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Offices and authorities

Job centre / KCA

Job centre / KCA

If you need help with living expenses or looking for a qualification or a job, please contact the Job Centre / KCA ([Kommunales Center für Arbeit](#)).

💡 The employees of the job centre are not allowed to pass on any information about clients. Do you have a volunteer companion? Then you must give them a power of attorney. This must be completed in full and signed by both parties.

👥 For refugees:

Is your asylum application still pending? Or your application has been rejected? Then the Foreigners' Registration Office is generally responsible for you. If you have any questions about employment promotion, please contact the [Employment Agency](#).

Or have you received a positive decision from the BAMF? This means that the asylum procedure has been successfully completed. You are recognised as entitled to asylum. Or you have been granted refugee protection.

These are your next steps:

With your newly obtained residence permit, you can submit an application to the Job Centre / KCA.

1. contact the job centre / KCA

Firstly, you must submit an application for assistance with living expenses to the KCA. You can find the application form [here](#).

You will be registered there as a client and your background will be recorded.

The KCA will request the necessary documents and nominate a personal contact person for you. If necessary, you will be given a counselling appointment in the benefits department.

Once you have received a positive benefit decision, you will be given an appointment for further integration planning, training and job search.

2 Access and appointments

You can request appointments at the KCA. Depending on your request, you will be given an appointment with the benefits department, case management or the job centre.

💡 Please note: comprehensive processing is only possible with a pre-arranged appointment.

3. integration into work

Have you already attended an integration course? Bring your certificate with you. If not, bring your commitment to the course.

Do you have documents relating to school attendance or training? Do you have job references? Have your foreign qualifications been recognised? Please bring these with you.

Tell us about any special skills you have (crafts, language skills, etc.).
Before the appointment, think about which area of work interests you.

Please prepare your CV and application documents.

Municipal Centre for Employment Hanau

 [Eugen-Kaiser-Straße 7, 63450 Hanau](#)

 [0618129244445](tel:0618129244445)

 [0618129240002](tel:0618129240002) (education and participation)

 [Personal contact person](#)

 [further information KCA](#)

 jobNEWS: www.jobnews-mkk.de

Employment Agency


The Federal Employment Agency is responsible for everything to do with **employment**. If you are looking for a job, need help choosing a career in Germany, need your qualifications recognised or similar, the Employment Agency is the right place for you.

If your asylum procedure is still ongoing (Aufenthaltsgestattung) or if you have a Duldung (asylum procedure legally rejected), the Employment Agency is your point of contact for questions about the transition from school to work (careers advice), job placement and advice on further vocational training and for employer advice (employer service).

Hanau Employment Agency

For post (postal address)


Agentur für Arbeit Hanau, 63442 Hanau

 Please use only the postal address for your letters to the Employment Agency

Für Termine (Besucheradresse)

 [Am Hauptbahnhof 1, 63450 Hanau](#)

 [08004555500](tel:08004555500)

 [06181672106](tel:06181672106)

 Hanau@arbeitsagentur.de

 [weitere Informationen](#)

 Office hours:

Monday: 8:00 a.m. to 4:00 p.m.

Tuesday: 8:00 a.m. to 1:00 p.m.

Thursday: 8:00 a.m. to 1:00 p.m.

Friday: 8:00 a.m. to 12:00 p.m.

Service office / registry office

The most important tasks of the service office and registry office

Documents and certificates

Notarise a document.

Issue a registration certificate.

Marriage and partnership

Register a marriage.

Apply for a marriage certificate.

Naturalisation and information

Provide information from the registration programme.

Fishing and certificate of good conduct

Issue a fishing licence.

Apply for a certificate of good conduct.

Lost property

Manage found items.

Birth and business

Register a birth.

Registering, cancelling or re-registering a business.

Church and naming rights

Joining or leaving the church.

Clarifying name rights.

Identity cards and passports

Issue or apply for identity cards for children or adults.

Applying for a passport.

Death and home

Report a death.

Notarise death abroad.


Issue a death certificate.


Register or deregister your home.

Further information can be found here:

 <https://www.erlensee.de/rathaus-politik/stadtverw...>


Service office of the town of Erlensee

 [Am Rathaus 20, 63526 Erlensee](#)

 [06183/9151630](tel:061839151630) Herr Fabian Bergmann

 [06183 / 9151 - 633](tel:061839151633) Frau Christina Vollmer

 [06183/9151632](tel:061839151632) Frau Sabine Zell

 [06183/9151631](tel:061839151631) Frau Janine Pollino

 [@servicebuero@erlensee.de](mailto:servicebuero@erlensee.de)

 Availability:

Monday: 08:30 - 12:00 and 14:00 - 18:00


Tuesday: 08:30 - 12:00

Wednesday: by appointment only


Thursday: 08:30 - 12:00 and 13:00 - 16:00

Friday: 08:30 - 12:00

Registry office of the town of Erlensee

 [Am Rathaus 20 \(ehem. Hallenbad\)](#)

 [06183/9151620](tel:061839151620) Frau Heike Rössing

 [06183/9151621](tel:061839151621) Herr Dieter Bröning

 [@standesamt@erlensee.de](mailto:standesamt@erlensee.de)

 Availability:

Monday: 08:30 - 12:00 and 14:00 - 18:00

Tuesday: 08:30 - 12:00

Wednesday: by appointment only

Thursday: 08:30 - 12:00 and 13:00 - 16:00

Friday: 08:30 - 12:00

Immigration office

Immigration office Main-Kinzig-Kreis

You need a residence permit to be able to live in Germany as a non-EU citizen.

This can be a residence permit, a settlement permit or a permanent residence permit. To apply for a residence permit, you must go to the Foreigners' Registration Office.

You can still do this at the Foreigners' Registration Office:

- Issue and extend a residence permit
- Receive and extend a tolerated stay permit
- Apply for an employment permit
- Apply for and extend a residence permit
- Apply for a settlement permit
- Changing or cancelling residence requirements
- Assistance in the event of passport loss or theft

Postal address:

Main-Kinzig-Kreis - Migration und Aufenthalt

Postfach 1465

63569 Gelnhausen

💡 Please use this address only for your letters.

Visitor address:

Main-Kinzig-Kreis, Office for Security, Order, Migration and Integration Migration and Residence

📍 [Barbarossastraße 16-18, 63571 Gelnhausen](#)

☎ [06051/850](#)

@ [uslaend](#) erbehoerde@mkk.de

🕒 Opening hours:

Monday: 08:00 to 12:00, 13:00 to 15:00

Tuesday: 08:00 to 12:00, 13:00 to 15:00

Wednesday: 08:00 to 12:00, 13:00 to 15:00

Thursday: 10:00 a.m. to 5:30 p.m., closing time 5:00 p.m.

Friday: closed for customer traffic

Appointments by prior [arrangement](#) only.

Help for migrants

Help for refugees

Arriving in a new country can be associated with many challenges.

In the Main-Kinzig district, there are various benefits for people in need.

The benefits are regulated in the law on benefits for asylum seekers:

- Assistance with living expenses
- Assumption of costs for clothing and food
- the costs of accommodation are covered. This may include the cost of heating.
- The costs are covered if you are ill.
- the costs of medication are covered
- the costs of pregnancy and childbirth are covered
- Granting of one-off benefits and loans
- Funds for education and participation
- Matters relating to work
- Help and support with voluntary departures


Help is available from the specialised office in Gelnhausen.

Main-Kinzig-Kreis

Amt für Soziale Förderung und Teilhabe

 [Barbarossastraße 24, 63571 Gelnhausen](#)


Benefits processing


 [06051/8518268](tel:06051/8518268)

 @hfm@mkk.de

 [weitere Informationen](#)

Processing sickness benefits

 [06051/8518285](tel:06051/8518285)

 [06051/8518271](tel:06051/8518271)

 @hfm@mkk.de

 [weitere Informationen](#)

Social welfare office - social promotion and participation

The **social welfare office** is responsible for providing social assistance. This includes the following benefits:

- Basic security in old age and in the event of reduced earning capacity
- Care assistance
- Assistance with living expenses
- Integration assistance for disabled people
- Assistance to overcome particular social difficulties
- Assistance with health
- Assistance in other life situations

The Social Welfare Office will advise and support you in all matters relating to these topics.


The social welfare office will ask you about your financial circumstances. You will therefore have to show whether you have any valuables such as jewellery or money. You will sign some documents and declarations. Please bring all your papers with you. All persons who are registered on your residence permit must accompany you to the appointment.

You will also receive the cheque for your living expenses here. You can exchange the cheque for cash (euros) at the bank. Please note that this money must last until your next appointment with the social welfare office (approx. 1 month). You will not receive any money until your next appointment with the Social Welfare Office.

The Social Welfare Office is your contact for the following issues:

- Vouchers for initial baby equipment and for your child's school supplies
- Money for train tickets to interview appointments
- Sickness certificates, authorisation for operations and other medical measures
- Education and participation package (BUT)
- Activity programme and employment programme
- Applications for redistribution, exemption from compulsory housing

Main-Kinzig-Kreis, Amt für Soziale Förderung und Teilhabe

 [Barbarossastraße 24, 63571 Gelnhausen](#)

 [06051850](tel:06051850)

 [@sozialhilfe-grundsicherung@mkk.de](mailto:sozialhilfe-grundsicherung@mkk.de)

 Consultation hours:

Monday, Tuesday, Thursday and Friday: 8:00 a.m. to 12:00 p.m.

Monday and Tuesday: 13:00 to 15:00

Friday: 13:00 to 17:30

Only by prior appointment

Youth welfare office

Children's rights are important. Every child deserves to be respected and loved. Do you have a child? Then bring it up in accordance with children's rights. This is important for the well-being of your child. You can find out more in the chapter on [children's rights](#).

The Youth Welfare Office supports parents in bringing up children and young people. Anyone can contact the Youth Welfare Office free of charge. Are you a child or young person? Do you have problems? Then you can contact the Youth Welfare Office.

Responsibilities of the Youth Welfare Office:

- Supporting young people in their individual and social development
- Advise and support parents in their upbringing
- Protecting children and young people
- Creating positive conditions for young people and families
- Avoiding and breaking down barriers

Have you had a child? Then the youth welfare office contacts you after a few weeks. You would like a home visit. You can get to know the Youth Welfare Office. You will then receive a whole folder with information and offers. These are important for your child and your family.

Unaccompanied minor refugees are also subject to youth welfare law. This means: The case goes to the Youth Welfare Office.

Postal address

Main-Kinzig-Kreis - Jugendamt

Postfach 1465

63569 Gelnhausen

💡 Please only use this address for your letters.

Visitor address

Main-Kinzig District - Youth Welfare Office



[Barbarossastr. 24, 63571 Gelnhausen](#)

☎ [06051850](tel:06051850)

@ jugendamt@MKK.de

🌐 [Further information](#)

Social affairs

Social welfare office / Application SGB II / XII

The Social Welfare Office accepts applications in accordance with Social Code II and XII (unemployment benefit II and basic income support in the event of reduced earning capacity and in old age) and forwards them.

Fachbereich Familie und Soziales - Sozialamt
Andrea Zeidler

[Zum Fliegerhorst 1229, 63526 Erlensee](#)


 [06183 / 9151 - 507](tel:06183_9151_507)

@azeidler@erlensee.de

Housing benefit

Housing benefit is a state subsidy towards the cost of housing for low-income citizens. It depends on the number of household members, the total income and the amount of rent. You can obtain an application from the housing benefit authority or from your city / municipality.

Fachbereich Familie und Soziales - Sozialamt
Andrea Zeidler

 [Zum Fliegerhorst 1229, 63526 Erlensee](#)

 [06183 / 9151 - 507](tel:06183_9151_507)


@azeidler@erlensee.de

 The housing benefit authority in Gelnhausen is responsible for this.


Main-Kinzig-Kreis Bauordnungsamt

 [Barbarossastraße 20, 63571 Gelnhausen](#)

Frau Ochs

 [06051 / 85 - 13981](tel:06051_85_13981)

@Wohngeld@mkk.de


 If you receive benefits from the Job Centre or the Main-Kinzig district, you cannot usually apply for housing benefit. Please seek advice. People who receive asylum seeker benefits do not receive housing benefit.


Housing entitlement certificates

If you have a low income, you can apply for a certificate of eligibility for social housing under certain conditions.

Please note that you are not entitled to social housing even if you have a certificate of eligibility.

Department of Building Construction and Real Estate - Housing Authority
Astrid Mahr

 [Zum Fliegerhorst 1229, 63526 Erlensee](#)

 [06183 / 9151 - 305](#)

@amahr@erlensee.de


Homelessness authority

The homelessness authority is the point of contact for counselling in the event of imminent loss of housing or homelessness. The aim is to prevent or minimise homelessness.

 The Main-Kinzig district is responsible for homeless people.

Help for the homeless - Franziskus-Haus

 [Matthias-Dassbach-Straße 2, 63450 Hanau](#)

 [061813 / 609 - 0](#)

@franziskus-haus@caritas-mkk.de

The payment of daily rates for people without a fixed abode is possible at the town hall in Erlensee.

Department of Family and Social Affairs - Payment of daily rates at Andrea Zeidler

 [Zum Fliegerhorst 1229, 63526 Erlensee](#)

 [06183 / 9151 - 507](#)

@azeidler@erlensee.de

Office hours:

Monday, 8.30 a.m. to 12.00 p.m. and 2.00 p.m. to 5.00 p.m.

Tuesday, 8.30 a.m. to 12.00 p.m.

Thursday, 8.30 a.m. to 12.00 p.m.

Friday, 8.30 a.m. to 12.00 p.m.

Otherwise by prior appointment.

Police

Responsibilities of the police

The police in Germany are the point of contact for all people who need help. Anyone, regardless of gender or origin, can contact the police. There are no costs involved. All people who contact the police are treated equally.

The police are there to protect us from danger. They also solve crimes. There is no secret service in Germany. There are only intelligence services here, which are subject to state control. Their tasks are to collect and procure information. There is also a separation requirement between the police and the intelligence services. Politics must also be clearly demarcated, as there is a separation of powers in Germany between the executive (the police) and the legislature (the legislative power, in the broader sense of politics). Is there an emergency? Then you can contact the police at any time by dialling 110. Read [here](#) what you need to bear in mind when making an emergency call.

What the police may and may not do is laid down in law. For example, they generally need a judge's authorisation to search a home. However, if there is imminent danger and human lives are in danger, for example, the police do not need a judge's authorisation to search a home. You can read more about your rights vis-à-vis the police [here](#).

When should I call the police?

Have you been attacked? Beaten? Sexually harassed? Robbed? Stolen from? Cheated?


In Germany, everyone has the right to physical integrity and the protection of property. Threats and violent attacks against other people are prohibited and will be prosecuted. Theft, blackmail and fraud, for example, are also prohibited.

If you call the emergency number 110, the police will be with you as quickly as possible.

Important: If you have been the victim of right-wing, racist, anti-Semitic, Islamophobic, homophobic or transphobic violence, you can contact the police at any time.


You can also call the police in the event of a so-called administrative offence. For example, if someone is not respecting quiet hours and is listening to loud music at night.

If you have been a victim or witness of war crimes in your home country, you can contact any police station in your area.


If you notice political or religious radicalisation of young adults in your environment, you can also report this to the police. You can also contact the BAMF's Radicalisation Advice Centre at [09119434343](tel:09119434343) in several languages. 

You can contact the police migration officer for all matters relating to the police. He supports and advises migrants in all matters with the police.

South East Hesse Police Headquarters Migration Officer

 [Spessarttring 61, 63071 Offenbach](#)

 [06980982615](tel:06980982615)

 [06980982617](tel:06980982617)

@migrationsbeauftragte.ppsoh@polizei.hessen.de

 [Further information](#)