

**guide
to services
offered by
state & selected
local agencies**

51752

GUIDE TO SERVICES
OFFERED BY
STATE & SELECTED
LOCAL AGENCIES

Published
January, 1978

STATE OF OHIO
JAMES A. RHODES, Governor

Compiled by

Division of Consumer Protection
Ohio Department of Commerce

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JAMES A. RHODES
GOVERNOR

STATE OF OHIO
OFFICE OF THE GOVERNOR
COLUMBUS 43215

TO OHIO CITIZENS:

This Guide has been developed in an attempt to reduce the red tape and frustration which Ohioans all too often encounter in dealing with state government. By using the information presented here, citizens dealing with state agencies and selected local agencies can save time by locating the desired service in advance in the Guide.

Our people are entitled to quick, efficient service from their state government -- without red tape. This publication is part of our commitment to that principle.

Sincerely,

A handwritten signature in black ink that reads "James A. Rhodes".

JAMES A. RHODES
Governor

FOREWORD

This Guide contains a listing of the services offered by all State departments, boards, commissions, and selected local agencies. The information should be used by telephone operators, receptionists, and other employees who provide service to the public.

When using the Guide, special attention should be given to the sections containing State and Federal toll-free numbers. For years, citizens have expressed the frustration they experienced contacting government agencies. In order to be more responsive to the needs of consumers, many State and Federal agencies now operate toll-free hotlines. These hotlines provide immediate access to someone who is willing to listen to consumer problems and is capable of offering assistance or advice. Making a call to a government hotline may not provide an instant solution, but it can provide shortcuts to problem solving. The proper use of these numbers will help many Ohioans save time and money.

The local government agencies and private organizations included in this Guide were selected with regard to their ability to provide information or assistance to Ohio consumers. While many local services are mentioned, this is not a comprehensive listing of the public services available at the local level.

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STATE EXECUTIVE, JUDICIAL AND LEGISLATIVE OFFICES

STATE EXECUTIVE OFFICES

- I. **GOVERNOR'S OFFICE (GOV)** (614) 466-3555
State House, Columbus, Ohio 43215
- A. Program Coordination Section 466-7461
Provides assistance in obtaining federal funds, and coordinates the review of federal applications through the State Clearinghouse.
- II. **LIEUTENANT GOVERNOR (LT GOV)** (614) 466-3400
State House, 1st Floor, Columbus, Ohio 43215
- III. **ATTORNEY GENERAL (AT GEN)** (614) 466-4320
30 E. Broad Street, 17th Floor, Columbus, Ohio 43215
Charged with representing State of Ohio agencies, commissions, boards and elected officials in any legal matters pertaining to State.
- A. Administrative Agencies Section 466-8600
Provides legal counsel and services for all State departments, boards, commissions and agencies at formal hearings and proceedings.
- B. Antitrust Section 466-4328
Enforces State laws which protect and encourage competition in the marketplace. Represents the State in antitrust cases for the recovery of damages.
- C. Bureau of Criminal Identification and Investigation 466-2816
On call 24 hours a day to assist local law enforcement agencies throughout Ohio in the scientific analysis of crime scenes and the accumulation of evidence to document crimes in court. BCI has special investigating teams in lie detection and fingerprinting. BCI does not have arrest powers.
- D. Bureau of Employment Services Section 466-2707
Handles all litigation stemming from the actions of the Board of Review of the Ohio Bureau of Employment Services and defends the final rulings of the BES contested in court.
- E. Charitable Foundations Section 466-3180
Charged with the supervision and regulation of all charitable interests. Registration and annual report forms must be filed with the Attorney General by charity trustees. Regulates solicitations for charitable organizations and examines registration and annual reports of professional fund raisers.
- F. Civil Rights Section 466-7900
Represents the Ohio Civil Rights Commission in processing and litigating cases of discrimination.
- G. Claims Section 466-4510
Responsible for collecting overdue and unpaid sales, highway use and financial taxes plus debts owed to more than 40 other state agencies and divisions.

III. ATTORNEY GENERAL (cont.)

- H. Consumer Frauds and Crimes Section 466-8831
Toll-free number: 1-800-282-0515

Responsible for enforcing Ohio laws which regulate consumer business transactions. These laws include the Ohio Consumer Sales Practices Act, the Home Solicitation Sales Act, the Prepaid Entertainment Contract Act and the Anti-pyramid Sales Act. Consumers with complaints against suppliers may call toll-free 1-800-282-0515 to request a form for filing a written complaint. When violators of the laws cannot be convinced to change their practices, Consumer Frauds attorneys take action in the courts.

- I. Court of Claims Defense Section 466-7447

Represents the State in all cases before the Court of Claims. The Court has exclusive jurisdiction to hear all lawsuits brought by private parties against the State and all of its components.

- J. Crime Victims' Compensation 466-5610

Processes and investigates applications filed by victims of violent crimes who are seeking work loss compensation and/or medical compensation. Maintains the fund from which compensation is paid to legitimate victims.

- K. Criminal Activities Section 466-5414

Responsible for all criminal cases that affect the State. Provides legal advice for the Department of Mental Health and Mental Retardation and the Department of Rehabilitation and Corrections.

- L. Environmental Law Section 466-2766

Represents the Department of Natural Resources, the Ohio Environmental Protection Agency and the Ohio Power Siting Commission. The Attorney General can bring violators of the Ohio environmental protection laws directly into court. Also provides legal counsel in many areas affecting the environment.

- M. Financial Institutions Section 466-8614

Provides legal counsel to State departments and agencies that deal in finance, real estate, securities and various intangible commodities. Supplies legal representation to the Department of Insurance and the Department of Commerce.

- N. Liquor Control Section 466-3232

Represents the Department of Liquor Control in hearings before the Liquor Control Commission and in court proceedings throughout the State. Cases deal primarily with permit violations of Ohio's Liquor Control Act and appeals on permit rejections.

- O. Ohio Peace Officer Training Council 466-3081

Provides Ohio with a uniform course of law enforcement training for policemen, sheriffs, sheriffs' deputies and all other personnel in the law enforcement field.

III. **ATTORNEY GENERAL (cont.)**

P. Public Utilities Commission Section 466-4395

Acts as legal advisor to the PUCO. Represents the Commission in proceedings before the Supreme Court of Ohio.

Q. Special Litigation Section 466-2872

Represents the State in complex litigation aimed at protecting the State's invested funds.

R. Taxation Section 466-5967

Acts as the chief trial counsel for the Ohio Department of Taxation.

S. Transportation Section 466-4656

Prepares deeds, contracts and other legal instruments for the Department of Transportation and acts as legal counsel for the Department.

T. Workers' Compensation 466-6696

Provides legal counsel and representation to the administration of the Bureau of Workers' Compensation and the Industrial Commission.

IV. **AUDITOR OF STATE** (614) 466-4514
88 E. Broad Street, Columbus, Ohio 43215 Toll-free number: 1-800-282-0370

Functions as the principal guardian of public funds by virtue of the basic fact that statutorily the Auditor of State has the responsibility to see that all funds are spent in accordance with the laws of Ohio.

Maintains a complete, accurate accounting of all revenues of the State and a formal record of all securities and trust funds in the State treasury.

Maintains an accurate cash accounting of expenditures and balances in each specific fund established for the administration of State government.

Examines the legality of all obligations and claims incurred by the State. When these are found to be valid, the Auditor pays them by issuing a warrant, which is an order directing the Treasurer of State to release the specified sum of money to the payee.

Also, subsequently examines — on a routine basis — expenditures for cities, villages, counties, townships, school districts, state-supported colleges and universities, and other local governmental units.

The Auditor and his staff serve as a counseling and fiscal advisory agency to all governmental subdivisions.

V. **SECRETARY OF STATE (SEC ST)** (614) 466-4980
30 E. Broad Street, 14th Floor, Columbus, Ohio 43215

A. Corporations Department 466-3910

Charged with keeping a file of all articles of incorporation, amendments, mergers, consolidations and dissolutions of Ohio corporations. Licenses foreign corporations who conduct business in Ohio but whose principal place of business is out of state.

A. Corporations Department (cont.)

Registers trade names, trade marks, service marks and marks of ownership of Ohio businesses.

Provides certified copies of corporate charters upon request.

Maintains a file containing one copy of the transcript of proceedings to incorporate a village or annex new territory to an existing village.

B. Elections Department

466-2585

Prescribes all election forms used by the 88 counties including those for registration of voters, declarations of candidacy, nominating petitions and various other petitions. Prescribes and approves all official ballots used in State elections to insure compliance with the statutes.

Publishes the Federal, State and County Roster, the Municipal and Township Roster and the Ohio Election Statistics every 2 years.

Other functions include licensing ministers to perform marriage ceremonies, answering routine questions on election matters; ensuring that session laws are published; and maintaining a file of municipal charters, and a file of bonds of various elected and appointed State officials.

C. Uniform Commercial Code Department

466-3623

Maintains a file of all secured transactions entered into by businesses.

VI. **TREASURER OF STATE (TREAS)**

(614) 466-3285

30 E. Broad Street, 9th Floor, Columbus, Ohio 43215

Receives and processes payments to the State for taxes, fees, licenses, and other levies enacted by the Ohio legislature.

Maintains the various State accounts and processes payments of all State warrants for claims and expenses incurred in the operation of State government.

Pays warrants and maintains custody of various State agencies' funds.

Safeguards securities purchased for the State for custodial accounts or deposited with the State by banks, trust companies, insurance companies and other business organizations.

JUDICIAL OFFICES

I. **SUPREME COURT OF OHIO (SUP CT)**

(614) 466-3456

30 E. Broad Street, 3rd Floor, Columbus, Ohio 43215

Serves as the highest appellate court in the State judicial system.

Exercises procedural rule-making power which is subject to disapproval by concurrent resolution of the General Assembly.

Has control over admission to the practice of law and the discipline of those admitted. Proposed disciplinary action against a lawyer must be submitted to

I. **SUPREME COURT OF OHIO (cont.)**

the Board of Commissioners on Grievances and Discipline of the Supreme Court by a county bar association or by a committee of the State Bar Association.

Maintains a law library on the 4th and 5th floors of the State Office Tower which is open to the public. Copies of Supreme Court decisions are published in the Ohio Official Reports and are available in any law library.

STATE LEGISLATIVE OFFICES

I. **LEGISLATIVE REFERENCE BUREAU (LRB)** (614) 466-3031
State House, Room 10, Columbus, Ohio 43216

Serves as a research and drafting resource for members of the General Assembly and their constituents.

Responsible for collecting, stylizing and publishing the administrative rules adopted by the various State agencies. The collection of rules is known as the Ohio Administrative Code.

In the process of establishing a Women's Information Service which will provide informational programs and materials concerning legal status of women, the impact of recent changes in the law, and the rights and remedies available to women under the law. Also proposed for this service is a toll-free information hotline, a speakers bureau and informational pamphlets.

II. **LEGISLATIVE SERVICE COMMISSION (LSC)** (614) 466-3615
State House, Columbus, Ohio 43216

Responsible for drafting and analyzing bills at the request of the legislators. Performs evaluations of programs established by the legislature. Undertakes research at the request of the General Assembly either in the form of a short-term project or a long-term task force report.

STATE DEPARTMENTS

- I. **ADJUTANT GENERAL (AD GEN)** (614) 889-7000
2825 W. Granville Road, P.O. Box 660, Worthington, Ohio 43085

Serves as Military Chief of Staff to the Governor. Responsible for all matters pertaining to the Ohio Army and Air National Guard, the Ohio Defense Corps and the Ohio Naval Militia. Serves as Director of the State Disaster Services Agency (formerly Civil Defense Agency). Serves as State Director of the Soldier's Claims and Veteran Affairs Division.

- II. **ADMINISTRATIVE SERVICES (AD SER)** (614) 466-2000
30 E. Broad Street, 40th Floor, Columbus, Ohio 43215

The Ohio Department of Administrative Services provides staff support in several important areas for other agencies in State government.

The agency administers the personnel management facet of State government, including federal manpower programs; designs and supervises the construction of State buildings; leases and sells lands; supervises printing of State documents; handles the purchasing of goods and services for most State agencies; and sells used, but servicable, State equipment.

Administrative Services also manages the State's vast computer network, runs its accounting system and controls its Equal Employment Opportunity Program.

- III. **DEPARTMENT OF AGRICULTURE (AGRIC)** (614) 466-2732
65 S. Front Street, Columbus, Ohio 43215

- A. Division of Administration 466-2732
Toll-free number: 1-800-282-1955

Performs basic functions for the operating divisions including fiscal management, personnel administration, public information and legal services. Included in this division are the: Fairs and Amusements Section, Grain Warehousing Section, and the Consumer Information Center which operates a 24-hour toll-free hotline.

- B. Division of Animal Industry 866-6361

Concerned with the promotion and protection of the livestock industry. Researches and controls diseases of livestock and poultry. Issues and checks health certificates of animals in inter-state commerce.

- C. Division of Foods, Dairies and Drugs 866-6361

Regulates laws to safeguard against uncleanness, adulteration, false advertising, illegal labeling and fraud incidental to preparation, packaging and sales of foods, dairy products, beverages, drugs and cosmetics.

- D. Division of Markets 466-4104

Grades fresh fruits, vegetables and poultry, then provides certified guarantee of quality. Regulates laws which require accurate labels for quantity and quality.

III. DEPARTMENT OF AGRICULTURE (cont.)

- E. Division of Consumer Analytical Services 866-6361
Conducts laboratory tests on food samples and agricultural commodities collected by other divisions. Results are reported and corrected if necessary.
- F. Division of Weights and Measures 866-6361
Departmental weights and measures officials work hand-in-hand with local officials in constantly checking and rechecking weighing and measuring devices to insure justice in the market place. Working on transition to metric system.
- G. Division of Meat Inspection 866-6361
Conducts red meat and poultry inspection to assure wholesome, unadulterated and properly labeled meats.
- H. Division of Plant Industry 866-6361
Regulates processing, labeling, analysis and sale of fertilizers, commercial feed-stuffs, agricultural liming materials, pesticides and seeds. Controls and eradicates honey bee and plant diseases and insect pests which are injurious to plants and forests. Responsible for testing and licensing of pesticide applicators.

IV. DEPARTMENT OF COMMERCE (COMM) (614) 466-3636
180 E. Broad Street, Columbus, Ohio 43215

- A. Division of Administration 466-3636
Handles personnel and fiscal matters for the Department. Also provides mail, graphic, and printing services to all the divisions.
1. Unclaimed Funds Section 466-4433
Maintains records of and arranges for the distribution of Ohio unclaimed monies. Periodically advertises all unclaimed accounts in newspapers throughout the State. Inquiries or claims must be made in writing by mail.
- B. Division of Banks 466-2932
Handles complaints about and regulates all state-chartered banks and trust companies. Has no jurisdiction over federal or national banks nor finance companies.
- C. Division of Building and Loan 466-3723
Handles complaints and regulates all state-chartered savings and loan companies. Has no jurisdiction over federal savings and loans or finance companies.
- D. Division of State Fire Marshal 864-5510
8895 E. Main Street, Reynoldsburg, Ohio 43068
1. Arson Bureau 864-5510
Investigates the cause, origin and circumstances of each fire and is responsible for prosecution of persons believed to be guilty of arson or a similar

1. Arson Bureau (cont.)
 crime. Operates one of the most sophisticated arson laboratories in the country.
 2. Inspection Bureau 864-5510
 Inspects on a request basis all buildings, structures and other places to determine if conditions exist which could cause fire or endanger life, property or other buildings. Reviews, approves or disapproves fire protection equipment plans for buildings such as nursing homes, elderly housing and state-owned buildings. Makes field acceptance tests of fire protection equipment installations. Licenses hotels, motels and dry cleaning establishments.
 3. Fire Prevention Bureau 864-5510
 Promotes education in urban and rural fire prevention and fire protection through training programs, seminars and media campaigns. Implemented and operates the Ohio Fire Incident Reporting System which serves as a model program for other reporting systems in the country. Also distributes pamphlets and brochures and maintains a film library.
 4. Ohio State Firemen's Training Academy (Ohio Fire Academy) 864-5510
 Conducts a training school for firemen, including volunteer firemen, of any political subdivision of the State, and for any other persons interested in the vocation of firefighting.
- E. Division of Licensing 466-4130
 Handles complaints about and licenses employment agencies, auctioneers, apprentice auctioneers, auction houses and private investigators upon successful completion of a state administered test.
- F. Division of Real Estate 466-4100
 Licenses and tests Ohio real estate brokers and salespeople. Audits brokers and investigates complaints against licensees. When the seriousness of the complaint warrants, a public hearing is held. Has the power to issue reprimands and revoke or suspend licenses. Jurisdiction does not include builders, developers, mobile home dealers or mobile home parks.
- G. Division of Securities 466-7602
1. Registration Section 466-3440
 Responsible for processing registration files in compliance with the Ohio Securities Act.
 2. Broker-Dealer Section 466-3466
 Licenses and tests securities broker-dealers and their salespeople.
 3. Enforcement Section 466-6140
 Responsible for investigating complaints and alleged violations of the laws governing the sale of securities. Assists in the prosecution of all actions initiated under the Securities Act.

4. Foreign Real Estate Section 466-3440
 Regulates the sale of out-of-state land to Ohio investors. Refers possible violations to the Enforcement Section.
5. Examinations Section 466-6372
 Annually examines records and books of credit unions, small loan companies, second mortgage loan companies, insurance premium finance companies and pawnbrokers to ensure compliance with State laws regarding lending practices. This Section also performs compliance examinations of broker-dealers and security registrations.
6. Credit Union Section 466-2384
 Charters, regulates and supervises Ohio credit unions primarily through an annual examination conducted by the Examination Section. Has the power to suspend or order the liquidation of credit unions not operating in compliance with State law.
7. Consumer Finance Section 466-2221
 Licenses and regulates companies which make small loans, second mortgage loans, insurance premium finance loans, and pawnbroker loans.

V. **DEPARTMENT OF ECONOMIC AND COMMUNITY DEVELOPMENT (DECD)** (614) 466-2115 or 2480
 30 E. Broad Street, Columbus, Ohio 43215

Main function is to improve Ohio's business climate and create more and better jobs for Ohioans.

- A. Division of Administration 466-2258
1. Office of Research 466-2115
 Keeps records on new, expanded and relocated industries in Ohio; data on selected variables (employment, unemployment, income, retail, investment, housing and population characteristics). Answers general information questions from the public. This office is the State's official source for population estimates and projections for Ohio.
- B. Division of Community Development 466-5863
 Promotes improvement of community for maximum local economic growth.
- C. Division of Economic Development 466-2317
1. International Trade 466-5017
 Promotes international trade with Ohio and encourages foreign industries to build facilities in Ohio.
2. Minority Business 466-5700
 Promotes growth of minority-owned businesses in Ohio.

C. Division of Economic Development (cont.)

3. Travel and Tourism 466-8844
Toll-free number: 1-800-282-0250

Maintains tourist information centers; promotes travel in Ohio. Operates toll-free INFOHIO line which has taped information on events and happenings all over the State such as fairs and festivals and skiing conditions (seasonally) at Ohio's resorts.

4. Ohio Development Financing Commission 466-5420

Approves tax-free economic development revenue bonds and administers the guaranteed loan program.

VI. DEPARTMENT OF EDUCATION (EDUC) (614) 466-3641
Ohio Departments Building, 65 S. Front Street, Columbus, Ohio 43215

- A. Superintendent of Public Instruction 466-3304

Chief Administrative Office of the Department of Education and the State Board of Education.

- B. Division of Comptroller 466-8644

Oversees the Department's accounting and budget.

- C. Division of Computer Services and Statistical Reports 466-7000

Promotes sound school district data processing and information systems.

- D. Department Accounts 466-2791

Maintains fiscal accounting of State appropriations for elementary and secondary education.

- E. Educational Redesign and Renewal 466-2979

Augments continued education of Ohio's teachers through self-instructional materials. Also coordinates Ohio Right to Read efforts; produces educational materials on citizenship education and metric education.

- F. Division of Elementary and Secondary Education 466-2761

Responsible for evaluating elementary and secondary public and nonpublic schools for compliance with minimum curriculum standards. Has curriculum consultants in many areas of education.

- G. Division of Federal Assistance 466-4161

Administers federal funds for disadvantaged students (handicapped, emotionally disturbed, underprivileged, orphaned, delinquent, etc.). Informs school districts of available federal funds and programs.

- H. Division of Guidance and Testing 466-2103
 Maintains comprehensive guidance services in Ohio schools, from early identification to follow-through after graduation. Tests and scoring services are also available.
- I. Division of Personnel, Publications and Legal Services 466-3224
 Reviews all Department publications and print material. Provides legal counsel to personnel.
- J. Division of Planning and Evaluation 466-4838
 Implements and evaluates innovative practices to solve critical education needs. Conducts statewide student needs assessment.
- K. Division of School Finance 466-6266
 Administers appropriations for pupil transportation, bus purchasing, driver education.
- L. Division of School Food Service 466-2945
 Administers federal and state appropriations for school lunch and breakfast programs.
- M. Division of Special Education 466-2650
 Assures full educational opportunities for children who are handicapped in any way.
- N. Division of State Schools
1. Ohio School for the Deaf 888-3221
 500 Morse Road, Columbus, Ohio 43214
 2. Ohio School for the Blind 888-4616
 5220 N. High Street, Columbus, Ohio 43214
- O. Division of Teacher Education and Certification 466-3593
 Evaluates teacher preparation institutes. Processes teaching certificates and educational aide permits.
- P. Division of Urban Education 466-8644
 Provides leadership in multicultural, sexism-free curriculum and instruction. Works on unique urban education problems.
- Q. Division of Vocational Education 466-3430
 Extends vocational education opportunities to high school students desiring work skills prior to graduation. Vocational training also available for out-of-school youths and adults to prepare them for employment or upgrade skills.

VII. BUREAU OF EMPLOYMENT SERVICES (OBES) (614) 466-4636
145 S. Front Street, Columbus, Ohio 43216

Purpose is to offer to workers and employers the advantage of a central point in all major communities at which workers seeking employment can apply and employers needing workers can have access to the community's largest and most centralized labor supply and to labor supplies in other areas.

A. Local Office Operations 466-2618

Maintains network of job service offices throughout Ohio.

B. Division of Employment Service 466-2428

Administers a program that offers a variety of services with no fee for employers or applicants. Qualified applicants are referred to jobs. Affiliated with U.S. Department of Labor, therefore has access to public employment offices throughout the nation.

1. Work Incentive Program Section (WIN)

Specialized service to move unskilled, uneducated, and ex-offenders into self-sufficiency through employment.

2. Manpower Services Section

Same specialized service including CETA (Comprehensive Employment and Training Act) and Job Corps.

C. Division of Unemployment Compensation 466-3796

Collects contributions from employers. Workers pay nothing directly for costs of unemployment insurance. Taxes on each worker are collected and used solely for payment of benefits. Determines eligibility of benefit claims and maintains records of such claims.

D. Division of Research and Statistics 466-3240

Compiles and interprets operational and related data for administration, for legislative consideration, and for the general public. Compiles, analyzes, and releases labor market information for new plant location, sales and market analysis, and as economic indicators.

E. Division of Women's Services 466-4496

Promotes programs to improve the employment competencies of women and to enhance their employment opportunities. Serves as an information and resource center.

F. Advisory Council 466-3240

Studies employment security program and recommends changes in laws, rules and regulations to Governor, General Assembly, Board of Review, and Administrator.

G. Board of Review 466-4619

Board represents labor, management and general public in hearing appeals arising from OBES decisions regarding eligibility for unemployment benefits as well as questions of unemployment tax liability and tax rates.

VIII. **OHIO ENERGY AND RESOURCE DEVELOPMENT AGENCY (ENERGY)** (614) 466-7915
30 E. Broad Street, 25th Floor, Columbus, Ohio 43215

A. Bonding and Administrative Services 466-6517

Issues industrial revenue bonds for concerns that wish to acquire or construct energy facilities.

B. Research and Development 466-8277

Maintains a staff of energy specialists in the area of natural gas, coal, conservation and advanced technology to request proposals on energy research, and provide funds for research projects.

C. Policy and Planning 466-6797

Monitors energy supply and demand trends with a computer-based information system, develops emergency plans to respond to energy shortfalls, administers the State conservation program and makes hardship and emergency allocations of petroleum.

D. Public Information 466-7915

Provides energy information to the Ohio public and mass media as requested.

IX. **ENVIRONMENTAL PROTECTION AGENCY (EPA)** (614) 466-8565
361 E. Broad Street, Columbus, Ohio 43215

A. Environmental Planning Coordinator 466-7232

This division represents the Agency on several international, federal and state commissions. Coordinates all short and long-term planning activities of the Ohio EPA and its programs.

B. Emergency Response 466-8305
24-hour emergency (614) 299-6336

Responds to environmental emergencies in Ohio on a 24-hour basis. Develops spill prevention plans, organizes cooperative clean-up units with industry, works with fire and police departments on prevention and clean up and oversees disposal of materials involved in an emergency.

C. Public Interest Center 466-8508

Responsible for informing the public of the Agency's activities, decisions and future plans. Handles preparation and release of news stories, pamphlets, fact sheets, and newsletter.

C. Public Interest Center (cont.)

1. Division of Environmental Information 466-8972
Toll-free number: 1-800-282-0270

Promotes communication between public and government by handling complaints and answering inquiries. Suggests citizen action after investigating a problem.

D. Office of District Operations 466-5664

Oversees operations of the Agency's five district offices which function in closer proximity to the problem source.

Central District Office
Ohio EPA
369 E. Broad St.
Columbus, Ohio 43215
(614) 466-6450

Northeast District Office
Ohio EPA
2110 E. Aurora Rd.
Twinsburg, Ohio 44087
(216) 425-9171

Southeast District Office
Ohio EPA
2195 Front Street
Logan, Ohio 43138
(614) 385-8501

Northwest District Office
Ohio EPA
1035 Devlac Grove Dr.
Bowling Green, Ohio 43402
(419) 352-8461

Southwest District Office
Ohio EPA
7 E. 4th St.
Dayton, Ohio 45402
(513) 461-4670

E. Office of Operational Support 466-8595

Supplies Ohio EPA with those administrative and support functions necessary to operate. Maintains records, administers grants, provides data processing system, serves as contact with local government organizations.

F. Office of Land Pollution Control 466-8934

Directs the control and disposal of solid waste in the state.

1. Division of Solid Waste Management 466-8934

Investigates proposed disposal plans, assists geologists in monitoring land-fill, advises and provides technical assistance on the local level.

2. Division of Hazardous Waste Control 466-8934

Prepares guidelines for controlling disposal of hazardous wastes. Prepares guidelines for municipal and industrial disposal of sludge.

3. Division of Program Planning 466-8934

Assists communities in solid waste planning. Completes data for grant requests, monitors State and federally funded solid waste planning programs.

- G. Office of Public Water Supply 466-8307
- Responsible for state-wide public water supply to assure adequate quantities of safe, palatable drinking water.
1. Division of Facilities and Operations 466-8310
 Performs regular sanitary surveys of all public water supplies. Maintains inventory records of each supply and provides technical and emergency assistance to them. Investigates consumer complaints.
 2. Division of Water Quality 466-8310
 Develops and supervises the chemical, radiological, pesticidal and toxicological aspects of public drinking water quality. Certifies the labs which do analyses on the various water supplies. Initiates legal action against violations of Ohio laws on public water supplies.
 3. Division of Engineering 466-8307
 Responsible for surveillance of planning, development and construction of public water systems.
 4. Division of Ground Water 466-8310
 Sampling and analysis of selected groundwater city supplies throughout Ohio. Hydrogeologically evaluates all proposed land disposal sites. Can be of assistance concerning well contamination, improper well construction and other water quality problems.
- H. Office of Wastewater Pollution Control 466-7427
- Develops state-wide water quality management.
1. Division of Industrial Wastewater 466-2390
 Issues National Pollutant Discharge Elimination System permits and enforces its regulations. Reviews plans for water treatment facilities for industrial wastewater. Inspects plants for compliance monitoring of the treatment facilities.
 2. Division of Public Wastewater 466-8974
 Develops programs necessary to assure proper functioning of public sewage systems. Administers NPDES permits to public entities.
 3. Division of Surveillance, Planning and Laboratory Services 466-8630
 Collects data and reports trends in Ohio water quality. Evaluates special toxic effluent problems.
 4. Division of Water Quality Standards 466-6533
 Develops and updates Ohio's general water quality standards.

I. Office of Air Pollution Control 466-6116

Oversees the regulation and control of air pollution in Ohio. Surveillance of pollution sources, permit review and long range planning.

1. Division of Technical Support Operations 466-6116

Provides engineer and surveillance support; evaluates pollution control strategies; assesses social and economic impact of proposals. Reviews tax exemption applications for installation of air pollution control devices. Works with Air Quality Development Authority.

2. Division of Program Development and Review 466-6116

Periodically assesses overall effectiveness of air pollution control programs.

3. Division of Field Operations 466-6116

Processes applications for all types of air permits; recommends approval or denial. Reviews local permit activities. Prepares emission data sheets for all point sources of emissions. Operates air sampling and meteorological observation stations.

X. **DEPARTMENT OF HEALTH (HEALTH)** (614) 466-3543
450 E. Town Street, Columbus, Ohio 43215

Works to promote healthful, sanitary, and safe living conditions for all Ohioans. In addition to direct medical services, the Department funds health sanitation projects.

A. Bureau of Environmental Health 466-5190

Works toward sanitary community conditions by conducting training programs. Sets and enforces standards and provides technical assistance to local health departments in these areas: public swimming pools, travel-trailer and mobile home trailer parks, marinas, food service sanitation (restaurants), public park and roadside rest areas, school sanitation, milk sanitation, home plant sanitation (sewage), radiation inspection, accident prevention and product safety, private water systems, and inspection of migrant farm worker housing.

B. Division of Maternal and Child Health 466-3263

Attempts to reach women of child-bearing age who may become or already are pregnant. Services include: Maternity education, medical care and information before and after birth; silver nitrate for hospitals to prevent blindness at birth; financial assistance to parents with children born with deformities or defects. Also provides information on family planning and sex education; hearing, vision, and speech clinics; dental clinics; sickle cell anemia; Sudden Infant Death Syndrome; child abuse; emotional problems in children; and genetic counseling and screening. Includes Bureau of Crippled Children's Services, and provides treatment of crippling conditions until age 21.

C. Bureau of Medical Services 466-7857

Licenses and inspects nursing homes and certifies them as medicare providers. Certifies hospital maternity wards and other health facilities. Handles complaints on all aspects of nursing homes except the cost (contact the Department of Welfare).

Nursing Home Complaints: 466-2070, Hospital Complaints: 466-2253.

D. Bureau of Preventive Medicine 466-4643

Funds projects to help prevent and treat alcoholism. Works to identify, control and provide information on venereal disease. Immunizes against communicable diseases such as rubella, diphtheria, tetanus, measles, and polio. Provides funding for hemophilia treatment centers. Prevents and treats diseases carried by insects and animals. Conducts programs for early detection and treatment of cancer, heart disease, diabetes, and tuberculosis. Inspects and licenses plasmapheresis centers.

E. Bureau of Supportive Services 466-4364

1. Division of Communications 466-3022

Has brochures and films available for teachers, groups or individuals interested in health education materials.

2. Division of Nursing 466-4364

Conducts ongoing evaluation of nursing services. Provides refresher courses for nurses and consultation services for community public health nurses.

3. Division of Nutrition 466-4730

Sponsors nutrition programs such as Mobile Meals for the elderly and Women-Infant-and-Children food supplement program (WIC).

4. Division of Vital Statistics 466-2531

Maintains records of marriages, births, divorces, and deaths which occur in Ohio. Copies of birth certificates or statistics on marriage and divorce rates in Ohio can be obtained from this Division. Write: 65 S. Front St., Columbus, Ohio 43215. There is a \$2.00 fee.

XI. **DEPARTMENT OF HIGHWAY SAFETY (HY SAF)** (614) 466-2550
240 Parsons Avenue, Columbus, Ohio 43215

A. Division of Administration 466-2550

Compiles, analyzes and publishes statistics relative to motor vehicle accidents; conducts research and studies; prepares and conducts educational programs for the purpose of promoting highway safety.

B. Division of State Highway Patrol 466-2660
660 E. Main Street, Columbus, Ohio 43215

Promotes traffic safety and security through traffic law enforcement; enforces laws relating to titling, registration, and licensing of motor vehicles; enforces laws relating to commercial vehicles; reports to Public Utilities Commission violations of its rules governing motor transportation companies and motor carriers for hire; regulates movement of traffic on all Ohio roads; has criminal law enforcement on State-owned or leased property; investigates all vehicle accidents on roads and highways outside of municipal corporations; conducts driver's license training.

- C. Division of Bureau of Motor Vehicles 466-2130
4300 Kimberly Parkway, Columbus, Ohio 43227

Regulates the issuance of license plates (vehicle registration) through a network of deputy registrars throughout the State. Issues driver's licenses and issues certificates of titles on motor vehicles; keeps records of all titled vehicles (can trace previous owner of vehicle by serial number); licenses car dealers and salesmen; administers trust fund distribution for highway construction and maintenance; promotes public safety responsibility.

1. Certificate of Title Section 466-3300
2. License Plate Records Section 466-7642
3. Deputy Registrar Control 466-8391
4. Drivers License Division 466-6400

- XII. **INDUSTRIAL COMMISSION OF OHIO (IND COM)** (614) 466-8185
65 S. Front Street, Columbus, Ohio 43215

A decision-making commission which oversees the Workers' Compensation Fund.

- A. Division of Awards 466-8185

Works closely with the Bureau of Workers' Compensation. Conducts the hearings and makes the decisions on claims filed for Workers' Compensation monies.

- B. Division of Safety and Hygiene 466-3385
2323 W. Fifth Avenue, Columbus, Ohio 43216

Conducts advisory inspections for hygiene and safety standards in factories. Holds safety training programs for schools and businesses. Distributes the latest safety information to industries.

- XIII. **DEPARTMENT OF INDUSTRIAL RELATIONS (IND REL)** (614) 466-3271
2323 W. Fifth Avenue, Columbus, Ohio 43216

The Department is divided into 11 divisions:

- A. Apprenticeship Council 466-8890

Handles administrative duties including encouraging industries to promote apprenticeships, setting minimum standards for requirement, and issuing certificates of completion.

- B. Division of Bedding and Upholstered Furniture 466-4146

Protects consumers, retailers and manufacturers from misrepresentation of unsanitary filled materials through laboratory testing of the fill material. Stuffed toys, mattresses, upholstered furniture, pillows and bedspreads are all under the safety supervision of this Division.

- C. Board of Building Standards 466-3316

Administers the Ohio Building Code. Conducts an electrical safety inspection program. Researches new materials methods, and technological standards for continued updating of rules.

- D. Division of Boilers 466-2743
Conducts safety inspections and issues annual certificates of compliance on boilers used by factories, apartments, churches, schools, nursing homes and hospitals in Ohio.
- E. Division of Examiners of Steam Engineers 466-2830
Examines and licenses steam engineers and boiler operators.
- F. Division of Elevators 466-6127
Issues permits for construction and certificates of operation. Handles accident reporting on all dumb waiters, elevators, ski lifts, escalators and man lifts. All elevators that carry people are checked biannually to insure safety.
- G. Division of Factory and Building Inspection 466-6631
Examines plans and blueprints to determine if they are in compliance with the Ohio Building Code. Day care centers, race tracks, pre-schools, hospital maternity wards, nursing homes, rest homes, mental health facilities and storage facilities for explosives all are given special safety attention. Division checks sites of construction already under way to guarantee vital safety systems are installed according to plans.
- H. Division of Mines 466-4240
Continually checks mines to insure the safety of employees and protection of property. Services include lab analyses of air, water and dust samples for contamination levels; four mine rescue stations to act in the event of an emergency; and supervises plugging of abandoned oil and gas wells
- I. On-Site Consultation Services Toll-free number: 1-800-282-1425
Free consultation services to Ohio employers on developing ways to reduce occupational hazards, costs for insurance, workers' compensation claims and enforcement penalties.
- J. Division of Pressure Piping 466-2675
Responsible for safety checking all pressure piping systems. The Welding Bureau is particularly concerned with the quality of the welds on these pipe systems in public facilities, such as schools and hospitals, where a break could jeopardize the health of employees and the public.
- K. Division of Women, Minors, Minimum Wage and Prevailing Wage 466-4340
1. Women
Publishes and distributes information on Ohio's female labor laws to smaller establishments — those which employ 15 or less. The Division will also investigate complaints reported by women laborers.
 2. Minors
Enforces child labor laws, publicizes child labor standards, holds speaking engagements at high schools.

3. Minimum Wage

Administers Ohio's minimum wage laws. Arranges speaking engagements and distributes literature to establishments that are affected by these laws.

4. Prevailing Wage

Prevailing wages are the salaries paid to construction workers hired on public projects. Contractors who are entering into an agreement with a municipal corporation for building should contact the Division for information on prevailing wages.

Materials containing information and guidelines on all four of these areas are available from the Division.

XIV. **STATE DEPARTMENT OF INSURANCE (INSUR)** (614) 466-3584
447 E. Broad Street, Columbus, Ohio 43215

Enforces State insurance laws for all types of insurance. Regulates premium rates for fire and casualty insurance. Conducts audits and examinations of Ohio insurance companies every 3 years.

A. Policyholders Service Section 466-4170
Toll-free number: 1-800-282-7623

Serves as a liaison between the insured and the insuring company for disputed claims. Operates a toll-free hotline for questions or problems relating to insurance.

XV. **DEPARTMENT OF LIQUOR CONTROL (LIQUOR)** (614) 466-4817
2323 W. Fifth Avenue, Columbus, Ohio 43204

Controls traffic in beer and intoxicating liquor in Ohio including manufacture, transportation and sale thereof. Grants or refuses permits for manufacture, distribution, transportation and sale of beer and liquor. Puts into operation, manages and controls a system of state liquor stores for sale of spirituous liquor to individuals for private consumption and to permit holders authorized to sell spirituous liquor. Enforces the Ohio Liquor Laws and Regulations.

A. Division of Enforcement 466-3625

Receives and investigates reports on possible liquor law violations such as sales to minors or sales on Sunday.

B. Merchandising Section 466-2324

Receives and investigates complaints about quality of the product.

C. Public Information Division 466-2411

Distributes brochures; answers questions from the news media and public.

XVI. **DEPARTMENT OF MENTAL HEALTH
AND MENTAL RETARDATION (MHR)** (614) 466-2596
30 E. Broad Street, 12th Floor, Columbus, Ohio 43215

Responsible for providing treatment, training and rehabilitation to the mentally ill, mentally retarded, developmentally disabled, mentally ill criminal offenders,

XVI. DEPARTMENT OF MENTAL HEALTH AND MENTAL RETARDATION (cont.)

and disturbed children and senior citizens throughout Ohio. The system integrates 27 State mental hospitals, mental retardation institutes and developmental centers.

A. Division of Mental Health

1. Office of Children's Services 466-7347

Assists in the planning and implementation of community-oriented comprehensive care, psychiatric treatment services and facilities for children and youth ranging from infancy through adolescence, and extending from home to institutional care.

The program design is concerned with two operational phases, i.e., Operation Retain and Operation Return. The two phases are related to two distinctly identifiable groups of children — those that are in school and those that are not able to profit from formal attendance in school. The intention is to provide a broad continuum of services to these youngsters extending from the public school through extended care mental health facilities. Thus, Operation Retain is intended to maximize efforts to keep the child in the community. It is primarily a supportive role while Operation Return serves as the basic phase of operation designed to return the child to that community in an effective and expeditious manner. It seeks to offer more direct services.

2. Office of Geriatric Services 466-7345

Operates 7 centers within State facilities, which provide care and treatment for senior citizen suffering from mental and emotional illness.

3. Bureau of Drug Abuse 466-7604

Serves as the vital link between Ohio's 246 community drug programs and federal and state resources. Licenses 22 methadone clinics.

XVII. DEPARTMENT OF NATURAL RESOURCES (NAT RES) 614) 466-3066
Fountain Square, Columbus, Ohio 43224

A. Office of Business and Finance 466-3970

Provides accounting and purchasing support to the operating divisions, coordinates all budget processes and directs the business functions of the Department.

B. Office of Chief Engineer 466-4633

Coordinates Department's roadway construction and maintenance program; reviews all petitioned county ditch and agricultural drainage plans as they are affected by new highways. Serves as shore erosion agent for the State and represents the Department in engineering matters with other agencies.

C. Office of Employee Services 466-6187

Functions as the "employment center" for the Department as well as the focus for employee training, performance evaluation, employee benefits and labor union/management relations. This Office is also responsible for most of the

C. Office of Employee Services (cont.)

federal programs dealing with stimulating employment of the underemployed plus the E.E.O. and O.S.H.A. programs.

D. Division of Forestry

466-7842

Responsible for the operation and management of Ohio's state forests, including programs for control of forest and grass fires on public and private land. Provides technical assistance to landowners on the multiple use of woodlands in tree planting, forest management, timber harvesting, utilization of forests for wildlife and watershed protection.

E. Office of General Services

466-3288

Maintains the Department motor vehicle reports, titling and licensing. It purchases, maintains and operates the Department two-way mobile radio system; oversees and maintains the Department's installation at 1500 Dublin Road and designs, builds and sets up the Department's environmental education displays. It is also responsible for mail, stock and supplies.

F. Division of Geological Survey

466-5344

Responsible for locating, inventorying, mapping, and analyzing the mineral resources of Ohio. It provides advice, counseling, and service pertaining to geology and mineral-resource matters to government, industry, and the general public. The agency maintains the largest file in existence of maps, records, reports, and other data on the geology and mineral resources for the State.

G. Division of Lands and Soils

466-4910

Responsibilities are primarily to inventory soil resources of the State and to assist in soil conservation work and land-use planning. Additionally, it maps soils and provides useful, technical and on-site land-use evaluation for engineers, appraisers, farmers, health officers, educators and others.

H. Division of Natural Areas and Preserves

466-7803

Has full responsibility for the natural areas and preserves of Ohio and creation of and responsibility for all scenic, recreational and wild rivers in Ohio.

I. Division of Oil and Gas

466-3990

Regulatory agency charged with the administration, implementation and enforcement of the statutes, rules and regulations pertaining to oil and gas field operations. The Division maintains files of official well records and well location maps, prepares statistical summaries of oil field operations and renders public service in matters concerning oil and gas operations. The policies and programs are promulgated for the conservation of oil and gas, and to prevent pollution of land and water due to oil field operations.

J. Office of Outdoor Recreation Services

466-4974

Has the responsibility for overseeing the planning of all State recreation facilities and the distribution of federal grants to assist local communities in acquiring and developing outdoor recreation facilities. Additional responsibilities assigned to this office include formulation and maintenance of the State Comprehensive Outdoor Recreation Plan and A-95 Clearinghouse Review for the Department.

- K. Division of Parks and Recreation 466-2838
- Maintains and operates the State park system. Activities provided for in Ohio's 64 State parks include camping, swimming, picnicking, hiking, and boating. The Division also administers seasonal naturalist education programs and a year-round workshop series for all age groups.
- L. Office of Public Information and Education 466-7400
- Serves as coordinator in planning and executing a comprehensive public information and education service.
1. Broadcast and Film Production 466-5711
 Produces films on the Department, produces Ohio Outdoor Notebook radio show; produces TV public service announcements on conservation and education.
 2. News Bureau 466-7400
 Prepares and distributes news releases, public service and feature stories.
 3. Film Library 466-3138
 Distributes films and motion pictures for use by educators conservation organizations, etc.
 4. Environmental Education Section 466-5884
 Provides resource material and workshops for Ohio educators, conservation organizations, students, etc.
 5. Conservation Organization Liaison 466-7400
- M. Office of Real Estate 466-3074
- Responsible for the acquisition of land under the Department's Capital Plan. They also administer all leases, easements, land inventory, and any public land sales for the Department.
- N. Division of Reclamation 466-4850
- Responsible for implementation and enforcement of strip mine laws, issuance of strip mine licenses and permits, and on-site inspection of strip mine operations and reclamation. The Board of Unreclaimed Strip Mined Lands advises the Division in matters of acquisition and reclamation of unreclaimed strip mine land. The Mined Land Reclamation Section researches and initiates the reclamation of unreclaimed lands which will contribute to the reduction and elimination of acid and sedimentation in the waters of the State of Ohio. The industrial minerals section of the Division is responsible for the implementation and enforcement of Chapter 1514 of the Ohio Revised Code, which relates to surface mining of minerals other than coal.
- O. Division of Soil and Water Districts 466-5283
- The 88 soil and water conservation districts (1 per county) assist local land users with planning and installing conservation works of improvement. Also

O. Division of Soil and Water Districts (cont.)

helps landowners comply with acceptable agricultural pollution and urban sediment pollution abatement standards.

P. Division of Water

466-4768

All major State and regional water resources programs are coordinated through the Division of Water. The Division conducts the State water planning program, the State coastal zone program, the State dam permit and inspection program, the State ground water inventory program, the State flood plain management program, and the Ohio capability analysis program for the Department of Natural Resources.

Q. Division of Watercraft

466-3686

Administers the boat licensing and titling laws and makes regulations concerning the operation of watercraft on waters of the State. It assists public agencies in equipping "marine patrols" to enable better watercraft law enforcement, and participates with communities in watercraft project construction. It conducts a watercraft safety program.

R. Division of Wildlife

466-7313

Responsible for the protection, propagation, preservation and management of Ohio's wildlife resource for the benefit of all the people. The resource includes all wild mammals, birds, fish, reptiles, crustaceans, mollusks and aquatic insects regardless of whether they are game, non-game or endangered.

1. Law Enforcement Section

466-3698

2. Safety and Training Section

466-4968

XVIII. **OFFICE OF BUDGET AND MANAGEMENT (OBM)**

(614) 466-6561

30 E. Broad Street, 39th Floor, Columbus, Ohio 43215

Handles preparation of the executive budget; ensures the fiscal integrity of State government; ensures efficient and effective use of State funds; provides staff support for the Controlling and Emergency Boards.

XIX. **PUBLIC UTILITIES COMMISSION OF OHIO (PUCO)**

(614) 466-3292

180 E. Broad Street, Columbus, Ohio 43215

Monitors services provided to Ohioans by public utility and intrastate transportation companies. Regulates the rates charged by utilities and transportation companies. A utility or transportation company cannot begin or eliminate service, modify an existing service, change the rates charged or expand service area without PUCO approval.

Oversees for-hire intrastate motor transportation by common carriers such as bus service, contract carriers such as trucking firms, and safety for railroad employees and the public using rail transportation.

Checks trucks and buses for safety and economic violations, inspects railroad crossings, investigates accidents and train derailments.

Reviews and analyzes information presented by a utility when it makes application for rate change. Insures safety of gas pipeline operations in the State,

XIX. PUBLIC UTILITIES COMMISSION OF OHIO (cont.)

certifies water and sewer systems, checks utilities to ensure compliance with the law and PUCO regulations.

This agency will investigate and answer consumer complaints and inquiries received by letter or phone:

Gas, electric, telephone, water and sewer service, call: Toll-free number: 1-800-282-0198
In Columbus: 466-3292

Motor carrier transportation, call: 466-3682

Railroad transportation, call: 466-2304

Bus transportation, call: 466-2401

XX. OHIO DEPARTMENT OF PUBLIC WELFARE (WELFARE) (614) 466-7987
30 E. Broad Street, 30-38th Floors, Columbus, Ohio 43215

A. Office of District Operations (37th Floor) 466-7305

The five district offices provide supervision and technical assistance to the 88 county welfare departments and 44 children services boards.

1. Canton District Office (216) 453-7729
117 Walnut Avenue, N.E.
Canton, Ohio 44702

2. Cincinnati District Office (513) 852-3288
100 East Eighth Street
Cincinnati, Ohio 45202

3. Cleveland District Office (216) 579-2937
320 Perry-Payne Building
740 Superior Avenue, N.W.
Cleveland, Ohio 44113

4. Columbus District Office (33rd Floor) (614) 466-4456
30 East Broad Street
Columbus, Ohio 43215

5. Toledo District Office (419) 866-1752
5660 Southwyck Boulevard
Toledo, Ohio 43614

B. Office of Personnel (30th Floor) 466-2455

Administers all personnel service, recruitment, civil rights, and employee relations; also administers Bureau of Staff Development for training of State and county welfare departments and county children services boards.

C. Office of Public Affairs (32nd Floor) 466-6650

Provides assistance to the Director and other members of staff in matters of public relations and communications, including preparation of news releases, pamphlets, advertising and written materials as required by various programs.

- D. Division of Data Services (38th Floor) 466-5650
 Provides analysis, design, development, implementation and maintenance of medical, public assistance and social services automated and manual systems; provides advice and liaison with providers of welfare services, county welfare departments and various other State and federal agencies concerning welfare processing systems and procedures.
- E. Division of Fiscal Affairs (33rd Floor) 466-2924
 Coordinates the money payments to provider agencies, distribution of funds to county welfare departments, and reviews nursing homes and other providers for compliance with federal and State welfare laws.
- F. Division of General Support Services (32nd Floor) 466-4503
 Mails recipient checks, PAW food stamps and medicaid provider checks; has responsibility for department purchasing, records management, printing, space, mail, vehicle and property control; maintains storage and distribution of departmental forms, instructions and manuals.
- G. Division of Medical Assistance (31st Floor) 466-2365
 A policy division which plans and implements the medical assistance program, develops and writes instructional material for agencies and providers; maintains surveillance of providers suspected of fraud; coordinates nursing home agreements with Department of Health certification/decertification actions.
- H. Division of Public Assistance (31st Floor) 466-4815
 Toll-free Food Stamp Hotline: 1-800-282-1190
 A policy division which helps plan and implement federal public assistance programs; develops and writes instructional material setting guidelines, policies and procedures for county welfare departments; maintains food stamp hotline to answer questions on food stamp eligibility; works with child support collections.
- I. Division of Quality Assurance and Monitoring (32nd Floor) 466-5600
 Reviews county welfare department eligibility determinations to assure compliance with federal regulations; holds hearings on recipients' welfare appeals and collects data required for federal statistical reports.
- J. Division of Social Services (30th Floor) 466-2306
 A policy division responsible for planning and implementation of public social services for children and adults under Titles XX and IV-B of the Social Security Act. Also responsible for the planning of child welfare services mandated by the Ohio Revised Code 5103.16 and licensing of child day care centers and child care institutions.

**XXI. DEPARTMENT OF REHABILITATION
 AND CORRECTION**
 1050 Freeway Drive N., Columbus, Ohio 43229

(614) 466-6190

Oversees administration and operation of the adult correction system, including the eight institutions and parole systems.

- A. Parole Board - eligibility for parole 466-2196
- B. Questions concerning an inmate 466-8962
- C. Personnel 466-8586
- D. Legal Matters 466-6190

XXII. **OHIO REHABILITATION SERVICES COMMISSION (RSC)** (614) 466-8690
 4656 Heaton Road, Columbus, Ohio 43229

Responsible for vocational rehabilitation of the State's physically and mentally handicapped persons through provisions of one or a series of services that lead to gainful occupation.

- A. Bureau of Services for the Blind (BSB) 466-4271

Responsible for vocational and other rehabilitation of the State's legally blind and visually impaired persons.

Potential clients should be referred to the area office serving the county in which they live:

1. Toledo Office (419) 536-8334
 206 Joseph Building
 1450 Secor Road
 Toledo, Ohio 43607
2. Cleveland Office (216) 579-2930
 Suite 502, 335 Euclid Avenue
 Cleveland, Ohio 44114
3. Canton Office (216) 452-2946
 400 Savings Building, 10 Central Plaza S.
 Canton, Ohio 44702
4. Zanesville Office (614) 454-9719
 400 Zwelling Bldg., 421-423 Main St.
 Zanesville, Ohio 43701
5. Columbus Office (614) 466-7730
 402 Professional Bldg., 3333 Indianola Avenue
 Columbus, Ohio 43214
6. Cincinnati Office (513) 852-3223
 905 Enquirer Bldg., 617 Vine St.
 Cincinnati, Ohio 45202
7. Dayton Office (513) 228-6188
 604 Reibold Bldg., 117 S. Main St.
 Dayton, Ohio 45402

- B. Bureau of Vocational Rehabilitation (BVR) 466-7552

Responsible for vocational rehabilitation of the State's physically and mentally handicapped population, excepting the blind and visually impaired.

Regional Offices of the BVR:

1. Toledo Office (419) 537-1722
 204 Joseph Bldg., 1450 Secor Road
 Toledo, Ohio 43607

- B. Bureau of Vocational Rehabilitation (BVR) (cont.)
2. Cleveland Office (216) 295-1995
3645 Warrensville Center Rd.
Shaker Heights, Ohio 44122
 3. Canton Office (216) 494-3540
4911 Spruce Hill Drive, N.W.
Canton, Ohio 44718
 4. Zanesville Office (614) 452-4531
1525 Pershing Drive - P. O. Box 2187
Zanesville, Ohio 43701
 5. Columbus Office (614) 466-4888
4795 Evanswood Drive, Suite 111
Columbus, Ohio 43229
 6. Cincinnati Office (513) 522-9800
7110 Pippin Rd.
Cincinnati, Ohio 45239
 7. Dayton Office (513) 224-3528
720 Reibold Bldg., 117 S. Main
Dayton, Ohio 45402

C. Bureau of Disability Determination (BDD) 466-6393

Makes determinations of disability in accordance with provisions of the Social Security Act. Referrals for vocational rehabilitation are made to the other two bureaus. No direct services to clients are provided by BDD.

D. Division of Special Programs 466-2097

Brings together programs offering specialized services serving particular client groups within BVR and BSB.

E. Governor's Committee on Employment of the Handicapped (GCEH) 466-8474

Concerned with creating a climate for the employment of disabled persons. It does not provide any direct services to handicapped individuals but works with consumer groups, employers, agencies, etc. to create an awareness of the problems encountered by disabled persons and the solutions to these problems. The Committee focuses on state and federal legislation, housing, transportation, education, recreation and employment.

XXIII. DEPARTMENT OF TAXATION (TAX) (614) 466-2166
30 E. Broad Street, 22nd Floor, Columbus, Ohio 43215

Oversees all State taxes except insurance and liquor.

A. Estate Tax Division 466-8940

Handles only Ohio estate taxes.

B. Income and Corporate Franchise Division Toll free number: 1-800-282-1780

1. Taxpayer Assistance (Personal) 466-7910

Will provide personal income tax forms and information.

2. Taxpayer Assistance (Corporate) 466-7923

Will provide corporate franchise tax information.

- C. Property Tax Division 466-8122
Has no jurisdiction in real property. Handles the taxation of personal property such as machinery and inventory results.
- D. Sales and Excise Tax Division 466-7350
Provides information on Ohio's excise tax (on beer, wine, gas, and cigarettes) and sales tax on most other items.
- XXIV. **DEPARTMENT OF TRANSPORTATION (DOT)** (614) 466-2335
25 S. Front Street, Columbus, Ohio 43215
- A. Bureau of Public Information 466-7170
- B. Division of Transportation Design 466-8990
Designs and presents plans for future transportation systems. All preliminary functions such as safety features, real estate acquisition, relocating of people living in the highway right-of-way, designing of bridges, and subcontracting agreements are carried out by this Division.
1. Relocation Assistance 466-3291
- C. Division of Construction 466-3598
Carries out the actual construction of a system such as a highway or bridge. Handles selling of construction contracts.
- D. Division of Operations 466-4698
Once the system is completed, its maintenance and repair is handled by this Division. Also maintains and repairs the State's mowing equipment, automobiles and airplanes.
- XXV. **BUREAU OF WORKERS' COMPENSATION (BWC)** (614) 466-6703
65 S. Front Street, Columbus, Ohio 43215
The Bureau of Workers' Compensation and the Ohio Industrial Commission work hand-in-hand, Workers' Compensation being primarily administrative and the Industrial Commission serving as the judiciary agency. Workers' Compensation is a program to provide disability aid and medical benefits to injured workers. It compensates workers who sustain injuries or contract occupational diseases in the course of and arising out of their employment and compensates the dependents of employees who are killed due to occupational injury or disease. Compensation is paid only for employment-related accidents and diseases. Medical benefits are paid only for treatment of the disability recognized in each specific claim. All employers must pay premiums into the State's insurance fund or be self-insured.
- A. Information and Claims Inquiry Toll-free number: 1-800-282-9536
Supplies information pertaining to Workers' Compensation claims. Individuals can inquire as to their eligibility or check on the status of a previously filed claim.
- XXVI. **OHIO YOUTH COMMISSION (OYC)** (614) 466-4314
35 East Gay Street, Columbus, Ohio 43215
- A. Director's Office 466-8783
1. Labor Relations 466-8561
Negotiates labor agreements with the various labor organizations representing OYC personnel. Assists Commission institutions in handling labor disputes and grievances.

A. Director's Office (cont.)

2. Legal Advisor's Office 466-8561

An assistant Ohio Attorney General provides counsel to the Commissioners on legal aspects of the Commissioner's activities and represents the Commission on legal matters.

3. Office of Communication 466-4314

Handles news releases on personnel appointments and special events; publishes brochures and the Annual Report.

4. Office of Equal Employment Opportunity 466-8783

Coordinates and disseminates the Commission's Affirmative Action Plan to assure equal employment opportunity for all applicants and employees.

B. Administrative Services Division 466-3576

1. Office of Classification and Assignment 466-6871

Works with both Community Services and Correctional Services in admitting, transferring, and placing youth in institutions, group homes or foster homes, and in eventually discharging them.

2. Office of Staff Development 466-6256

Provides in-service training for Youth Commission staff in the institutions and regional offices, as well as for those working in courts or other areas of the juvenile justice system.

3. Office of Personnel Services 466-2983

Oversees recruitment and hiring of all Commission personnel and maintains records of over 2,000 employees regarding demographic information, employee movement, benefits, and performance. This office also interprets and distributes regulations concerning personnel practices.

4. Office of Research Support 466-6005

Provides empirical evaluation of the youth-serving programs operating in the Commission. These data are then used for decision-making and for determining the worth of specific programs.

5. Office of Business Administration 466-8778

Develops and directs all fiscal accounting operations, and provides and oversees budgetary requirements for the Commission programs in an effort to assist management in making fiscal decisions.

6. Office of Federal Projects 466-8913

Seeks information relative to obtaining non-state funds to supplement and to improve the Commission's programs. It functions as a liaison between specific federal projects within the Commission and the original funding sources.

B. Administrative Services Division (cont.)

7. Office of Data Processing

466-8683

Organizes, stores, and retrieves a rapidly increasing volume of data necessary to monitor and project the operation of the Commission. In addition to data on youth movement, this office has added personnel records and fiscal data to the information it routinely processes.

C. Correctional Services Division

466-6940

Composed of ten correctional institutions, one diagnostic facility, and several administrative offices. Each correctional institution has an accredited educational and/or vocational program. A facility must keep its residents as long as staff believe it is necessary to prepare each youth to re-enter the community.

D. Community Services Division

466-8773

Operates seven regional offices and several central offices in Columbus, through which the Commission provides Direct Community Placement and aftercare (parole) supervision and services. Works to prevent delinquency by providing services and subsidies to local authorities.

STATE BOARDS, COMMISSIONS AND AUTHORITIES

**AIR QUALITY DEVELOPMENT
AUTHORITY (AIR QUAL)** (614) 466-6825
50 W. Broad Street, Columbus, Ohio 43215

Helps industry install air pollution abatement facilities through bonding.

OHIO ARTS COUNCIL (ARTS) (614) 466-3330
50 W. Broad Street, Room 2840, Columbus, Ohio 43215

Promotes and preserves arts in Ohio. Handles grants, funds artists-in-the-schools programs, coordinates touring program for dance and theatre, and is the State liaison with community arts councils.

BOARD OF REGENTS (REGENT) (614) 466-6000
30 E. Broad Street, 36th Floor, Columbus, Ohio 43215

Planning and coordinating board for higher education in Ohio. The Board has limited enforcement or regulatory powers. Administers Ohio Instructional Grants and student aid, works with public and private institutions – technical schools, State general and technical colleges, community colleges, universities and medical schools. Coordinates higher education budget. Prepares master plan for higher education (most recent plan, 1976).

OHIO BUILDING AUTHORITY (614) 466-5959
30 E. Broad Street, 40th Floor, Columbus, Ohio 43215
614 W. Superior Street, Room 1442, Cleveland, Ohio 44113

Funding entity for State buildings. Lets bids on construction and consultants.

OHIO CIVIL RIGHTS COMMISSION (CV RTS) (614) 466-2785
220 Parsons Avenue, Columbus, Ohio 43215

Function is to investigate, prevent and eliminate discrimination due to sex, race, religion, national origin, handicaps or ancestry in employment, public accommodations and housing. Provides educational program to public schools to help eliminate prejudice. Holds workshops and seminars. Contact the nearest regional office for information or assistance:

Northeast Regional Office (216) 579-2800
680 Rockefeller Building
614 W. Superior
Cleveland, Ohio 44113

Southnortheast Regional Office (216) 253-3167
302 Peoples Federal Building
39 E. Market Street
Akron, Ohio 44308

Northwest Regional Office (419) 241-9164
510 Gardner Building
506 Madison & Superior
Toledo, Ohio 43604

OHIO CIVIL RIGHTS COMMISSION (cont.)

Southeast Regional Office (614) 466-5928
220 Parson Avenue
Columbus, Ohio 43215

Southwest Regional Office (513) 852-3344
350 Commerce Building
100 E. Eighth Street
Cincinnati, Ohio 45202

Northsouthwest Regional Office (513) 228-3612
222 Grant Deneau Building
40 W. Fourth Street
Dayton, Ohio 45402

COMMISSION ON AGING (AGING) (614) 466-5500
50 W. Broad Street, 9th Floor, Columbus, Ohio 43215

Concerned with all issues involving senior citizens including offering alternatives to the institutionalization of older Ohioans. Can assist senior citizens with problems and supply information.

OHIO CONSUMERS' COUNSEL (CONSUMR) (614) 466-8574
83 S. Fourth Street, Columbus, Ohio 43215

Represents residential utility consumers before the Public Utilities Commission, the Ohio Supreme Court and other forums.

EDUCATIONAL TELEVISION (614) 421-1714
NETWORK COMMISSION (EDUC TV) 466-4710
2470 North Star Road, Columbus, Ohio 43221

Policy making body for development and operation of educational television and radio network. Operates duplex microwave relay interconnection system which links together the twelve educational television stations in the State, as well as serving as tape duplication and program switching center for entire State.

ENVIRONMENTAL BOARD OF REVIEW (614) 466-8950
395 E. Broad Street, Suite 305, Columbus, Ohio 43215

The Board reviews appeals as to the lawfulness and reasonableness of actions of the Director of the Environmental Protection Agency and may review certain actions of local boards of health. Actions appealable include the adoption, modification, or repeal of a regulation or standard; the issuance, modification, or revocation of any lawful order other than an emergency order; and the issuance, denial, modification, or revocation of a license, permit, variance, or certificate, or the approval or disapproval of plans and specifications pursuant to laws or regulations thereunder. The various legal issues on appeal may include Chapter 119, ADMINISTRATIVE PROCEDURE; Chapter 1509, OIL AND GAS; Chapter 3704, AIR POLLUTION CONTROL; Chapter 3734, SOLID WASTE DISPOSAL; Chapter 3745, ENVIRONMENTAL PROTECTION AGENCY; Chapter 3767, NUISANCES; Chapter 6111, WATER POLLUTION CONTROL; or Chapter 6112, PRIVATE SEWER SYSTEMS, of the Ohio Revised Code.

OHIO ETHICS COMMISSION
150 E. Broad Street, Suite 401, Columbus, Ohio 43215

(614) 466-7090

Monitors conduct of public officials and employees by requiring financial disclosure statements and investigating complaints from citizens concerning conflicts of interest. No authority over Senators, Representatives, Supreme Court Justices or Judges.

HOUSING DEVELOPMENT BOARD (HOUSING)
34 N. High Street, Room 408, Columbus, Ohio 43215

(614) 466-7970

Quasi-independent State agency which serves as a loan guarantee and housing finance agency. Gives low interest loans to developers of low to moderate income housing.

LIBRARY BOARD (LIBRARY)
65 S. Front Street, Columbus, Ohio 43215

(614) 466-2693

A. Department of Information Resource and Services 466-6610

Source of research and statistical materials for use by State agencies.

B. Library Development 466-3710

Works to assure library access to all Ohioans. Programs include bookmobiles, consultants, and grants.

PERSONNEL BOARD OF REVIEW (PBREV)
30 E. Broad Street, Suite 1448, Columbus, Ohio 43215

(614) 466-4310

Hears appeals of state and county civil service employees arising out of final actions of appointing authorities relating to removals, suspensions, layoffs, reductions, job abolishment, and reclassifications.

POWER SITTING COMMISSION (POWSC)
361 E. Broad Street, Columbus, Ohio 43215

(614) 466-6422

Investigates applications for construction of new power plants and electrical and gas transmission lines within Ohio to assure environmental compatibility and public need. Issues certificates authorizing such facilities.

RACING COMMISSION (RACING)
30 E. Broad Street, 36th Floor, Columbus, Ohio 43215

(614) 466-2757

Sets rules, regulations and conditions for horseracing and pari-mutual wagering in Ohio. Issues licenses, maintains pari-mutual wagering tax reports, hears appeals on infractions of rules, maintains fingerprint file on all licensees, makes sure public is getting correct bet returns.

RAIL TRANSPORTATION AUTHORITY (RAIL)
30 E. Broad Street, Suite 3414, Columbus, Ohio 43215

(614) 466-5816

Involved in rail transportation planning, programming, and administration. Administers state and federal subsidies.

RECORDS COMMISSION (614) 466-2060
Ohio Historical Center, 1982 Velma Avenue, Columbus, Ohio 43211

Reviews all applications for records disposal or transfer and all schedules of records retention and destruction as submitted by the State records administrator.

RETIREMENT STUDY COMMISSION (614) 228-1346
88 E. Broad Street, Suite 1990, Columbus, Ohio 43215

Research and advisory staff which studies legislation regarding Ohio's five public retirement systems. Can propose changes to the General Assembly but has no administrative responsibilities for the administration of pension benefits.

STATE BOARD OF SCHOOL AND COLLEGE REGISTRATION (614) 466-2752
30 E. Broad Street, 36th Floor, Columbus, Ohio 43215
466-7619

Registers private vocational trade, technical, business or home study schools and their agents offering courses of instruction that lead to gainful employment.

STUDENT LOAN COMMISSION (614) 466-8716
50 W. Broad Street, 8th Floor, Columbus, Ohio 43215

Assists students in obtaining financial aid from Ohio lending institutions by guaranteeing the loans.

TAX APPEALS BOARD (TAX AP) (614) 466-6700
30 E. Broad Street, 18th Floor, Columbus, Ohio 43215

A quasi-judicial appellate body created by the legislature to exercise the authority provided by law to hear and determine all appeals regarding questions of law and fact arising under the tax laws of Ohio. These are appeals from any decision, order, determination, or action of any tax administrative agency established by the legislature.

VIETNAM ERA VETERANS BONUS COMMISSION (614) 466-7050
79 E. State Street, 3rd Floor, Columbus, Ohio 43215

Distributes money to Vietnam era veterans and dependents of deceased veterans. Not funded through Ohio legislature. Period of eligible service is August 5, 1964 thru July 1, 1973. Applications are not acceptable after December 31, 1977.

WATER DEVELOPMENT AUTHORITY (WAT DEV) (614) 466-5822
50 W. Broad Street, Suite 2340, Columbus, Ohio 43215

Finances water, sewer and solid waste improvements for any public facility. Also finances water pollution control for industry. Funds come from tax-exempt revenue bonds.

STATE REGULATORY AND LICENSING BOARDS

ACCOUNTANCY BOARD (614) 466-4135
180 E. Broad Street, Suite 414, Columbus, Ohio 43215

Licenses and examines certified public accountants.

PUBLIC ACCOUNTANTS ADMINISTRATION COMMITTEE (614) 466-4135
180 E. Broad Street, Columbus, Ohio 43215

Licenses public accountants.

EXAMINERS OF ARCHITECTS (614) 466-2316
180 E. Broad Street, Suite 118, Columbus, Ohio 43215

Examines and registers all professional architects.

STATE BOARD OF LANDSCAPE ARCHITECT EXAMINERS (614) 466-2316
180 E. Broad Street, Columbus, Ohio 43215

Examines and registers all professional landscape architects.

STATE BOARD OF BARBER EXAMINERS (614) 466-5003
180 E. Broad Street, Suite 1104, Columbus, Ohio 43215

Licenses barbers, barber apprentices, barbershops, barber schools, barber school teachers and assistant teachers. Administers State laws and rules for barbershops and barber schools.

STATE BOARD OF CHIROPRACTIC EXAMINERS (614) 466-7032
Neil House, 41 S. High Street, Suite 5, Columbus, Ohio 43215

Examines and licenses chiropractors, investigates complaints or possible violations, and approves educational seminars.

OHIO STATE DENTAL BOARD (614) 466-2580
180 E. Broad Street, Suite 1106, Columbus, Ohio 43215

Licenses dentists and dental hygienists. Investigative department insures that no unlicensed dentists are practicing in Ohio and that all practices are operated in accordance with Ohio law, Chapter 4715. Ohio Revised Code.

BOARD OF EMBALMERS AND FUNERAL DIRECTORS (614) 466-4252
180 E. Broad Street, Suite 1124, Columbus, Ohio 43215

Investigates and licenses embalmers and funeral directors. Handles only complaints submitted in writing.

**REGISTRATION FOR PROFESSIONAL
ENGINEERS AND SURVEYORS**

(614) 466-3650

180 E. Broad Street, Suite 1014, Columbus, Ohio 43215

Examines and licenses engineers and surveyors. Handles complaints by holding public hearings. Can prosecute if warranted.

STATE MEDICAL BOARD

(614) 466-3934

180 E. Broad Street, Suite 1006, Columbus, Ohio 43215

Examines and licenses physicians, osteopathic physicians, podiatrists, physical therapists, physicians' assistants, and midwives. Also examines and licenses masseurs, cosmetic therapists, mechanotherapists, and other limited practitioners. Enforces the Medical Practice Act.

**BOARD OF NURSING EDUCATION
AND NURSE REGISTRATION**

(614) 466-3947

180 E. Broad Street, Suite 1130, Columbus, Ohio 43215

Licenses registered nurses and licensed practical nurses by examination or endorsement. Approves schools of nursing which meet minimum standards required by law. May deny, suspend or revoke license under certain conditions and in compliance with the Administrative Procedures Act. May prosecute individuals illegally practicing nursing.

STATE BOARD OF OPTOMETRY

(614) 466-5115

180 E. Broad Street, Suite 1112, Columbus, Ohio 43215

Licenses and examines graduate optometrists. Board investigators monitor the practices of optometrists and opticians who also practice optometry.

STATE BOARD OF PHARMACY

(614) 466-4143

180 E. Broad Street, Suite 1126, Columbus, Ohio 43215

Licenses narcotic and controlled drug manufacturers, wholesale distributors of dangerous drugs and terminal distributors of dangerous drugs (hospitals, emergency squads, nursing homes, labs, clinics, penal institutions, and pharmacies). Licenses and examines pharmacists. Registers pharmacy interns.

STATE BOARD OF PSYCHOLOGY

(614) 466-8808

180 E. Broad Street, Suite 1114, Columbus, Ohio 43215

Licenses and examines psychologists and school psychologists and investigates complaints regarding the practice of psychology.

BOARD OF SPEECH PATHOLOGY AND AUDIOLOGY

(614) 466-3145

79 E. State Street, Suite 804, Columbus, Ohio 43215

Regulates and licenses speech pathologist and audiologists.

VETERINARY MEDICAL BOARD

(614) 466-1747

8 E. Broad Street, Suite 400, Columbus, Ohio 43215

Licenses and tests veterinarians and animal technicians. Investigates complaints.

OHIO HOTLINES

DEPARTMENT OF AGRICULTURE

1-800-282-1955

Takes complaints on produce, dairy products, meat, poultry, the labeling of food products and over-the-counter drugs.

AUDITOR OF STATE

1-800-282-0370

Answers questions pertaining to State government spending. Will not answer legal questions until a person has contacted city solicitor, or county prosecutor. If question concerns city budget spending, contact county officials first.

BLACK LUNG INFORMATION

1-800-282-0383

This service is provided by the Department of Health. Call this number with any questions pertaining to black lung.

BUSINESS DEVELOPMENT

1-800-282-1085

Call this number with questions about businesses in Ohio or how to start a business. Most information is provided on a referral basis.

ENERGY AND RESOURCE DEVELOPMENT

1-800-282-9234

Sends out booklets, free of charge, on insulation and energy-saving tips.

ENVIRONMENTAL PROTECTION AGENCY

1-800-282-0270

Call this number to discuss air, water and solid waste pollution problems or to report a violation of Ohio's environmental protection laws.

INFORMATION FOR OHIO

1-800-282-0250

Taped, up-to-date information on special events and festivals around Ohio, including dates, times and admission fees. Reports on skiing conditions in the winter.

DEPARTMENT OF INSURANCE

1-800-282-4658

Handles complaints and answers questions about licensed insurance companies.

LAWYER REFERRAL SERVICE

1-800-282-6500

This service will provide names of attorneys in your area and can put you in touch with an attorney who specializes in a particular type of law. Sponsored by the Ohio Bar Association.

LEGISLATION

1-800-282-0253

Provides information on legislation pending in the Ohio House and Senate and on current resolutions.

PUBLIC ACTION LINE (Attorney General's Office)

1-800-282-0515

Ohio's consumers can voice their complaints against a supplier and receive a form to file their complaint in writing with the Attorney General. If the problem does not fall within the jurisdiction of the Attorney General, the consumer will be referred to the correct agency.

PUBLIC UTILITIES COMMISSION OF OHIO

1-800-282-0198

To discuss a problem, report a complaint or ask questions concerning public utilities and intrastate transportation and moving companies, call this number.

DEPARTMENT OF PUBLIC WELFARE (Food Stamp Hotline)

1-800-282-1190

Call this number if you have any questions pertaining to the food stamp program.

SAFETY AND HYGIENE

1-800-282-8050

This service is provided by the Industrial Commission. Employees in Ohio can call this number to report a complaint about working conditions, machinery, noise level or air content.

DEPARTMENT OF TAXATION

1-800-282-1780

The Division of Income Tax mans this toll-free number to aid the public with their State income tax returns. Information on how to file and where to obtain the forms is available by calling the hotline.

VOCATIONAL AND TECHNICAL EDUCATION

1-800-282-0116

Makes referrals pertaining to State supported vocational and technical schools, and supplies basic information on financial assistance.

WORKERS' COMPENSATION

1-800-282-9536

Supplies information pertaining to Workers' Compensation claims. Individuals can inquire as to their eligibility or check on the status of a previously filed claim.

FEDERAL HOTLINES

AMTRACK INFORMATION

1-800-621-0317

Call this number to make reservations or request information concerning Amtrack service in any U.S. city.

BASIC EDUCATION OPPORTUNITY GRANT

1-800-553-6350

Department of Health, Education and Welfare – Students can check the status of their grant application. They will tell you if it is approved, rejected or undecided. Also provides help in completing forms.

COMMODITY OPTIONS

1-800-424-9838

This is a service of Commodity Futures Trading Commission (CFTC), the Federal regulatory agency which oversees commodity futures and commodity trading. Mails out information on buying contracts for grains, etc., at future prices.

CONSUMER PRODUCT SAFETY COMMISSION

1-800-638-2666

If you have questions or complaints related to product safety or want to request materials, call this number. This hotline is not concerned with food, drugs, cosmetics or automobiles.

FEDERAL CRIME RATE INSURANCE

1-800-638-8780

Can tell you whether your area is a high crime risk and answer any questions about Federal Crime Rate Insurance.

FEDERAL FLOOD INSURANCE

1-800-424-8872

Can tell you whether your area is designated as flood prone. If it is you may qualify for federally subsidized flood insurance.

HOUSING DISCRIMINATION

1-800-424-8590

For people who feel they have been denied housing because of race, color, religion, sex or national origin, they can answer your questions and inform you of your rights. Call this number if you feel you've been discriminated against in renting, buying or obtaining financing for buying a house.

INTERNAL REVENUE SERVICE

Northern Ohio: 1-800-362-9050

Southern Ohio: 1-800-582-1700

(Unless calling from one of the cities listed below)

Call this hotline with questions about individual, business or Federal tax deposits. They will also answer general inquiries about state, gift, corporate, or partnership taxes.

Call IRS Free for Information on Federal Tax Questions

- Akron (216) 253-1141
- Canton (216) 455-6781

INTERNAL REVENUE SERVICE (cont.)

Cincinnati	(513) 621-6281
Cleveland	(216) 522-3000
Columbus	(614) 228-0520
Dayton	(513) 228-0557
Elyria	(216) 323-8090
Lima	(419) 228-6037
Lorain	(216) 933-9591
Mansfield	(419) 524-2095
Toledo	(419) 255-3730
Youngstown	(216) 746-1811

INTERSTATE COMMERCE COMMISSION 1-800-424-9312

Public transportation complaints. For reporting a complaint about interstate moving of either your furniture or yourself. They can help you with problems about interstate moving companies, buses and trains.

OCCUPATIONAL SAFETY & HEALTH ADMINISTRATION 1-800-621-0523

Information for employees and employers on interpretation, application and enforcement of OSHA standards.

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION 1-800-424-9393

To find out whether your car or one you are thinking about buying has ever been recalled, call this number. You can also report safety defects in your car and get assistance in dealing with those problems.

SOLAR ENERGY INFORMATION CENTER 1-800-523-2929

Answers both general and technical questions on solar heating and cooling for homes and businesses. Also provides information on grants, free literature, and speakers.

LEGAL SERVICES

Ohio State Legal Services Association
155 N. High Street
Columbus, Ohio 43215
(614) 221-2668

Legal Aid Society of Summit County
34 South High Street
Northern Building
Akron, Ohio 44308
(216) 535-4191

Ohio Migrant Legal Action Program
La Raza Unida de Ohio
1007 Revere Drive
Bowling Green, Ohio 43412
(419) 352-4625

Stark County Legal Aid Society
306 Market Avenue, North
Rankert Building, Room 730
Canton, Ohio 44702
(216) 456-8361

Legal Aid Society of Cincinnati
2400 Reading Road
Cincinnati, Ohio 45202
(513) 241-9400

Legal Aid Society of Cleveland
2108 Payne Avenue
Cleveland, Ohio 44114
(216) 687-1900

Legal Aid Society of Columbus
241 South High Street
Columbus, Ohio 43215
(614) 224-8374

Legal Aid Society of Dayton
Reibold Building, Room 837
117 South Main Street
Dayton, Ohio 45402
(513) 228-8104

Legal Aid Society of Lorain County
Robinson Building
401 Broad Street, Room 206
Elyria, Ohio 44035
(216) 322-5116

Legal Assistance of Butler County
Rentschler Building, Suite 501
Hamilton, Ohio 45011
(513) 894-7664

Allen County Legal Services
311 East Market
Lima, Ohio 45801
(419) 224-9070

Licking County Legal Aid Society
38 South Third Street
Newark, Ohio 43055
(614) 345-0850

Tuscarawas Valley Legal Services
131 Fair Avenue, N.E.
New Philadelphia, Ohio 44663
(216) 343-5012

Scioto County Legal Aid Association
1104 Kinney's Lane
Portsmouth, Ohio 45662
(614) 354-2508

Advocates for Basic Legal Equality (ABLE)
740 Spitzer Building
Toledo, Ohio 43604
(419) 255-0814

The Toledo Legal Aid Society
One Stranahan Square, Suite 540
Toledo, Ohio 43604
(419) 244-8345

Wooster-Wayne Legal Aid Society, Inc.
217 East Larwill
Wooster, Ohio 44691
(216) 264-9454

Greene County Legal Aid Society
130 W. 2nd Street
Xenia, Ohio 45385
(513) 372-9983 or 426-8289

Mahoning County Legal Assistance
804 Central Tower Building
Youngstown, Ohio 44503
(216) 744-3196

BETTER BUSINESS BUREAUS

BBB's are established and funded by area businesses to help promote and ensure fair business practices. BBB's will provide information about and accept complaints against area businesses.

Better Business Bureau of Akron (216) 253-4590
225 W. Exchange Street
P. O. Box 1884
Akron, Ohio 44309

Better Business Bureau of Canton (216) 454-9401
Howard Building
203 Market Avenue, South
Canton, Ohio 44702

Cincinnati Better Business Bureau (513) 421-3015
26 East Sixth Street
Cincinnati, Ohio 45202

Cleveland Better Business Bureau (216) 241-7678
1720 Keith Building
Cleveland, Ohio 44115

Better Business Bureau of Central Ohio (614) 221-6336
71 East State Street
Columbus, Ohio 43215

Better Business Bureau of Dayton, Miami Valley (513) 222-5825
2000 Centre City Offices
Suite 209
15 East Fourth Street
Dayton, Ohio 45402

Better Business Bureau of Lima (419) 223-7010
205 W. Market Street
P. O. Box 269
Lima, Ohio 45802

Better Business Bureau of Toledo (419) 241-6276
214 Board of Trade Building
Toledo, Ohio 43604

Better Business Bureau of Mahoning Valley (216) 744-3111
903 Mahoning Bank Building
23 Central Square
Youngstown, Ohio 44503

CITY GOVERNMENT CONSUMER PROTECTION AGENCIES

Residents of the following cities can receive assistance or request information on consumer problems by contacting their local consumer protection agencies.

Akron

Anthony J. Ladd
Division of Weights and Measures
and Consumer Protection
1420 Triplett Blvd.
Akron, Ohio 44314
(216) 375-2878

Columbus

Dorothy S. Teater
Program Administrator
Consumer Affairs
Department of Community Services
720 E. Broad Street
Columbus, Ohio 43215
(614) 222-7397

Canton

James R. Kalkman, City Sealer and
Commissioner of Consumer Protection
919 Walnut Avenue, NE
Canton, Ohio 44704
(216) 489-3065

Dayton

Ron Roat
Consumer Advocate
Bureau of Consumer Affairs
Room 824
7 E. 4th Street
Dayton, Ohio 45402
(513) 225-5048 or 5574

Cincinnati

Noel M. Morgan, Chief
Consumer Protection Division
City Solicitor's Office
City Hall, Room 132
Cincinnati, Ohio 45202
(513) 352-3971

Toledo

Thomas E. Fought
Consumer Protection Agency
420 Madison Avenue
Suite 1120
Toledo, Ohio 43604
(419) 247-6191

Cleveland

Luke Owens
Office of Consumer Affairs
City Hall, Room 119
601 Lakeside Avenue
Cleveland, Ohio 44114
(216) 694-3200

Youngstown

Anthony C. Julian
Director-Sealer
Division of Consumer Affairs
Youngstown Health Department
Mill Creek Community Center
496 Glenwood Avenue
Youngstown, Ohio 44502
(216) 747-3561

PRIVATE CONSUMER PROTECTION AGENCIES

Active Clevelanders Together (Rev. Kenneth Jones) (216) 621-0277
1537 Superior Avenue, NW, Cleveland, Ohio 44114

Functions as an "organization of organizations", promotes community action for change such as church groups, small local unions, etc. Isn't set up to handle individual complaints.

Cleveland Consumer Action (Robert P. Weaver) (216) 687-0525
532 Terminal Tower, Cleveland, Ohio 44113

Handles complaints from Cuyahoga County residents via their hotline. Complaints are referred to appropriate agencies and affiliated complaint investigation chapters composed of self-help citizens who have achieved a 90% "satisfactory resolution" record. This agency will organize a picket if necessary.

Community Action Commission of the Cincinnati Area (Roberta Grant) (513) 241-1425
801 Linn Street, Cincinnati, Ohio 45203

A human services organization such as job placement, youth and child development. Doesn't handle consumer complaints but does cover a broad range of services to the community.

Consumer Conference of Greater Cincinnati (Henrietta C. Rasmus) (513) 521-3498
7432 Clovernook Avenue, Cincinnati, Ohio 45231

Works in connection with the University of Cincinnati Home Economics Department. Provides scholarships for home economics majors. Educates and informs members on quality, distribution and care of commodities.

Consumer Protection Association (Solomon Harge, Director) (216) 881-3434
3134 Euclid Avenue, Cleveland, Ohio 44115

This United Torch sponsored group will handle any problems between consumers and suppliers. Complaints must either be made in writing or by appointment. This agency employs staff lawyers and publishes newsletters with the names of troublesome suppliers.

Consumers League of Ohio (Clinton Warne) (216) 621-1175
940 Engineers Building, Cleveland, Ohio 44114

Works to establish other agencies, put forth new legislation and keep track of recent legislation. Not set up to handle individual complaints but will answer questions and refer calls to proper agency.

Free Stores, Inc. (Stephen Gibbs) (513) 241-1064
76 E. McMicken Street, Cincinnati, Ohio 45210

A social service agency funded by welfare, community chest and church groups. Provides emergency food, clothing and housing. Works with the neighborhood. Can help with landlord emergencies.

Humanity House (John Looney) (216) 253-7151
475 W. Market Street, Akron, Ohio 44303

An American Friends Service Committee which houses a number of socially concerned groups under one roof. Does have a new consumer group.

Lake County Branch, NAACP (James D. Gordon, President) (216) 354-2148
(Lakeland Economic Development Corp.)
(Lakeland Housing Development Corp.)
Suite B-303 New Market Mall, Painesville, Ohio 44077

Subsidiary of NAACP. Works with the disadvantaged and minority groups. Will handle consumer complaints and serve as a mediator between consumer and supplier.

Montgomery County Community Action (513) 276-5011
3304 North Main - Cottage 10, Dayton, Ohio 45405

Has an array of programs such as welfare advocacy, senior citizen nutrition and consumer protection. They supply information and counseling on many topics.

Ohio Consumer Association (Dr. Jean S. Bowers) (614) 422-0321
P. O. Box 1559, Columbus, Ohio 43216

Promotes both Federal and State legislation for the welfare of the consumer. Works to educate the consumer through newsletters and speeches.

Ohio Tea Party (Robert Loitz) (216) 253-5114
475 W. Market Street, Akron, Ohio 44303

A "People Emparliament Project". Furnishes the expertise to groups wishing to organize. Various groups fight utility problems and push for reform in local and federal tax.

Southwestern Ohio Consumer Association (Mrs. Robert Cissell) (513) 631-8865
3708 Ledgewood Drive, Cincinnati, Ohio 45207

A chapter of the Ohio Consumer Association. Primarily consumer education-oriented. This group does refer problems to the appropriate agency and also reports on recent consumer legislation.

PRIVATE CONSUMER CREDIT COUNSELING

Counsels people who are unable to manage their finances and are falling behind in their bill paying. A credit counselor will set up a realistic budget for an individual and intercede with his creditors to eliminate harassment and assure the creditor that all debts will be paid. In Ohio, these services are provided free of charge at the following locations:

Consumer Credit Counseling Service of Stark County (216) 455-8118
618 2nd Street, NW
Canton, Ohio 44603

Consumer Credit Counseling Service of Metropolitan Cleveland (216) 781-8624
2063 E. 4th Street
Cleveland, Ohio 44115

Cleveland Branches: Area residents must contact 4th Street office initially.

Southwest Office
5907 Ridge Rd.
Parma, Ohio 44129

West Office
3923 Rocky River Dr.
Cleveland, Ohio 44111

Southeast Office
460 Northfield Road
Bedford, Ohio 44146

Consumer Credit Counseling Service (614) 261-7156
3317 N. High Street
Columbus, Ohio 43215

Consumer Credit Counseling Service of Lake County (216) 352-6754
New Market Mall - Suite C303
Painesville, Ohio 44007

Consumer Credit Counseling Service of Clark County (513) 325-9237
240 E. Main
Springfield, Ohio 45503

CHAMBERS OF COMMERCE

There are nearly 300 community chambers of commerce in Ohio which provide assistance and information to new residents and businesses.

OHIO CHAMBER OF COMMERCE

(614) 228-4201

17 S. High Street, 8th Floor, Columbus, Ohio 43215

This is a private organization of Ohio businessmen which works to improve the State's business climate and encourages new businesses to locate in Ohio. Members also serve as liaison between business and government. This agency is not a source of statistical or tourist information for Ohio.

COUNTY PROSECUTORS

Each of Ohio's 88 counties has one elected county prosecutor. County prosecutors will handle consumer complaints only when they involve fraud. Examples are breach of contract, pyramid sales schemes, material misrepresentation, imbezzlement, and welfare fraud.

TRADE AND PROFESSIONAL ASSOCIATIONS

Members of a specific trade or profession join together to form an association for several reasons:

- 1) legislative impact,
- 2) lobbying strength,
- 3) social reasons, and
- 4) to promote communication within the industry.

A listing of all the 290 Trade and Professional Associations in Ohio can be obtained through the Ohio Chamber of Commerce for a fee of \$10.00 plus 40 cents sales tax.

TENANT-LANDLORD INFORMATION AND ASSISTANCE

Akron

Fair Housing Contact Services (Summit County) (216) 434-2131
34 S. High Street, Akron, Ohio 44308

Info Line (Jan Wellman) (216) 376-6660
55 W. State Street, Akron, Ohio 44308

Will assist any Ohioan seeking advice or information concerning a tenant/landlord problem.

Cincinnati

Better Housing League of Greater Cincinnati (513) 721-6855
2400 Reading Rd., Cincinnati, Ohio 45202

Will supply information and pamphlets on the Tenant-Landlord Act to Cincinnati residents.

Lower Price Hill Community Council (513) 921-4271
2112 St. Michaels St., Cincinnati, Ohio 45205

Will act as a mediator between management and tenants. Can aid in emergency problems when shelter, food or a social worker are needed.

Morris Williams Coalition of Neighborhoods (513) 531-2676
3930 Reading Rd., Cincinnati, Ohio 45229

Will assist residents and tenants in the following neighborhoods: Kennedy Heights, College Hill, Bond Hill, Paddock Hill and North Avondale.

Cleveland

Call for Action (216) 861-0235
1500 Chester Avenue, Cleveland, Ohio 44114

Serves as an information and referral service.

Cleveland Tenants' Rights Steering Committee (216) 621-0540
1001 Huron Rd., Room 604, Cleveland, Ohio 44115

Provides counseling on the Tenant-Landlord Act. Functions as a referral agency for residents inside of the Cleveland city limits.

Cuyahoga Plan (216) 621-1818

Free service which maintains a list of all housing vacancies in Cuyahoga County.

East Cleveland Homeowners Coalition
13824 Euclid Avenue, Cleveland, Ohio

Conducts a free apartment referral service.

Housing Advocates, Inc. (216) 579-0575

Will assist anyone in Cuyahoga County regarding litigation in tenant and landlord suits.

Cleveland (cont.)

Lawyers for Housing (216) 687-1900
2108 Payne Avenue, Cleveland, Ohio 44114

Affiliated with the Cleveland Legal Aid Society.

Tenants' Council (216) 267-3943

Functions primarily as a mediator in tenant-landlord disputes.

Columbus

Columbus Tenants' Union (614) 294-3336
82 E. 16th Avenue, Columbus, Ohio 43201

Provides assistance and advice for Franklin County tenants only. A small fee is required to become a member of the union. Functions primarily as a "tenant organizing" agency. Holds Thursday evening workshops covering tenants' rights education.

Housing Opportunities Center of Metropolitan Columbus (614) 228-0851
700 Bryden Road, Columbus, Ohio 43205

Provides housing placement and counseling on tenant-landlord problems. Investigates possible discrimination in housing or renting. Provides attorneys free of charge according to income.

Kent

Commuter and Off-Campus Student Organization (COSO) (216) 672-3096

Private organization of student volunteers. Provides assistance and referrals for tenants with problems. Maintains a file of complaints against area landlords. Provides car-pool and available housing information.

Springfield

Springfield and Clark County Community Action Agency (513) 323-6151
1100 Kenton St., Springfield, Ohio 45505

Mediates in tenant-landlord disputes. Provides advice and guidance to tenants and landlords according to the Tenant-Landlord Act.

AUTOMOBILE MANUFACTURERS

The major automobile manufacturers (foreign and domestic) have regional offices which oversee the operations of automobile dealers in their designated areas.

Ohioans with complaints which are not being satisfactorily dealt with by their dealer should contact the office in their region.

GENERAL MOTORS

Buick Division

Toledo, Findlay, Bowling Green, Lima and surrounding areas:

Buick Motor Division
Customer Service Division
33117 Hamilton Blvd.
Farmington, Michigan 48024
(313) 424-5000

Cleveland, Columbus, Canton, Youngstown and surrounding areas:

Buick Motor Division
Customer Service Division
20325 Center Ridge Rd.
Cleveland, Ohio 44116
(216) 265-5110

Cincinnati, Dayton, Hamilton, Springfield and surrounding areas:

Buick Motor Division
Customer Service Division
P. O. Box 37848
No. 15 Knollcrest Dr.
Cincinnati, Ohio 45237
(513) 841-5727 or (513) 841-5712

Eastern Ohio from the Cleveland region boundary to the Ohio River.

Buick Motor Division
Customer Service Division
2025 Greentree Rd.
Pittsburgh, Pennsylvania 15220
(412) 922-5175

Cadillac Division

Cleveland, Akron, Youngstown, Warren, Steubenville and surrounding areas:

Cleveland Zone
Two Commerce Park Square
23200 Chagrin Blvd., Suite 2-108
Beachwood, Ohio 44122
(216) 265-5124

Cadillac Division (cont.)

Cincinnati, Dayton, Zanesville, Portsmouth, Columbus and surrounding areas:

Cincinnati Zone
8075 Reading Rd., Rm. 210
P. O. Box 37327
Cincinnati, Ohio 45222
(513) 841-5837

Toledo, Sandusky, Lima, Findlay, Mansfield and surrounding areas:

Detroit Zone
15565 Northland Dr.
Suite 900 W.
Southfield, Michigan 48075
(313) 424-2700

Chevrolet Division

Southern half of Ohio including Springfield, Columbus and Zanesville:

Customer Service Division
Chevrolet Motor Division
General Motors Corp.
Cincinnati Zone Office
11575 Reading Rd.
Cincinnati, Ohio 45241
(513) 841-5000

Northern half of Ohio including Mansfield, Toledo, and Youngstown:

Chevrolet Motor Division
General Motors Corp.
Cleveland Zone
P. O. Box 30115, 12990 Snow Rd.
Parma, Ohio 44129
(216) 265-5600

Oldsmobile Division

Northeastern Ohio bounded by Cleveland and Columbus:

Oldsmobile Division
Parkwest Bldg.
20545 Center Ridge Rd.
Cleveland, Ohio 44116
(216) 333-8484

Cincinnati, Dayton, Springfield, Chillicothe and surrounding areas:

Oldsmobile Division
Central Trust Tower North
P. O. Box 37829
7162 Reading Rd.
Cincinnati, Ohio 45222
(513) 841-5785

Oldsmobile Division (cont.)

Toledo and surrounding areas:

Oldsmobile Division
Northland Towers West
Suite 700
15565 Northland Dr.
Southfield, Michigan 48075
(313) 424-2940

Pontiac Division

Toledo, Findlay and surrounding areas:

Pontiac Motor Division
General Motors Corp.
Customer Service Dept.
One Pontiac Plaza
P. O. Box 910
Pontiac, Michigan 48056
(313) 857-1331

Area bounded by Sandusky, Columbus, and the Pennsylvania border:

Pontiac Motor Division
General Motors Corp.
Customer Service Dept.
Westgate Tower Bldg.
20525 Center Ridge Rd.
Cleveland, Ohio 44116
(216) 265-5800

Cincinnati, Dayton, Portsmouth, Springfield, Troy and surrounding areas:

Pontiac Motor Division
General Motors Corp.
Customer Service Dept.
Suite 730, Box 37823
7162 Reading Rd.
Cincinnati, Ohio 45222
(513) 841-5807

FORD

Cleveland, Columbus and surrounding areas:

Ford Motor Co.
Ford Customer Service Division
P. O. Box 41035
Brecksville, Ohio 44141
(216) 526-7264

Cincinnati and surrounding areas:

Ford Motor Co.
Ford Parts and Service Division
P. O. Box 15280
Cincinnati, Ohio 45215
(513) 782-7264

AMERICAN MOTORS

Toledo and surrounding areas:

American Motors Corp.
Customer Service Automotive Division
600 American Center Bldg.
Southfield, Michigan 48034
(313) 827-7900

Northeastern Ohio bounded by Cleveland and Columbus, but not including Columbus:

American Motors Corp.
253 Curry Hollow Rd.
Pittsburgh, Pennsylvania 15236
(412) 892-2500

Cincinnati, Dayton, Springfield, Portsmouth, Zanesville and surrounding areas:

American Motors Sales Corp.
Customer Service Automotive Division
1125 Glendale Milford Rd.
Cincinnati, Ohio 45215
(513) 771-1900

CHRYSLER MOTOR

Northeastern Ohio bounded by Cleveland and Columbus:

Chrysler Motor Corp.
Chrysler Regional Sales Office
23611 Chagrin Blvd.
Beachwood, Ohio 44122
(216) 464-3040

Southern half of Ohio plus Auglaize and Hardin Counties:

Chrysler Motor Corp.
Chrysler Regional Sales Office
4055 Executive Park Dr.
Room 302
Cincinnati, Ohio 45241
(513) 733-8450

Toledo, Findlay, Lima, and surrounding areas:

Chrysler Motor Corp.
Chrysler Sales Office
5700 Crooks Rd.
Troy, Michigan 48084
(313) 879-3600

PORSCHE AUDI & VOLKSWAGEN (one address for entire State)

Manager of Customer Relations
Midvo, Inc.
5000 Post Rd.
Dublin, Ohio 43017
(614) 889-2911

TOYOTA (one address for entire State)

Mid-Eastern Toyota
Customer Service Rep.
9920 Princeton Pike
Cincinnati, Ohio 45246
(513) 874-4410

DATSUN (one address for entire State)

Datsun Motor Co.
51 Shore Dr.
Hinsdale, Illinois 60521
(312) 325-9050

RENAULT (one address for entire State)

Customer Relations Dept.
Renault Central Office
600 N. York Rd.
Bensenville, Illinois 60106
(312) 766-8805

MERCEDES BENZ (one address for entire State)

Mercedes Benz of North America
3333 Charles St.
Franklin Park, Illinois 60131
(312) 455-9131

**BRITISH LEYLAND (one address for entire State)
(Triumph and MG)**

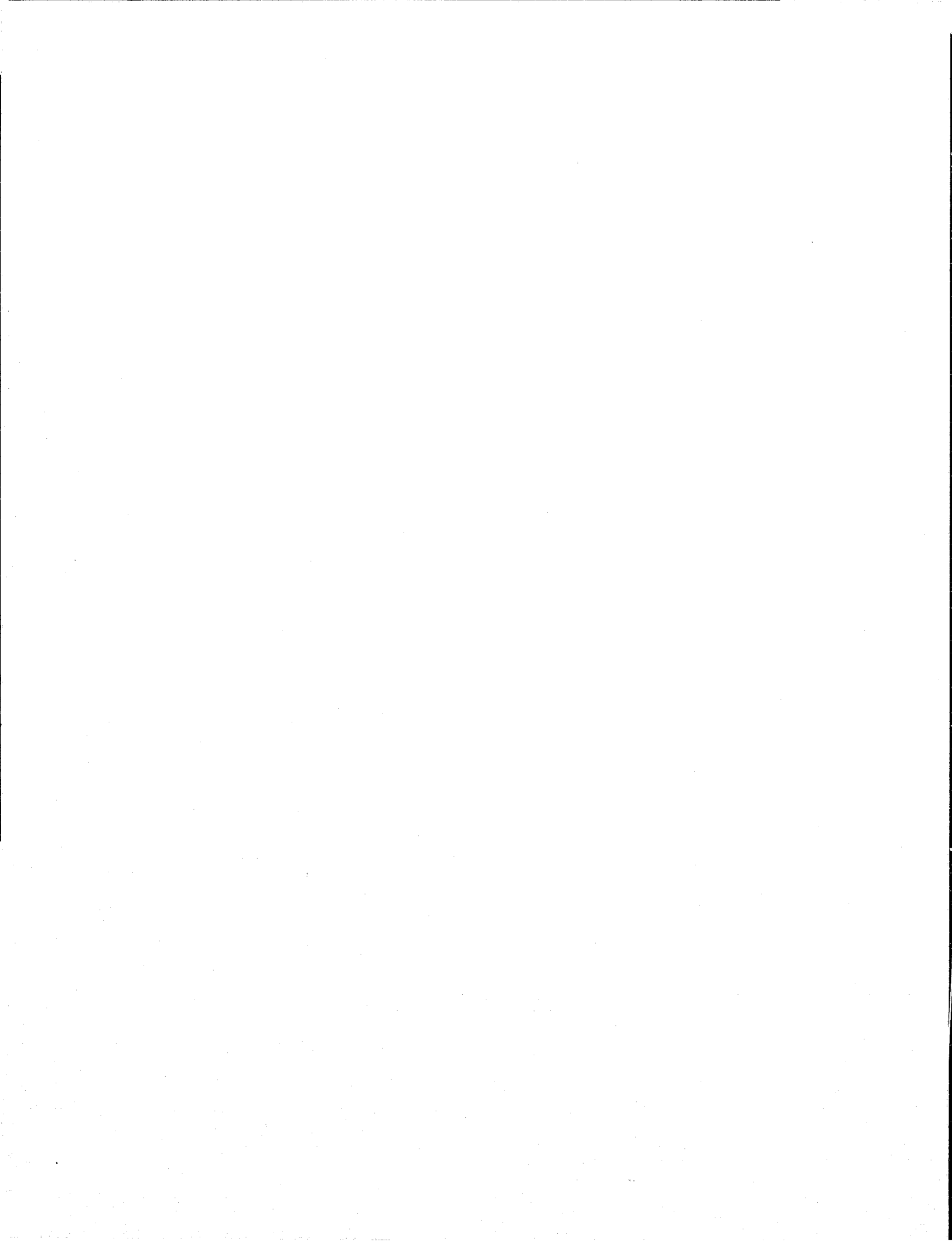
Leyland Motor Sales
Central Zone
P. O. Box 571
Mt. Clemens, Michigan 48043
(313) 949-2800

SAAB

Saab-Scania of America
Saab Dr.
Orange, Connecticut 06477

INTERNATIONAL HARVESTER (one address for entire State)

International Harvester
Regional Office
Service Department
644 Linn St.
Cincinnati, Ohio 45203
(513) 651-3800



END