



## Department of Children and Youth Memo 25-049

**TO:** External Stakeholders

**FROM:** Brittaney Carter, Chief Information Officer

**DATE:** June 27, 2025

**SUBJECT:** Updates to the DCY KIDS Main Line

The Department of Children and Youth (DCY) values excellent customer service and strives to provide stakeholders with an effective and efficient customer experience. Therefore, DCY has revamped the main call line to better align with the current needs of the caller, our services, and departmental structure.

### **What to Expect**

Effective June 23, 2025, DCY implemented updates to the **DCY KIDS Main Line-844-234-KIDS (5437)** to better serve our stakeholders. This update is designed to ensure faster access to the most appropriate support team, align the call tree with departmental realignments, and reduce delays for time-sensitive inquiries.

This update includes:

- Transferring legacy agency numbers for programs that now fall under DCY.
- Updated call-tree options that clearly direct callers to Early Care and Education, Family Support, Community Engagement, and other key divisions.
- Streamlined prompts to improve navigation and reduce misdirected calls.
- A new option for Systems Support – Option 6, regarding Family Support Operations and Early Care and Education Operations or payment questions.
  - JFS OIS Help Desk (Ohio SACWIS Option) 800-686-1580 moved under option 6 of DCY Main Line.
  - Residential Treatment Information System (RTIS), Taking Early Action Matters (TEAM) Ohio, Ohio Adoption Grant Program (OAGP), Ohio Certification for Agencies and Families (OCAF), Ohio Certification and Licensing Management (OCALM), Ohio Child Licensing and Quality System (OCLQS), Time Attendance and Payment (TAP) and other systems are also supported under option 6.



- Moved the current Family Assistance line (877-302-2347) under the DCY KIDS Main line- 844-234-KIDS (5437).

### **How can you support**

We are asking all external stakeholders to:

- Update internal documents and communication materials that reference the current DCY KIDS Main Line- 844-234-KIDS (5437).
- Revise public-facing content such as websites, brochures, training manuals, and referral forms.
- Notify relevant team members of the change and the new main call line structure.

The old numbers will remain active temporarily with a message redirecting callers. However, we strongly encourage all stakeholders to update documents and materials immediately to note the DCY KIDS Main Line 844-234-KIDS (5437).

### **Questions**

If you have questions or concerns, please contact the DCY KIDS Main Line at 844-234-KIDS (5437).