2019 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 9

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Ohio Latino Affairs Commission

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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

A) MISSION
B) SERVICES/PROGRAMS
C) DIVISIONS/OFFICES
D) KEY CONTACTS
E) HISPANIC OUTREACH/BILINGUAL SERVICES
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.

### List of Services/Programs
- Division of Safety and Hygiene library services
- Consulting Services: Safety, industrial hygiene, and ergonomics
- Training Services: BWC Learning Center, Safety councils, Safety Congress & Expo
- Safety Grants and Wellness Grants: NEW Workplace Wellness Grant Program provides funding to employers for training and health risk reduction
- Medical providers: Bill payment look-up, claim documents, claim status, diagnosis information, MCO directory, provider guided tour and updated provider e-News, information videos

### Divisions/Offices
- Administrator’s Office
- Operations Office
- Employer Services
- Legal Counsel and Ethics
- Fiscal and Planning Division
- Medical Services
- Communications
- Actuarial Officer

### Key Contacts
- Stephanie B. McCloud, Administrator/CEO - 614.466.5223
- Kevin Abrams, Operating Administrator - 614.466.1100
- Ron Suttles, Chief of Employer Services - 614.644.7832
- Megan Kish, Human Resources Liaison - 614.644.6045
- Andrew Conners, Legislation Director - 614.728.6197
- Freddie Johnson, Medical Services Administrator - 614.644.7687
- Kim Norris, Chief Communications Officer - 614.728.8045
- Barb Ingram, Fiscal & Planning Administrator - 614.466.6050

### Hispanic & Bilingual Needs
- Melony Bryant, Minority Business Advocate - 614.995.5023
- L. Danyel Falcon, M.S., Bilingual Web Writer - 614.466.1207
- Carolina Thatcher, MPA, Director of Inclusion and Diversity – 614.728.3438
| 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 |

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<tr>
<th>DIVISIONS</th>
<th>SERVICE DETAILS</th>
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| **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**  
Rebecca Harden  
Human Resources Administrator  
614.441.0758 | • 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  
614.644.2609 | • Responsible for internal and external communications regarding BWC, including social media sites and media relations, customer correspondence, and employee communications. |
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.

**List of Services/Programs**
- Procure goods and services
- Learning and Professional Development program
- Oversee state construction projects
- Process payroll
- Print publications
- Deliver mail and information technology
- Secure equal access to the state workforce
- Lease and manage office space
- Variety of other services

**Divisions/Offices**
- Equal Opportunity
- Human Resources
- Administrative Support
- General Services
- Collective Bargaining
- Information Technology

**Key Contacts**
- Matt Damschroder, Director- 614.466.6511
- Marissa Walter, Human Resources Administrator- 614.644.1729
- Tony Ortiz, Diversity Liaison, 614.995.2041
- Jack Christopher, Chief Legal Counsel- 614.995.7590
- Jennifer Leymaster, Chief Financial Officer- 614.644.9653
- Bobbi Bell-Bartholomew, Program Administrator for MBE Information, Research, Reporting & Recruiting- 614.752.9271
- Susan Russell, Public Information Officer- 614.728.9337
- *Tom Hoyt, Chief Communications Officer- 614.644.8953
- Beverly Martin, Central Service Agency Director- 614.644.8837
- Todd McGonigle- Dep. Dir. Of the Affirmative Action/Equal Opportunity Unit 614.466-8380
### 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>DIVISIONS</th>
<th>SERVICE DETAILS</th>
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<td><strong>Equal Opportunity</strong></td>
<td>❖ Supports minorities and socially disadvantaged citizens of Ohio.</td>
</tr>
<tr>
<td>Gregory L. Williams</td>
<td>❖ Supervises state agency actions regarding fair treatment and equal employment</td>
</tr>
<tr>
<td>Deputy Director and State EEO</td>
<td>❖ Opportunities for state employees and applicants for state employment.</td>
</tr>
<tr>
<td>Coordinator</td>
<td></td>
</tr>
<tr>
<td>614.466.8380</td>
<td></td>
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<td><strong>General Services</strong></td>
<td>❖ Performs services including procurement, fleet management, insurance,</td>
</tr>
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<td>Erik Yassenoff</td>
<td>❖ Printing, mail services, real estate, asset and facilities management and</td>
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<td>Deputy Director</td>
<td>❖ Security services.</td>
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<td>614.466.4459</td>
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<td><strong>Human Resources</strong></td>
<td>❖ Overall administration of Ohio’s human resources operations for state</td>
</tr>
<tr>
<td>Kevin Milstead</td>
<td>❖ Employees.</td>
</tr>
<tr>
<td>Deputy Director</td>
<td>❖ Services include policy development, payroll and benefits administration,</td>
</tr>
<tr>
<td>614.728-0732</td>
<td>❖ Drug testing, recruiting, training and development.</td>
</tr>
<tr>
<td>Customer Service</td>
<td>❖ HR Customer Service: Call for questions regarding HR, benefits or payroll or</td>
</tr>
<tr>
<td>614.466.8857 or 1.800.409.1205</td>
<td>❖ 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</td>
</tr>
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<td>Kristen Rankin</td>
<td>❖ Negotiates all of Ohio’s labor contacts.</td>
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<tr>
<td>Assistant Deputy Director</td>
<td></td>
</tr>
<tr>
<td>614.466.3317</td>
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**Mission**

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
- Ohio PROUD Partnership
- Pesticide and Fertilizer
- Plant Health
- Ohio Applicator Forecast

**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
- Full List of Divisions/Offices

**Key Contacts**

- Dorothy Pelanda, Director of Agriculture- 614.466.2732
- Traci Hayes, Human Resources Administrator- 614.466.5339
- Mark Bruce, Communication Director- 614.752.9817
- Cathy Dodson, Chief Financial Officer- 614.466.6754
- David Miran, Chief Legal Counsel(acting)- 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. |

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<tr>
<th>DIVISIONS</th>
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| 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
- Suicide Prevention
- Early Childhood Mental Health
- Residency and Training
- 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**

- Lori Criss, Director - 614.466.2596
- Justin Trevino, 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
- Surendra Bir Adhikari, Mental Health Administrator & Health Disparities Lead - 614.752.6462
- Jamie Carmichael, Deputy Director for Public Affairs - 614.644.6791
- Jody Lynch, Deputy Director for Treatment and Recovery - 614.466.5908
- Dr. Marilyn Sampilo, 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.

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| **Toll-Free**
1.877.275.6364
1.888.636.4889 TTY
614.466.7228 (local) | Consumers and families seeking information and referrals to mental health services and organizations state wide
Serves as a single point of entry to OhioMHAS for complaints, grievances and appeals |
| **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 |
**Mission**

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**

- Lydia Mihalik, Director- 614.466.3379
- Sean Byrne, Chief Legal Counsel- 614.728.3000
- Susan Boothe, Chief Human Resources Officer- 614.466.2072
- Padmini Roy-Dixon, Business Services Division Chief- 614.466.3379
- Matt McClellan, Community Services Division Chief— 614.466.3379
- Allen McConnell, Minority Business Development Division – 614.752.4833

**Development Services Agency**

77 South High Street
29th Floor
Columbus, Ohio 43215

development.ohio.gov
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 Minority 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.

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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.
### DEPARTMENT OF HEALTH

*ph #: 614.466.3543*

**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
- Children with Mental Handicaps
- Dental Care
- Health Care 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
- The Office of Local Health Department Support
- The Office of General Counsel

### Key Contacts

- Amy Acton, M.D., Director
  - Lance Himes, *General Council* - 614.466.2253
  - Complaints for Nursing Homes- 800.342.0553
  - Evelyn Suarez – Bureau of Maternal, Child and Family Health - 614.644.9706
- Rusty Kennedy, *Head of Communications* - 614.995.7973

### 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
- 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

CLOI 4/2019
- **Vital Statistics / Oficina de Estadísticas Vitales**
- **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](https://odh.ohio.gov/wps/portal/gov/odh/know-our-programs/vital-statistics/Oficina-de-Estadisticas-Vitales/). ODH works to raise awareness and advance health equity activities because racial and ethnic minorities experience the worst health outcomes.

### DIVISIONS

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<tr>
<td><strong>Immunization</strong> (800.282.0546)</td>
</tr>
<tr>
<td>Reduces and eliminates vaccine-preventable diseases in Ohio’s children, adolescents and adults.</td>
</tr>
<tr>
<td>Seeks to prevent 17 vaccine-preventable diseases with currently available vaccines.</td>
</tr>
<tr>
<td><strong>Office of Public Affairs</strong> (614.644.8562)</td>
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<tr>
<td>Assists media personnel in scheduling interviews, gathering data and fulfilling records requests.</td>
</tr>
<tr>
<td>Online <a href="https://odh.ohio.gov/wps/portal/gov/odh/know-our-programs/vital-statistics/Oficina-de-Estadisticas-Vitales/">Data Warehouse</a> informing the public of the most frequently requested statistics.</td>
</tr>
<tr>
<td><strong>Ohio AIDS/HIV Hotline</strong> (800.332.AIDS (2437))</td>
</tr>
<tr>
<td>Anonymous and free statewide hotline answers questions about HIV, STDs, hepatitis and TB.</td>
</tr>
<tr>
<td>Hotline operators provide callers with information on several topics, including transmission, prevention methods, and referrals for testing and HIV care.</td>
</tr>
<tr>
<td><strong>WIC Program</strong> (614.644.8006)</td>
</tr>
<tr>
<td>Supplemental nutrition program for women, infants and children up to five years who are at health risk due to inadequate nutrition.</td>
</tr>
<tr>
<td>Provides nutrition educations, breastfeeding education and support, supplemental and highly nutritious foods such as cereal, eggs, milk, whole grains, fruits and vegetables.</td>
</tr>
<tr>
<td><strong>Bureau of Public Health Preparedness</strong> (614.644.6133)</td>
</tr>
<tr>
<td>Assure an effective statewide health response through planning and collaboration.</td>
</tr>
<tr>
<td>Emergencies are addressed 24 hours/day at local health departments.</td>
</tr>
<tr>
<td><strong>Bureau of Environmental Health</strong> (614.466.1390)</td>
</tr>
<tr>
<td>Hopes to lessen the amount of Ohioan’s who suffer from environmental health issues.</td>
</tr>
<tr>
<td><strong>Bureau of Health Promotion</strong> (614.466.2144)</td>
</tr>
<tr>
<td>Contributes to the mission of the Ohio Department of Health by carrying out the prevention of disease and promotion of health.</td>
</tr>
</tbody>
</table>
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

### Governor’s Office of Child Welfare Transformation

- Kristi Burre, Director, 614.752.2784
  77 S. High St., 30th Fl.
  Columbus, Ohio 43215

### Key Contacts

- Kimberly Hall, Director 614.466.6283
- Angela Terez, Communications 614.466.6650
- Tiffany J. Richardson, Deputy Director, Employee and Business Services 614.466.2455
- Jorge Irizarry, Civil Rights 614.995.7769
- 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.

### Divisions

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

CLOI 4/2019
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
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 rights.

### 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
- Medicaid Development and Administration
- Legislative Affairs and Communications
- Policy & Strategic Direction

### 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
- Cathy Hutzel, Director- 614.466.0129
- Ginnie Whisman, Dep. Dir. Of Residential Resources- 614.644.6319
- Kim Mowry, Dep. Dir. Fiscal Admin.- 614.387.3292
- Antoinette Harkness, 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
- Deborah Hofsine, Interim Dep. Dir. Medicaid Development & Admin- 614.387.0375
Hispanic Outreach and Bilingual Services

- 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 developmental disability</td>
</tr>
<tr>
<td>Report Fraud</td>
<td>Call to report fraud being committed by a provider</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 Superintendant</td>
<td>Majority of people are diagnosed with severe and profound challenges</td>
</tr>
<tr>
<td></td>
<td>Center provides support with daily living, health care and social skills development</td>
</tr>
<tr>
<td>Major Unusual Incident and</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>Registry Unit</td>
<td></td>
</tr>
</tbody>
</table>
**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**
- Mary Mertz, Director- 614.265.6879
- Beth Hogon, ODNR-FOP Co-Chair- Labor Management Committee 614.265.6918
- Doug Young, Law Enforcement Chief- 614.265.6817
- Sarah Wickham, Office of Communications- 614.265.6809

**Hispanic Outreach and Bilingual Services**
- No specific outreach initiatives at this time.

**DIVISIONS**

**Wildlife**
1.800.WILDLIFE
- Manages hunting, trapping, and fishing regulations and activity in Ohio

**Ohio State Parks**
1.866.OHIOPARKS
- 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
| **Watercraft** | ☑ Boat registration  
                  ☑ Education and safety regarding boating  
                  ☑ Provides information on boating laws and required safety equipment |
|---------------|-------------------------------------------------|
| **Forestry**  | ☑ Provides forest maps and index of Ohio trees  
                  ☑ Promotes sustainable use and protection of Ohio’s private and public forest lands |
| **1.877.4BOATER** |                                         |
| **1.877.247.8733** |                                      |
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

- **Bureau of Motor Vehicles:**
  - Vehicle Registration
  - Organ & Tissue Donor
  - Driving Test
- **Emergency Management Agency**
  - Training Sessions
  - EMA Kids
- **Emergency Medical Services**
  - Trauma System
  - Acute Care Registry
  - EMS Incident Report
- **Investigative Unit**
  - Compliment/Complaint form
  - Sober Truth Request
  - Statistical Reports
- **Ohio Traffic Safety Office**
  - Child Passenger Safety
  - Motorcycle Ohio
  - Driver Training Materials/List of Schools

### 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

- Thomas Stickrath, *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
**Hispanic Outreach and Bilingual Services**
- Various materials regarding vehicle occupant safety and driving available in English and Spanish
- *Talk, Listen, Connect: Helping Families During Military Deployment* includes bilingual materials for children and adults
- Pamphlet explaining what it takes to become a part of Volunteers in Police Service
- Business Procurement Guide for Minority Business
- Domestic Violence Flyer, Teens and Dating Violence Card (in Spanish)
- ¿Qué es una Enfermedad Mental? (En Español)
- Trafico de Humanos
- A list of translated documents in English, Spanish, and Somali
- Spanish Power of Attorney for Ohio Vehicle Registration

<table>
<thead>
<tr>
<th>DIVISIONS</th>
<th>SERVICE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bureau of Motor Vehicles</td>
<td>Oversees driver and motor vehicle licensing and registration.</td>
</tr>
<tr>
<td>614.752.7600</td>
<td></td>
</tr>
<tr>
<td>Emergency Management Agency</td>
<td>Disaster response and recovery.</td>
</tr>
<tr>
<td>614.889.7150</td>
<td>Education, training, planning, preparedness, improving communication across the state.</td>
</tr>
<tr>
<td>Emergency Medical Services</td>
<td>Oversees training and certification of emergency medical technicians and firefighters.</td>
</tr>
<tr>
<td>800.233.0785</td>
<td></td>
</tr>
<tr>
<td>Criminal Justice Services</td>
<td></td>
</tr>
<tr>
<td>614.466.7782</td>
<td>Identifies justice issues</td>
</tr>
<tr>
<td></td>
<td>Evaluates programs</td>
</tr>
<tr>
<td></td>
<td>Develops technology, training, and products for criminal justice professionals and communities.</td>
</tr>
<tr>
<td>Ohio Homeland Security</td>
<td>Oversees licensing and regulation of private investigators and security guards</td>
</tr>
<tr>
<td>614.387.6171</td>
<td></td>
</tr>
<tr>
<td>State Highway Patrol</td>
<td>Offers state-wide emergency response services.</td>
</tr>
<tr>
<td>#677</td>
<td>Investigates criminal activities on state-owned property</td>
</tr>
<tr>
<td></td>
<td>Provides security to the governor and other public figures.</td>
</tr>
<tr>
<td>Mission</td>
<td>The Ohio Department of Rehabilitation and Correction serves to reduce crime in Ohio.</td>
</tr>
</tbody>
</table>
| 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 | Annette Chambers-Smith, 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  
Amanda Moon, Bureau of Operational Compliance- 614.752.1708 | Kyle Petty, 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</td>
<td>❖ Offers medical services, mental health services, and recovery services</td>
</tr>
<tr>
<td>614.752.1697</td>
<td></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</td>
<td>❖ Strives to protect Ohioans by providing supervision of adult offenders</td>
</tr>
<tr>
<td>614.752.1235</td>
<td>❖ Works with local criminal justice officials and community and state agencies to provide safe community service sanctions for adult offenders</td>
</tr>
</tbody>
</table>
## Mission

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.

## List of Services/Programs

- File taxes online
- Pay online
- Check refund status
- Student Tax Education Program
- Forms
- Local Tax Information
- Tax Professional Assistance
- Revenue Accounting
- Real Property Tax

## Divisions/Offices

- Taxpayer Services Division
- Tax Commissioner’s Office
- Human Resources
- Bankruptcy Division
- Budget and Fiscal
- Business Tax Division
- Communication

## Key Contacts

- Brenda McDonald, Administrator- 614.466.8145
- Jeffrey McClain, Tax Commissioner- 614.466.2166
- Steven Gray, Exec. Admin. Human Resources- 614.466.3020
- Gary Gudmundson, Communications Director- 614.466.0099
- Rebecca Daum, Admin. Bankruptcy Division- 614.752.6864

## 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><strong>Individual Taxpayer Services</strong>&lt;br&gt;800.282.1780</td>
<td>❖ Provides instructions on how to file taxes, pay online, etc.</td>
</tr>
<tr>
<td><strong>General Business Services</strong>&lt;br&gt;800.405.4039</td>
<td>❖ Provides information on how to open and close a business, file an appeal, pay online and file taxes.</td>
</tr>
<tr>
<td><strong>Tax Professional Hotline</strong>&lt;br&gt;614.728.1055</td>
<td>❖ Offers assistance for tax professionals.</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
- Jobs & Commerce
- Finance

- Human Resources
- Information Technology
- Legislative Affairs

## Key Contacts

- Jack Marchbanks, Director- 614.466.2335
- Jodi Elsass-Locker, Chief Legal Counsel- 614.466.3664
- Kim Watson, Office of Equal Opportunity Administrator- 614.728.9245
- Terry A. Bolden, Administrator, Office of Outreach 614-644-8436
- Lynn Stevens, Central & SE Ohio Regional Outreach Manager, 740.833.8042

- Brian Brown, Dep. Dir. of Human Resources- 614.466.8992
- Erica Hawkins, Dep. Dir. Of Communications- 614.387.0834
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](#)

<table>
<thead>
<tr>
<th>DIVISIONS</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>
<tr>
<td>614.387.1622</td>
<td></td>
</tr>
<tr>
<td>Construction Management</td>
<td>Provides support and guidance for administration and construction of Ohio infrastructure.</td>
</tr>
<tr>
<td>614.466.3598</td>
<td>Strives to ensure a safe and comfortable ride to the public in Ohio, while minimizing construction and traffic delay.</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Manages hiring and training processes for Ohio Department of Transportation.</td>
</tr>
<tr>
<td>614.466.8992</td>
<td></td>
</tr>
</tbody>
</table>
**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**

- Deborah Ashenhurst, Director- 614.728.0221
- Joe Bengoechea, Executive Assistant to the Director- 614.728.1084
- Sean McCarthy, Asst. Director- 614.728.1084
- Sandra Puskarcik, Hall of Fame Director- 614.752.8941
- Andrea Klausing, Superintendent of Veterans Homes- 567.998.3916
- John Fields, Dep. Dir. Veterans Educational Programs Office- 614.995.5915
- Jeff Rapp, 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>SERVICE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans Education</td>
</tr>
<tr>
<td>614.995.5915</td>
</tr>
<tr>
<td>The State Approving Agency reviews, audits, evaluates, approves and oversees schools and training facilities to ensure quality standards</td>
</tr>
<tr>
<td>The Troops-To-Teachers program helps recruit quality teachers to serve students in high-risk areas</td>
</tr>
</tbody>
</table>

CLOI 4/2019
<table>
<thead>
<tr>
<th><strong>Veterans Homes</strong></th>
<th>Strives to provide a safe home environment for Ohio veterans</th>
</tr>
</thead>
<tbody>
<tr>
<td>419.625.2454x1200</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Veterans Hall of Fame</strong></th>
<th>Hopes to accurately recognize Ohio veterans for their contributions to society</th>
</tr>
</thead>
<tbody>
<tr>
<td>614.752.8941</td>
<td></td>
</tr>
</tbody>
</table>
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
- 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
- Ryan Gies, Director  
  614.466-8783
- Monica Kelson, Release Authority  
  614.466.3576
- Michael Williams, Chief Legal Counsel  
  614.728.6968
- Justin Stanek, Legislative Liaison  
  614.466.8657
- Julie D. Walburn, Assistant Director  
  614.752.7620
- Edward Banks, Human Resources  
  614.644.6093
- Steve Curl, Courts and Community Services  
  614.728.3153
- Monica L. Kelson, Release Authority Chair  
  614.466.6756
- 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><strong>Human Resources</strong></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><strong>Reentry</strong></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><strong>Family Services</strong></td>
<td>❖ Encourages family and supporters of juveniles to help in treatment process</td>
</tr>
<tr>
<td><strong>DYS Tip Line</strong></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>
### Mission

The OCC advocates for Ohio's residential utility consumers through representation and education in a variety of forums.

### List of Services/Programs

- **Electric**
- **Tree Trimming**
- **Natural Gas**
- **Telecommunications**
- **Water**
- **Smart Energy**
- **Legislative Services**
- **Education**
- **Energy Efficiency**

### Divisions/Offices

- **Electric**
- **Natural Gas**
- **Telecommunications**
- **Water**
- **Smart Energy**
- **Press Room**
- **Publications**
- **Speaker’s Bureau**

### Key Contacts

- Bruce J. Weston, *Legal Director*- 614.387.2969
- Larry Sauer, *Deputy Consumer’s Counsel*- 614.466.1312
- Monica Hunyadi, *Director of Operations*- 614.466.9555
- Dan Shields, *Dir. Of Analytical Services* – 614.466.9553
### 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
- Dave Yost, Attorney General - 614.466.4320
- Bethany McCorkle, Communications Director - 614.644.1339
- Dan Tierney, AGO Spokesperson - 614.466.6242
- Janice D’Alessandro, Manager of Diversity & Inclusion Initiatives - 614.466.1737
- Ashley Barbone, Assistant Attorney General – Legal Initiatives, 614.752.6372
- DiMaris Medina, Bilingual Major Case Investigator 614.752.2516
- Dominic Binkley, Public Information Officer - 614.728.4127
- Attorney General’s Help Center - 800.282.0515

### 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) 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.
## Mission
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.

## List of Services/Programs
- Filing a Charge
- Business Services
- Disability in High Education Discrimination
- Public Affairs
- Legal & Policy

## Divisions/Offices
- Director’s Office
- Human Resources & Enforcement
- Legal Counsel
- Operations
- Public Affairs and Civic Engagement
- Customer Service

## Key Contacts
- G. Michael Payton, Executive Director- 614.466.2785
- Aman Mehra, Regional Director of Columbus Office- 614.466.5928
- Mary Turocy, Dir. Of Public Affairs and Civic Engagement-614.644.0244
- Andrew Seifert, Bilingual Civil Rights Investigator: 614.466.5928
- Darlene Sweeney-Newborn, Director of Regional Operations-614.466.6103
- Stephanie Bostos-Demers, Chief Legal Counsel-614.466.6255
**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.

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<table>
<thead>
<tr>
<th>DIVISIONS</th>
<th>SERVICE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources</td>
<td>- Manages all employment-related events such as payroll and benefits</td>
</tr>
</tbody>
</table>
| 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. |
**Mission**

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**

- Laurie Stevenson, 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
Donna Waggener, *Fiscal Administration* - 614.644.2339
Karen Haight, *Office of Employee Services* - 614.644.2100

### Hispanic Outreach and Bilingual Services
- 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><strong>Air Pollution</strong></td>
<td>- Attain and maintain the National Air Quality Standards</td>
</tr>
<tr>
<td>614.644.2270</td>
<td>- Identifies polluting vehicles</td>
</tr>
<tr>
<td></td>
<td>- Monitor air quality and reduce air toxics</td>
</tr>
<tr>
<td><strong>Drinking and Ground Water</strong></td>
<td>- Ensures that Ohio’s public water systems provide safe drinking water</td>
</tr>
<tr>
<td>614.644.2752</td>
<td></td>
</tr>
<tr>
<td><strong>Environmental Services</strong></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>614.644.4247</td>
<td></td>
</tr>
<tr>
<td><strong>Waste Management</strong></td>
<td>- Promotes pollution prevention and the proper management and clean up of hazardous waste material.</td>
</tr>
<tr>
<td>614.644.2621</td>
<td></td>
</tr>
<tr>
<td><strong>Surface Water</strong></td>
<td>- Issues permits to regulate wastewater treatment plants, factories and storm water to reduce impact of pollutants</td>
</tr>
<tr>
<td>614.644.2001</td>
<td></td>
</tr>
</tbody>
</table>
### 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
- Dorcas Jones, 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 “en Español” 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.

### List of Services/Programs

#### 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

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CLOI 4/2019
<table>
<thead>
<tr>
<th>Key Contacts</th>
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</tr>
</thead>
</table>
| Lilleana Cavanaugh, MBA, CPM  
Executive Director- 614.466.8370  
Lilleana.Cavanaugh@ochla.state.oh.us  |
| Lair Marin-Marcum, Community Liaison-  
614.728.8344  
Lair.Marin@ochla.state.oh.us  |
| Annette Reyes,  
Administrative Clerk-  
614.466.8333  
Annette.Reyes@ochla.state.oh.us  |
| Jesse Dotson,  
Outreach & Social Media,  
614.387.3082  
Jesse.Dotson@ochla.state.oh.us  |
| Janwin Zeegar-Holman,  
Organizations Development Coordinator,  
614.387.3082  
Janwin.Zeegar-Holman@ochla.state.oh.us  |

<table>
<thead>
<tr>
<th>Hispanic Outreach and Bilingual Services</th>
<th>Offers English&lt;&gt;Spanish information and resources. Bilingual staff is available on regular basis.</th>
</tr>
</thead>
</table>
| Main Resources | Latino Community Resources—Recursos de la comunidad Latina, legal resources, faith resources, interpreter list, regional directories, state agencies, and health and human services directories  
Job Opportunities—listing of over 100 job opportunity announcements, updated weekly  
Grants and Funding—Ohio Directories of Grant Resources, Federal Grant Directory, Spotlight Grants, Foundation Grants, Grants by Region  
Statistics and Demographics—Various Hispanic/Latino data for the state of Ohio and the United States, education, contributions, and immigration |
**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.

<table>
<thead>
<tr>
<th>List of Services/Programs</th>
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<tbody>
<tr>
<td>❖ Research Evaluation and Enhancement Program (REEP)</td>
<td>❖ Legislative Updates</td>
</tr>
<tr>
<td>❖ Grant Opportunities (Annual and Biennial funding)</td>
<td>❖ News</td>
</tr>
<tr>
<td>❖ Minority Health Month</td>
<td>❖ Federal Publications</td>
</tr>
<tr>
<td></td>
<td>❖ Federal and State Health Reports</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Divisions/Offices</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>❖ Regional Offices</td>
<td>❖ Fiscal Office</td>
</tr>
<tr>
<td></td>
<td>❖ Health Promotion and Education</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Contacts</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>❖ Angela C. Dawson, Executive Director- 614.466.4000</td>
<td>❖ Venita O’Bannon, Fiscal Specialist- 614.644.6740</td>
</tr>
<tr>
<td>❖ Reina M. Sims, Program Manager- 614.728.4347</td>
<td>❖ Amy Elbaor, Program Specialist- 614.466.4000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hispanic Outreach and Bilingual Services</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>❖ The Office of Minority Health: Focus Areas and Priority Populations (Including Hispanic, Latino Americans, African Americans, etc.)</td>
<td></td>
</tr>
<tr>
<td>❖ 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.</td>
<td></td>
</tr>
</tbody>
</table>
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

- Frank LaRose’s Office
- Business Services Division
- Legislation & Ballot Issues

- Media Center
- Elections Division
- Campaign Finance

### Key Contacts

- Frank LaRose, Director Secretary of State- 614.387.7323
- Brett Harbage, ADA Coordinator- 614.387.6039
- Media Inquiries- 614.466.2729
- Monique Cox-Moore, Director of Community Engagement and Initiatives 614.254.4057

- Ohio Business Profile Coordinator
- Elections Division- 614.466.2585
<table>
<thead>
<tr>
<th>Hispanic Outreach and Bilingual Services</th>
<th>Absentee Ballot Request available in Spanish</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Voter Registration Form and Instructions available in Spanish</td>
</tr>
<tr>
<td></td>
<td>Online Change of Address available in Spanish</td>
</tr>
<tr>
<td></td>
<td>Diversity in Ohio</td>
</tr>
<tr>
<td></td>
<td>Forms and Petitions (available in Spanish, bottom of the page)</td>
</tr>
<tr>
<td></td>
<td>Polling Location Resources page feature some links and pdfs in Spanish</td>
</tr>
<tr>
<td></td>
<td>Voting Rights (in Spanish)</td>
</tr>
</tbody>
</table>
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

- Robert Sprague, Ohio Treasurer- 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
# 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 Kevin Miller’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
- Marie Seaman, Chief Financial Officer- 614.438.1763
- Kristen Ballinger, 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

**ph. #: 1.800.266.4346**

**http://aging.ohio.gov/**

**246 N. High St., 1st Floor Columbus, OH 43215**

## 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

- Ursel McElroy, *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.
<table>
<thead>
<tr>
<th>Ohio Commission on Fatherhood</th>
<th></th>
<th>4020 E. Fifth Ave., Columbus, OH 43219</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>ph. #: 614.752.0583</em></td>
<td><a href="http://fatherhood.ohio.gov/">Ohio Commission on Fatherhood</a></td>
<td><a href="http://fatherhood.ohio.gov/">Ohio Commission on Fatherhood</a></td>
</tr>
</tbody>
</table>

**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 Kimberly Dent
- 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