Care Registry</td>
</tr>
<tr>
<td>EMS Incident Report</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Investigative Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliment/Complaint form</td>
</tr>
<tr>
<td>Sober Truth Request</td>
</tr>
<tr>
<td>Statistical Reports</td>
</tr>
<tr>
<td>Ohio Traffic Safety Office</td>
</tr>
<tr>
<td>Child Passenger Safety</td>
</tr>
<tr>
<td>Motorcycle Ohio</td>
</tr>
<tr>
<td>Driver Training Materials/List of Schools</td>
</tr>
</tbody>
</table>

### Divisions/Offices

- Bureau of Motor Vehicles
- Emergency Management Agency
- Emergency Medical Services
- Homeland Security

- Investigative Unit
- Office of Criminal Justice Services
- Ohio State Highway Patrol
- Ohio Traffic Safety Office

### Key Contacts

- **John Born, Director** - 614.466.3383
- **Kristen Castle, Communications Director** - 614.728.4623
- **Lindsey Bohrer, Bureau of Motor Vehicle** - 614.752.6585

- **China Dodley, Office of Criminal Justice Services & Emergency Medical Services** - 614.466.2551
- **Julie Hinds, Ohio Investigative Unit** - 614.752.2401
<table>
<thead>
<tr>
<th>Hispanic Outreach and Bilingual Services</th>
<th><strong>Jay Carey,</strong> Emergency Management Agency- 614.799.3695</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hispanic Outreach and Bilingual Services</strong></td>
<td><strong>ODPS Kids’ Website</strong> info in Spanish and English</td>
</tr>
<tr>
<td></td>
<td>Various materials regarding vehicle occupant safety and driving available in English and Spanish</td>
</tr>
<tr>
<td></td>
<td><strong>Talk, Listen, Connect: Helping Families During Military Deployment</strong> includes bilingual materials for children and adults</td>
</tr>
<tr>
<td></td>
<td><strong>Pamphlet</strong> explaining what it takes to become a part of Volunteers in Police Service</td>
</tr>
<tr>
<td></td>
<td><strong>Business Procurement Guide</strong> for Minority Business</td>
</tr>
<tr>
<td></td>
<td><strong>Domestic Violence Flyer, Teens and Dating Violence Card</strong> (in Spanish)</td>
</tr>
<tr>
<td></td>
<td>¿Que es una Enfermedad Mental? (En Español)</td>
</tr>
<tr>
<td></td>
<td>Trafico de Humanos</td>
</tr>
<tr>
<td></td>
<td>A list of translated documents in English, Spanish, and Somali</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DIVISIONS</th>
<th>SERVICE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bureau of Motor Vehicles</strong>&lt;br&gt;614.752.7600</td>
<td><strong>Oversees driver and motor vehicle licensing and registration.</strong></td>
</tr>
</tbody>
</table>
| **Emergency Management Agency**<br>614.889.7150 | **Disaster response and recovery.**  
**Education, training, planning, preparedness, improving communication across the state.** |
| **Emergency Medical Services**<br>800.233.0785 | **Oversees training and certification of emergency medical technicians and firefighters.** |
| **Criminal Justice Services**<br>614.466.7782 | **Identifies justice issues**  
**Evaluates programs**  
**Develops technology, training, and products for criminal justice professionals and communities.** |
| **Ohio Homeland Security**<br>614.387.6171 | **Oversees licensing and regulation of private investigators and security guards** |
| **State Highway Patrol**<br>#677 | **Offers state-wide emergency response services.**  
**Investigates criminal activities on state-owned property**  
**Provides security to the governor and other public figures.** |
**Mission**

The Ohio Department of Rehabilitation and Correction serves to reduce crime in Ohio.

**List of Services/Programs**

- Reentry
- Education
- Offender Workforce Development
- Citizen Circles
- Intensive Program Prisons
- Community Service
- Victim Services
- Ohio Risk Assessment System

**Divisions/Offices**

- Legal Services
- Office of Correctional Healthcare
- Parole and Community Service
- Human Resources
- Legislative
- Communication
- Administration
- Office of Offender Reentry
- Office of the Chief Inspector

**Key Contacts**

- Gary C. Mohr, Director - 614.752.1153
- Stephen C. Gray, Legal Services - 614.752.1765
- Joellen Smith, Communications Chief - 614.752.1150
- David Bobby, Office of Prisons Director - 614.752.1736
- Andrew Albright, Bureau of Operational Compliance - 614.752.1708
- Scott Neely, Legislative Liaison - 614.752.1150
- Cynthia Mausser, Dep. Dir. Of Parole and Community Services - 614.752.1235

**Hispanic Outreach and Bilingual Services**

**Outreach Programs:**

- The Hispanic/Latino Committee in Ohio hopes to enforce a positive environment for the Hispanic/Latino inmate population and correctional staff (See link)
- **VINE**, the Victim Information and Notification Everyday hotline is available in English and Spanish
- Victim Conference Day [brochure] in Spanish
<table>
<thead>
<tr>
<th>DIVISIONS</th>
<th>SERVICE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal Services 614.752.1765</td>
<td>✤ Manages legal concerns for the Department</td>
</tr>
<tr>
<td>Office of Correctional Healthcare 614.752.1697</td>
<td>✤ Offers medical services, mental health services, and recovery services</td>
</tr>
<tr>
<td>Human Resources 614.752.1140</td>
<td>✤ Responsible for recruitment, assessment, hiring, and training of corrections professionals.</td>
</tr>
<tr>
<td>Parole and Community Services 614.752.1235</td>
<td>✤ Strives to protect Ohioans by providing supervision of adult offenders  &lt;br&gt; ✤ Works with local criminal justice officials and community and state agencies to provide safe community service sanctions for adult offenders</td>
</tr>
<tr>
<td>Mission</td>
<td>The Ohio Department of Taxation exists to provide quality service to Ohio taxpayers by helping them with their tax responsibilities and enforcing the tax law.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>List of Services/Programs</td>
<td>File taxes online  Pay online  Check refund status  Student Tax Education Program  Forms  Local Tax Information  Tax Professional Assistance  Revenue Accounting  Real Property Tax</td>
</tr>
<tr>
<td>Divisions/Offices</td>
<td>Taxpayer Services Division  Tax Commissioner’s Office  Human Resources  Bankruptcy Division  Budget and Fiscal  Business Tax Division  Communication</td>
</tr>
<tr>
<td>Key Contacts</td>
<td>Brenda McDonald, Administrator-614.466.8145  Joseph Testa, Tax Commissioner-614.466.2166  Steven Gray, Exec. Admin. Human Resources-614.466.3020  Sandra Cataline, Fiscal Officer-614.466.8067  Gary Gudmundson, Communication s Director-614.466.0099  Rebecca Daum, Admin. Bankruptcy Division-614.752.6864</td>
</tr>
</tbody>
</table>
### Hispanic Outreach and Bilingual Services

- At the beginning of 2008, Ohio unveiled Spanish versions of IT 1040 and IT 1040EZ forms.
- Although no bilingual hotline is available, at the beginning of 2008 Ohio Department of Taxation retained the services of Language Line Services of California, to help in cases when a non-English speaker calls one of the hotlines:
  - Individual Taxpayer Assistance- 800.282.1780
  - Business Taxpayer Assistance- 888.405.4039
  - Income Tax Refund Hotline- 800.282.1784
  - Tax Professional Hotline- 614.728.1055
- **Income Tax Brochure 2010** (in Spanish)

<table>
<thead>
<tr>
<th>DIVISIONS</th>
<th>SERVICE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Taxpayer Services</td>
<td>Provides instructions on how to file taxes, pay online, etc.</td>
</tr>
<tr>
<td>800.282.1780</td>
<td></td>
</tr>
<tr>
<td>General Business Services</td>
<td>Provides information on how to open and close a business, file an appeal, pay online and file taxes.</td>
</tr>
<tr>
<td>800.405.4039</td>
<td></td>
</tr>
<tr>
<td>Tax Professional Hotline</td>
<td>Offers assistance for tax professionals.</td>
</tr>
<tr>
<td>614.728.1055</td>
<td></td>
</tr>
</tbody>
</table>
Mission

To provide easy movement of people and goods from place to place, we will . . .

1. Take care of what we have.
2. Make our system work better.
3. Improve safety.
4. Enhance capacity.

List of Services/Programs

- Adopt-A-Highway
- Ohio’s Scenic Byways
- Equipment Auctions and Sales
- Ohio Tourism
- Ice and Snow-Winter Weather Information
- National Traffic and Road Closure Information
- Ohio Turnpike

Divisions/Offices

- Legal Counsel & Equal Opportunity
- Communications
- Construction Management
- Human Resources
- Information Technology
- Legislative Affairs
- Finance
- Jobs & Commerce

Key Contacts

- Jerry Wray, Director- 614.466.2335
- Patrick J. Piccininni, Chief Legal Counsel-614.466.3664
- Kim Watson, Office of Equal Opportunity Administrator- 614.728.9245
- Brian Brown, Dep. Dir. of Human Resources-614.466.8992
- Erica Hawkins, Dep. Dir. Of
### Hispanic Outreach and Bilingual Services

- Outreach efforts encompass women and minorities, including Hispanics and those with disabilities.
- Human resources professionals across the state attend career fairs hosted by these organizations, speak to members about ODOT and opportunities with ODOT, and send ODOT job postings to these organizations.
- **Spanish Language Aid for Incident Response** (in Spanish)
- **Igualdad de Oportunidad en el Empleo es La Ley form**

### DIVISIONS

<table>
<thead>
<tr>
<th>Division</th>
<th>Service Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division of Engineering</td>
<td>Provides quality specialized engineering, assistance and support for various projects in Ohio.</td>
</tr>
</tbody>
</table>
| Construction Management | Provides support and guidance for administration and construction of Ohio infrastructure.  
Strives to ensure a safe and comfortable ride to the public in Ohio, while minimizing construction and traffic delay. |
| Human Resources | Manages hiring and training processes for Ohio Department of Transportation. |
**Mission**

Provide opportunities and resources for our veteran community through advocacy, collaboration and partnerships.

**List of Services/Programs**

- Veterans Education
- Veterans Homes
- Veterans Hall of Fame
- Veterans Benefits
- Legislative Services
- Veterans Bonus
- Jobs
- Veterans Workforce Team

**Divisions/Offices**

- Legislative Office
- State Approving Agency
- Veterans Homes
- Hall of Fame
- Troops to Teachers

**Key Contacts**

- Mark Cappone, Asst. Director- 614.728.1084
- Karen Kish, Hall of Fame Director- 614.752.8941
- Andrea Klausing, Superintendent of Veterans Homes- 567.998.3916
- Robert Breeckner, Dep. Dir. Veterans Educational Programs Office- 614.995.5915
- Eileen Corson, Media Relations- 614.728.0235
- Ohio Veterans Benefits- 1.877.644.6838

**Hispanic Outreach and Bilingual Services**

- Hispanic/Latino veterans are encouraged to take advantage of all available services.
- The Ohio Latino Affairs Commission honors Latino veterans at the annual Distinguished Hispanic Ohioan Gala with the Latino Military Service of Distinction Award

**DIVISIONS**

<table>
<thead>
<tr>
<th>Veterans Education</th>
<th>614.995.5915</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SERVICE DETAILS</strong></td>
<td></td>
</tr>
<tr>
<td>The State Approving Agency reviews, audits, evaluates, approves and oversees schools and training facilities to ensure quality standards</td>
<td></td>
</tr>
<tr>
<td>The Troops-To-Teachers program helps recruit quality teachers to serve students in high-risk areas</td>
<td></td>
</tr>
</tbody>
</table>
| **Veterans Homes**  
| 419.625.2454x1200 | ✗ Strives to provide a safe home environment for Ohio veterans |
| **Veterans Hall of Fame**  
| 614.752.8941 | ✗ Hopes to accurately recognize Ohio veterans for their contributions to society |
### Mission

The mission of the Ohio Department of Youth Services is to improve Ohio's future by habilitating youth and empowering families and communities. The vision of the agency is a safer Ohio: one youth, one family and one community at a time.

### List of Services/Programs

- Victim Services
- Prison Rape Elimination
- Courts and Community Services
- Family Services
- Juvenile Detention Alternatives Initiative
- Detention Alternatives
- Reentry Services
- Volunteer opportunities
- Disproportionate Minority Contact
- RECLAIM Ohio
- Federally Funded Programs

### Divisions/Offices

- Central Office
- Facility Programs and Operations
- Legal Services
- Human Resources
- Office of Quality Assurance & Improvement
- Legislative Affairs
- Office of Communications
- Release, Parole and Integrated Reentry Services

### Key Contacts

- Harvey J. Reed, Director - 614.466-8783
- Monica Kelson, Chief Inspector - 614.466.3576
- Michael Williams, Chief Legal Counsel - 614.728.6968
- Kyle Petty, Legislative Liaison - 614.466.8657
- Julie D. Walburn, Assistant Director - 614.752.7620
- Edward Banks, Human Resources - 614.644.6093
- Ryan Gies, Courts and Community Services - 614.728.3153
- Cedric Collins, Release Authority Chair - 614.387.1206
- Kim Jump, Community Engagement - 614.466.9854

### Hispanic Outreach and Bilingual Services

- The Disproportionate Minority Contact determines the number of minority juveniles who come into contact with the juvenile justice system, including Latino youth
<table>
<thead>
<tr>
<th>DIVISIONS</th>
<th>SERVICE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources</td>
<td>❖ Responsible for all staff, youth and operations within the DYS institutions.</td>
</tr>
<tr>
<td></td>
<td>❖ Monitors, evaluates, and supports institutional procedures and activities</td>
</tr>
<tr>
<td></td>
<td>regularly.</td>
</tr>
<tr>
<td>Reentry</td>
<td>❖ Administers the process of preparing juveniles for return to their homes,</td>
</tr>
<tr>
<td></td>
<td>community and schools</td>
</tr>
<tr>
<td>Family Services</td>
<td>❖ Encourages family and supporters of juveniles to help in treatment process</td>
</tr>
<tr>
<td>DYS Tip Line</td>
<td>❖ Provides tips for the safety of youth</td>
</tr>
<tr>
<td></td>
<td>❖ Call with any safety issues or matters related to sexual misconduct</td>
</tr>
</tbody>
</table>
Governor’s Office of Health Transformation

<table>
<thead>
<tr>
<th>Mission</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Governor’s Office of Health Transformation hopes to modernize the fragmented system of Medicaid in Ohio, improve the quality of health services available to consumers and families, and provide the best value to taxpayers.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>List of Services/Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modernize Medicaid Reforms</td>
</tr>
<tr>
<td>Health and Human Services</td>
</tr>
<tr>
<td>Pay for Value</td>
</tr>
<tr>
<td>Current Initiatives</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Divisions/Offices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modernize Medicaid</td>
</tr>
<tr>
<td>Streamline Health and Human Services</td>
</tr>
<tr>
<td>Pay for Value</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greg Moody, Director - 614.752.2784</td>
</tr>
<tr>
<td>Monica Juenger, Dir. of Stakeholder Relations - 614.752.2784</td>
</tr>
<tr>
<td>Theresa Hatton, Office Manager - 614.752.3471</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hispanic Outreach and Bilingual Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid modernization will have a strong impact on the Latinos involved with the program and those wishing to apply for Medicaid services.</td>
</tr>
<tr>
<td>Ohio Integrated Eligibility system: Notice of Actions can now be generated with a Civil Rights insert per preferred language of the applicant.</td>
</tr>
<tr>
<td>Ohio Benefits: Applicants have the option to change the language to Spanish.</td>
</tr>
</tbody>
</table>
The OCC advocates for Ohio's residential utility consumers through representation and education in a variety of forums.

<table>
<thead>
<tr>
<th>List of Services/Programs</th>
<th>Divisions/Offices</th>
<th>Key Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric</td>
<td>Electric</td>
<td>Bruce J. Weston, <em>Legal Director-</em> 614.387.2969</td>
</tr>
<tr>
<td>Tree Trimming</td>
<td>Natural Gas</td>
<td>Larry Sauer, <em>Deputy Consumer's Counsel-</em> 614.466.1312</td>
</tr>
<tr>
<td>Natural Gas</td>
<td>Telecommunications</td>
<td>Monica Hunyadi, <em>Director of Operations-</em> 614.466.9555</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>Water</td>
<td>Dan Shields, <em>Dir. Of Analytical Services</em> – 614.466.9553</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hispanic Outreach and Bilingual Services</td>
<td>Smart Energy</td>
<td>Monica Hunyadi, <em>Director of Operations-</em> 614.466.9555</td>
</tr>
<tr>
<td></td>
<td>Press Room</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Publications</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Speaker’s Bureau</td>
<td></td>
</tr>
</tbody>
</table>

Spanish language website at: [Office of the Ohio Consumers' Counsel](http://www.occ.ohio.gov).

Plays an active role in the five Hispanic coalitions in Ohio, which provide the OCC with the opportunity to network with organizations and agencies that work closely with Spanish-speakers.

*El Informador*, the OCC’s Spanish newsletter, covers key utility issues and translates OCC’s publications.

The OCC is a board member for the [Latino Empowerment Outreach Network](http://www.occ.ohio.gov) (L.E.O.N.)
- OCC helped create the Greater Cincinnati Hispanic/Latino Coalition
- Participated in 59 outreach events for Ohio’s Hispanic population
**Mission**

Our daily mission is to provide representation at the highest level to lawfully promote client policies and to ensure that Ohio businesses and residential customers enjoy reliable utility services at fair prices.

**List of Services/Programs**

- Charitable Registration
- Concealed Carry
- File a complaint
- Law Enforcement
- Report Tips & Scams
- Training and Education
- Legal Services
- Sex Offender Search
- Foreclosure
- Sex Offender Leads

**Divisions/Offices**

- Individuals & Families
- Business
- Law Enforcement
- Media
- Legal
- Training & Education

**Key Contacts**

- Mike DeWine, Attorney General- 614.466.4320
- Lisa Hackley, Communications Director- 614.644.0508
- Dan Tierney, AGO Spokesperson- 614.466.6242
- Jennifer Adair, Manager of Diversity & Inclusion Initiatives- 614.466.1737
- Tony Ortiz, Diversity Liaison to Attorney General, 937.775.3827
- Ashley Barbone, Assistant Attorney General – Legal Initiatives, 614.752.6372
- Kate Hanson, Public Information Officer- 614.466.1031
- Attorney General’s Help Center- 800.282.0515
- DiMaris Medina, Bilingual Major Case Investigator 614.752.2516

**Hispanic Outreach and Bilingual Services**

- Website may be translated into Spanish, Arabic, and 50 other languages
- VINE Training Video in Spanish. VINE (Victim Information and Notification Everyday) system is a free, anonymous information and notification system that provides custody and release status updates about
inmates housed in state prisons, county jails and with the Ohio Department of Youth Services.

- Formulaio de Queja del Consumidor
  [http://www.ohioattorneygeneral.gov/Files/Forms/Forms-for-Consumers/2011-10-06_ConsumerComplaintFormSpanish_CP.pdf](http://www.ohioattorneygeneral.gov/Files/Forms/Forms-for-Consumers/2011-10-06_ConsumerComplaintFormSpanish_CP.pdf)
The Ohio Civil Rights Commission is the primary educator and enforcer of Ohio's Laws Against Discrimination. We strive to be professional, competent and fair to our clients and all Ohio citizens as we educate the public and investigate claims of discrimination. It is our responsibility to be a strong force in promoting positive human relations among our diverse population. We value employees for commitment, skills and creativity. We provide a work environment based on empowerment, respect for others and honesty. We create a culture where daily learning is valued and opportunities for professional growth and training are provided. We incorporate technological innovations and processes in achieving our mission.

<table>
<thead>
<tr>
<th>List of Services/Programs</th>
<th>Divisions/Offices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filing a Charge</td>
<td>Director’s Office</td>
</tr>
<tr>
<td>Business Services</td>
<td>Human Resources &amp; Enforcement</td>
</tr>
<tr>
<td>Disability in High Education Discrimination</td>
<td>Legal Counsel</td>
</tr>
<tr>
<td>Public Affairs</td>
<td>Operations</td>
</tr>
<tr>
<td>Legal &amp; Policy</td>
<td>Public Affairs and Civic Engagement</td>
</tr>
<tr>
<td></td>
<td>Customer Service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Contacts</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>G. Michael Payton, Executive Director-614.466.2785</td>
<td>Darlene Sweeney-Newborn, Director of Regional Operations-614.466.6103</td>
</tr>
<tr>
<td>Aman Mehra, Regional Director of Columbus Office- 614.466.2785</td>
<td>Stephanie Bostos-Demers, Chief Legal Counsel-614.466.6255</td>
</tr>
<tr>
<td>Mary Turocy, Dir. Of Public Affairs and Civic Engagement-614.644.0244.</td>
<td></td>
</tr>
</tbody>
</table>
Hispanic Outreach and Bilingual Services

Bilingual Staff:
Vera Boggs, Regional Director
Vera.boggs@civ.ohio.gov
(Cleveland) - 216.787.3150, 330.643.3100
Beatrice Sanchez, Dayton Regional
Beatrice.Scanchez@civ.ohio.gov
Office - 937.285.6511
Andrew Seifert, Columbus Regional
Andrew.Seifert@civ.ohio.gov
Office - 614.644.9550

- Cultural Horizons- Program aimed at providing cultural awareness and education for the citizens of Ohio.
- One bilingual staff member employed in each of OCRC’s 6 regional offices across Ohio.
- Automated phone system has option for service in Spanish.
- Informational brochures available in English and Spanish
- A bilingual brochure for Hispanic Heritage Month.

DIVISIONS | SERVICE DETAILS
--- | ---
Human Resources | Manages all employment-related events such as payroll and benefits
Enforcement and Compliance | Handles all aspects of enforcing compliance agreements between parties, compliance with Federal contracts, Commission meetings and internal compliance requirements.
 | Oversees investigation of high-profile, media sensitive investigations.
Operations | Includes the oversight of the six regional offices and all investigations conducted in those offices.
 | The Regional Operations Director serves as regional counsel.
Legal Counsel | Serves as agency legal counsel and intergovernmental & legislative affairs liaison.
Public Affairs | Oversees the agency’s educational and outreach program.
 | Handles media and communications relations.
The Ohio Environmental Protection Agency is a state agency whose goal is to protect the environment and public health by ensuring compliance with environmental laws. Those laws and related rules outline Ohio EPA's authority and what things we can consider when making decisions about regulated activities.

**List of Services/Programs**
- Monitor air quality
- Attain/maintain National Air Quality Standards
- Reduce Air Toxics
- Restore/maintain quality of Ohio’s rivers/streams
- Timely and efficient permit issuance
- Identify polluting vehicles
- Respond to emergency releases and assist communities on how to respond to releases of hazardous materials

**Divisions/Offices**
- Air Pollution Control
- Compliance Assistance and Pollution Prevention
- Drinking and Ground Waters
- Employee Services
- Environmental and Financial Assistance
- Environmental Education
- Environmental Response and Revitalization
- Legal Services
- Materials and Waste Management
- Public Interest Center
- Surface Water
- Special Investigations

**Key Contacts**
- Craig W. Butler, Director- 614.644.2782
- Laura Factor, Assistant Director, 614.644.2782
- Heidi Griesmer, Deputy Director of Communications- 614.644.2782
- Isaac Robinson, Central District Office Director- 614.728.3778
The Ohio Environmental Education Fund (OEEF) provides grants for education projects, including projects that produce materials in languages other than English, to target specific audiences.

Utilizes Title VII of the Civil Rights Act of 1964 to protect employment discrimination on the basis of national origin, race, color, religion and sex.

The Office of Equal Employment Opportunity hopes to maintain fair and equal treatment for all employees, regardless of race, color, sex, age, national origin, religion, disability, veteran status, sexual orientation, etc.

<table>
<thead>
<tr>
<th>DIVISIONS</th>
<th>SERVICE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Pollution</td>
<td>Attain and maintain the National Air Quality Standards</td>
</tr>
<tr>
<td></td>
<td>Identifies polluting vehicles</td>
</tr>
<tr>
<td></td>
<td>Monitor air quality and reduce air toxics</td>
</tr>
<tr>
<td>Drinking and Ground Water</td>
<td>Ensures that Ohio’s public water systems provide safe drinking water</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>Provides biological and chemical data and technical assistance to other divisions in order to help protect human health and the environment.</td>
</tr>
<tr>
<td>Waste Management</td>
<td>Promotes pollution prevention and the proper management and clean up of hazardous waste material.</td>
</tr>
<tr>
<td>Surface Water</td>
<td>Issues permits to regulate wastewater treatment plants, factories and storm water to reduce impact of pollutants</td>
</tr>
</tbody>
</table>

Hispanic Outreach and Bilingual Services

- Laurie Stevenson, Business Relations- 614.644.2344
- Karen Haight, Office of Employee Services- 614.644.2100
## Mission

The Ohio Housing Finance Agency (OHFA) facilitates the development, rehabilitation and financing of low- to moderate-income housing. The Agency's programs help first-time homebuyers, renters, senior citizens, and others find quality affordable housing that meets their needs.

## List of Services/Programs

- First-Time Homebuyer Program
- Housing Development Programs
- Program Compliance
- Housing Investment Fund
- Down Payment Assistance
- Housing Tax Credit
- Multifamily Bond Program
- Heritage Home Program

## Divisions/Offices

- Director's Office
- Legislative Affairs
- Legal Counsel
- Communications & Marketing
- Human Resources
- Homeownership
- Renters
- Housing Partners
- Affordable Housing Research and Strategic Planning

## Key Contacts

- Sean Thomas, *Executive Director* - 614.387.1638
- Guy Ford, *Director of Legislative Affairs* - 614.995.1092
- Clare Long, *Director of Human Resources* - 614.466.3757
- Marlo Tannous, *Chief Legal Counsel* - 614.644.9402
- Molly Moses, *Dir. of Communications & Marketing* - 614.728.2911
- Betsy Krieger, *Dir. of Program Compliance* - 614.387.1661

## Hispanic Outreach and Bilingual Services

- Most pages of website have an “enEspañol” translation button
The purpose of the Ohio Latino Affairs Commission is to advise state government on issues affecting Hispanic Ohioans, to connect the diverse Latino communities across the state, and to build the capacity of community organizations so they may better serve the fast growing population of Ohio. The commission serves as a liaison between government and the Hispanic/Latino community in Ohio and advocates the development and implementation of policies and programs to address the needs of the Hispanic/Latino Ohioans.

<table>
<thead>
<tr>
<th>List of Services/Programs</th>
</tr>
</thead>
</table>

- **Public Policy Center**
  - Advises on policy issues impacting Latinos
  - Creates opportunities for Civic Education and Engagement
  - Issues Policy Research and Papers
  - Connects Latinos to local and state governments

- **Latino Community Network**
  - Hub of information for Latinos and Latino serving organizations
  - Issues directories and resources for Hispanics
  - Maintains a calendar of community events & news
  - Provides constituent services

- **Organizations Development Center**
  - Creates training programs for capacity development
  - Works with Hispanic leaders and serving organizations
  - Maintains database of grants and capacity development opportunities
  - Supports leadership development and organizational development of Hispanics and serving organizations

<table>
<thead>
<tr>
<th>Key Contacts</th>
</tr>
</thead>
</table>

- **Lileana Cavanaugh. MBA**
| Executive Director  | 614.466.8370  
| Lileana.Cavanaugh@ochla.state.oh.us |  
| Andrea Magaña Lewis, Public Policy Center | 614.728.8364  
| Andrea.Lewis@ochla.state.oh.us |  
| Lair Marin-Marcum, Community Liaison | 614.728.8344  
| Lair.Marin@ochla.state.oh.us |  
| Briana Black, Administrative Clerk | 614.466.8333  
| Briana.Black@ochla.state.oh.us |  
| Jesse Dotson, Outreach & Social Media | 614.387.3082  
| Jesse.Dotson@ochla.state.oh.us |  
| Megan Honaker, Organizations Development Coordinator | 614.387.3082  
| Megan.Honaker@ochla.state.oh.us |  

| Hispanic Outreach and Bilingual Services | Offers English<>Spanish information and resources. Bilingual staff is available on regular basis. |
### Mission

The Ohio Commission on Minority Health is dedicated to eliminating disparities in minority health through innovative strategies and financial opportunities, public health promotion, legislative action, public policy and systems change.

### List of Services/Programs

- Research Evaluation and Enhancement Program (REEP)
- Grant Opportunities (Annual and Biennial funding)
- Minority Health Month
- Legislative Updates
- Media & News
- Federal Publications
- Federal and State Health Reports

### Divisions/Offices

- Regional Offices
- Office of Health Transformation
- Director’s Office
- Fiscal Office
- Health Promotion and Education

### Key Contacts

- Angela C. Dawson, Executive Director- 614.466.4000
- Reina M. Sims, Program Manager- 614.728.4347
- Venita O’Bannon, Fiscal Specialist- 614.644.6740
- Amy Elbaor, Program Specialist- 614.466.4000

### Hispanic Outreach and Bilingual Services

- The Office of Minority Health: Focus Areas and Priority Populations (Including Hispanic, Latino Americans, African Americans, etc.)
- Addresses disease prevention, risk reduction, lifestyle choices, health care services and barriers to health care regarding Ohio’s minority populations, including Hispanics and Latinos
- Promoting Healthy Choices and Community Changes: An E-learning Program for Promotores de Salud! Offered in Spanish aims to build the
capacity of promotores de salud to promote individual- and community-level changes towards good health.
As Ohio’s chief elections officer, the Secretary of State oversees the election process and appoints the members of boards of elections in each of Ohio’s 88 counties. The Secretary of State supervises the administration of election laws; reviews statewide initiative and referendum petitions; chairs the Ohio Ballot Board, which approves ballot language for statewide issues; canvasses votes for all elective state offices and issues; investigates election fraud and irregularities; trains election officials, and works with counties to train poll workers.

### List of Services/Programs
- Register to Vote
- Voting Absentee
- Campaign Finance
- Ohio Business Services
- Uniform Commercial Code
- Notary Public
- Historical Documents
- Election Results & Data
- Candidates

### Divisions/Offices
- Jon Husted’s Office
- Business Services Division
- Legislation & Ballot Issues
- Media Center
- Elections Division
- Campaign Finance

### Key Contacts
- Jon Husted, Director Secretary of State- 614.387.7323
- Brett Harbage, ADA Coordinator- 614.387.6039
- Media Inquiries- 614.466.2729
- Monique Cox-Moore, Minority Outreach Coordinator 614.254.4057
- Military Liaison- 877.767.6446 x 5
- Ohio Business Profile Coordinator- 877.767.6446 x 5
- Elections Division- 614.466.2585
<table>
<thead>
<tr>
<th>Hispanic Outreach and Bilingual Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Absentee Ballot Request available in Spanish</td>
</tr>
<tr>
<td>- Voter Registration Form and Instructions available in Spanish</td>
</tr>
<tr>
<td>- Online Change of Address available in Spanish</td>
</tr>
<tr>
<td>- Diversity in Ohio</td>
</tr>
<tr>
<td>- Forms and Petitions (available in Spanish, bottom of the page)</td>
</tr>
<tr>
<td>- Polling Location Resources page feature some links and pdfs in Spanish</td>
</tr>
<tr>
<td>- Voting Rights (in Spanish)</td>
</tr>
</tbody>
</table>
# Mission
The mission of the Ohio Treasury is to protect and invest state funds while providing innovative financial education and resources, empowering Ohioans to make smart money choices.

# List of Services/Programs
- State Treasury Asset Reserve (STAR)
- Buckeye Savers
- Bid Ohio
- Veteran’s Preference
- Smart Money Choices
- Center for Public Investment Management (CPIM)
- Earned Income Tax Credit (EITC)
- Agency Collateral
- Custody Services

# Divisions/Offices
- Communications
- Debt Management
- Human Resources & Fiscal Services
- Legislative & Policy
- Revenue Management
- Trust
- Economic Development and Financial Literacy
  (For full list, click [here](#))

# Key Contacts
- Josh Mandel, Director - 614.466.2160
- Central Ohio Office - 614.466.2160
- STAR Ohio - 1.800.648.7827
- Toll Free Number - 800.228.1102

# Hispanic Outreach and Bilingual Services
- [Free Moneywise Publications – Order Form](#), Moneywise is a joint financial education project of Consumer Action and Capital One
- Spanish publication is available for order online
### Opportunity for Ohioans with Disabilities

**Mission**

To provide individuals with disabilities opportunities to achieve quality employment, independence, and disability determination outcomes.

**List of Services/Programs**

- Personal Care Assistance
- Independent Living
- Employment First
- Business Enterprise
- Community Centers for the Deaf
- Career Counseling for Individuals in Subminimum Wage Employment

**Divisions/Offices**

- Director’s Office
- Bureau of Vocational Rehabilitation
- Division of Disability Determination
- Bureau of Services for the Visually Impaired

**Key Contacts**

- Kevin Miller, *Executive Director*- 614.438.1214
- James Clinkscale, *Manager for Diversity and Inclusion*, 614.438.1429
- Erik Williamson, *Assistant Executive Director*- 614.438.1214
- Therese Dyer, *Chief Financial Officer*- 614.438.1763
- Raivo Murnieks, *Dep. Dir. Division of Performance & Innovation*- 614.438.1254

**Hispanic Outreach and Bilingual Services**

- Has participated in a number of job fairs and minority health fair.
- Offers job training programs.
- Employer Services Specialists - Talk with employers on what RSC does and matches employers with job-ready workers with disabilities to fill human resources needs.
- Starts working with disabled high school kids ages 16 and over and with school districts to help the student in the transition into the job scene, offering training in an area of interest for the student.
<table>
<thead>
<tr>
<th>DIVISIONS</th>
<th>SERVICE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bureau of Vocational Rehabilitation</td>
<td>Provides disabled individuals with disabilities services and supports necessary to help them attain and maintain employment.</td>
</tr>
<tr>
<td>Bureau of Services for the Visually Impaired</td>
<td>Assists Ohioans with low vision and blindness succeed in the workforce.</td>
</tr>
<tr>
<td>Division of Disability Determination</td>
<td>Determines medical eligibility for Ohioans who apply for Social Security disability benefits.</td>
</tr>
</tbody>
</table>
# Ohio Department of Aging

**Mission**

To deliver practical, person-centered strategies and services that will strengthen and support Ohio's elders and their communities.

## List of Services/Programs

- Golden Buckeye
- Healthy Lifestyle
- Employment
- Community Involvement
- Caregiver Support
- Home and Community-Based Services and Supports

## Divisions/Offices

- Executive Division
- Communications Division
- Human Resources Division
- Elder Connections Division

## Key Contacts

- Beverley L. Laubert, *Interim Director*, 614.438.1200
- Media Inquiries, 614.728.0253
- Golden Buckeye, 1.800.422.1976
- Senior Community Service Employment Program, 1.877.632.7827
- Support for older adults and caregivers, 1.866.243.5678

## Hispanic Outreach and Bilingual Services

- Call your specific agency in your area and they should be able to help on a case by case basis if another language is spoken.
- Also can submit your inquiry or question on this form and ask if someone can help you with English or another question.
**Ohio Commission on Fatherhood**

*ph. #: 614.752.0583*

**http://fatherhood.ohio.gov/**

4020 E. Fifth Ave.,
Columbus, OH 43219

### Mission

…is to enhance the well-being of Ohio’s children by providing opportunities for fathers to become better parents, partners and providers.

### List of Services/Programs

- Ohio County Fatherhood Initiative
- Responsible Fatherhood Month
- Moms2B and Columbus Urban League
- Engaging Fathers in Child Welfare
- New Beginnings for New Fathers

### Divisions/Offices

- **Executive Director**
- New Beginnings for New Fathers Grant Staff

### Key Contacts

- Kimberly Dent, *Executive Director*, 614.752.0583
- Monica Mahoney, *Program Administrator*, 614.752.1624
- Judy Strayer, *Project Manager*, 614.644.1616
- Terena Arnold, *Administrative Professional*, 614.752.0182

### Hispanic Outreach and Bilingual Services

- Spanish Boot Camp for new dads