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Government agencies and public authorities

Job Centre / KCA

Job Centre / KCA

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

💡 Job centre staff are not allowed to pass on information about clients. Do you have a volunteer accompanying you? Then you need to give them power of attorney. This must be completed in full and signed by both parties.

👤 For refugees:

Your asylum procedure is still ongoing? Or has your application been rejected? In this case, the Aliens' Registration Office is responsible for you. For questions regarding employment promotion, please contact the Employment [Agency](#).

Or have you received a positive decision from the BAMF? That means your asylum application has been successful. You are recognised as entitled to asylum. Or you have been granted protection as a refugee.

Here are the next steps you need to take:

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

1. Contact the Job Centre / KCA

First of all, you must apply to the KCA for assistance with living costs. You can find the application [here](#).

There you will be registered as a client and your history will be recorded.

The KCA will request the necessary documents and appoint a personal contact person for you. If necessary, you can get an appointment for counselling in the benefits department.

After a positive benefit decision, you will receive an appointment for further integration planning, qualification and job search.

2. Access and dates

You can request dates from the KCA. Depending on your concerns, you will receive an appointment with the benefits processing department, case management or the employment service.

💡 Please note: comprehensive processing of content is only possible with a previously arranged appointment.

3. Integration into work

Have you already attended an integration course? Bring your certificate with you. Otherwise, bring your "Verpflichtung" (obligation statement) with you.


Do you have documents about school attendance or training? Do you have work references?

Have your foreign qualifications been recognised? Bring them with you.
Report on any special skills (crafts, language skills etc.).
Before the appointment, think about which area of work you are interested in.

Please prepare your CV and application documents.

Municipal Centre for Work Maintal

 [Moosburger Weg 2, 63477 Maintal](#)

 [0618129245030](tel:0618129245030)

 [personal contacts](#)

 [more info KCA Maintal](#)

 jobNEWS www.jobnews-mkk.de

Agentur für Arbeit (Employment Agency)

The Employment Agency is responsible for everything to do with **work** . If you are looking for a job, need help choosing a career in Germany, need recognition of your qualifications or similar, the Employment Agency is the place to go.

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

Hanau Employment Agency


For mail (postal address)


Hanau Employment Agency, 63442 Hanau

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


For appointments (visitor address)


 [Am Hauptbahnhof 1, 63450 Hanau](#)

 [08004555500](tel:08004555500)

 [06181672106](tel:06181672106)

 Hanau@arbeitsagentur.de

 [further information](#)

 Office hours: Monday 08.00 - 16.00, Tuesday 08.00 - 13.00, Thursday 08.00 - 13.00, Friday 08.00 - 12.00

City shop / registry office

City shop and registry office

💡 In the mornings you do not need an appointment for the services of the city shop. Monday and Wednesday afternoons you need an appointment. Please contact the colleagues from the City Shop by phone or e-mail.

Services of the Citizen Service:

a) Quick switch (always without appointment)

- Pick up identity documents (identity card and passport)
- Apply for normal and extended certificates of good conduct
- Have registration certificates drawn up
- Have life certificate completed
- Apply for a Maintal Passport and have it renewed
- Apply for an extract from the commercial register
- Women Acquire Night Taxi Bills
- Authentication of documents and certificates
- Have a medical examination certificate drawn up
- Acquire wood reading licences

b) City shop (mornings without appointment, Monday and Wednesday afternoons only with appointment)

- Application for identity card and passport
- Registration, re-registration and deregistration
- Application / extension of children's passport
- Receipt of church resignations

c) Driving licence exchange (only with appointment)

Receipt of applications for conversion of driving licence and issuance into an EU card driving licence (conversion = paper driving licence into a card driving licence)

City of Maintal - City Shop

📍 [Klosterhofstraße 4-6, 63477 Maintal](#)

☎ [06181400205](tel:06181400205)

@ stadtladen@maintal.de

🕒 Opening hours:

Monday to Friday 8:00 to 12:00

Monday and Wednesday 13:00 to 18:00 by appointment only

availability by telephone:

Monday - Friday 8.00 - 12.00 hrs

Monday and Wednesday 13:00 - 16:00

Registry office (only with appointment)

The Standesamt (Registry Office) has several responsibilities. For example, if a child is born, the parents are obliged to report the birth of the child to the Registry Office (certification of birth). If you want to get married, the registry office is responsible for registering your marriage.

Services / Duties Registry Office:

- Notarisation of births, marriages and deaths
- Continuation of civil status registers
- Post-certification of civil status cases from abroad
- Issuance of personal documents
- Recognition of foreign decisions in civil status matters
- Notarisation and certification of declarations of paternity and maternity and of family names
- Change of first names
- Changing the order of first names
- Issue of mortuary passports

💡 The registry office Maintal only issues civil status certificates where the respective event took place in Maintal.

Get married

Before you can get married, you must register the marriage at the registry office in your respective town or municipality.

The place where the marriage is registered does not have to be the place where the marriage is to take place. In principle, marriage can be contracted at any registry office in Germany.

No witnesses need to be present at the marriage. However, if you wish, you can appoint one or 2 people as witnesses.

Whether you want to have a common or separate surname in the marriage can be decided at the time of the marriage or at a later date.

There are three beautiful places to get married in Maintal: The wedding room in the town hall, the historic town hall and the garden of the meeting house in Klingstraße.

Stadt Maintal - Standesamt (only with appointment)

📍 [Klosterhofstraße 4 - 6, 63477 Maintal](#)

☎ [06181400413](tel:06181400413)

☎ [06181400408](tel:06181400408)

☎ [06181400292](tel:06181400292)

☎ [06181400293](tel:06181400293)

@ standesamt@maintal.de

📞 availability by telephone:

Monday - Friday 8.00 - 12.00 hrs

Monday and Wednesday 13:00 - 16:00

Ausländerbehörde (Immigration Office)

Main-Kinzig District Foreigners' Registration Office

To be able to live in Germany as a non-EU citizen, you need a residence title (residence permit, settlement permit, permanent residence permit). To apply for a residence title, you must go to the Aliens' Registration Office.

Other things you can do at the Immigration Office:

- Get or renew a temporary residence permit (Aufenthaltsgestattung)
- Receive toleration and extend toleration
- Apply for an employment permit
- Apply for and extend residence permit
- Apply for a settlement permit
- Changing or removing residence requirements
- Assistance in problematic situations regarding aliens law (lost or stolen passport)

Postal address:

Main-Kinzig-Kreis - Migration and Residence
PO Box 1465
63569 Gelnhausen

💡 Please use this address exclusively for your letters.

Visiting address:

Main-Kinzig-Kreis, Office for Security, Order, Migration and Integration
Migration and residence
[Barbarossastraße 16-18, 63571 Gelnhausen](#)

☎ [06051850](tel:06051850)

@auslaenderbehoerde@mkk.de

Opening hours:

Monday 08:00 - 12:00, 13:00 - 15:00
Tuesday 08:00 - 12:00, 13:00 - 15:00
Wednesday 08:00 - 12:00, 13:00 - 15:00
Thursday 10:00 - 17:30 (closing time 17:00)
Friday closed for customer traffic

Appointments by [appointment](#) only.

Social Welfare Office - Help for Migrants

Asylum seekers / migrants in the Main-Kinzig district receive various assistance and support under the Asylum Seekers' Benefits Act (AsylbLG).


- Granting of assistance for subsistence
- Assumption of costs of accommodation

- Securing health cover / applications for assumption of costs
- Granting of one-off benefits and loans
- Funds for education and participation
- Work opportunities according to § 5 and §5a AsylbLG
- Support and organisation of voluntary departures

Main-Kinzig-Kreis, Office for Social Promotion and Participation

 [Barbarossastraße 24, 63571 Gelnhausen](#)


Benefits processing:

 [0605118259](tel:0605118259)

 @hfm@mkk.de

 [further information](#)

Processing of health assistance according to AsylbLG

 [060518518285](tel:060518518285)

 [060518516240](tel:060518516240)

 @hfm@mkk.de

 [further information](#)

Office hours by telephone arrangement only.

Social welfare office - social promotion and participation

The **Social Welfare Office** is supposed to carry out social assistance. This includes the following services:

- Guaranteed minimum pension for the elderly or those with reduced earning capacity
- Help with care
- Help with living costs
- Integration assistance for disabled people
- Help in overcoming particular social difficulties
- Health support
- Help in other life situations

The Social Welfare Office can give advice and support if you have any questions about these issues.

At the Social Welfare Office, you will be asked about your financial situation. So you will have to show if you have any valuables such as jewellery or money. You will sign some documents and statements. Please bring all your papers with you. Everyone who is registered on the residence permit (Aufenthaltsgestattung) must come to the appointment.

You will also receive a cheque for your living costs here. You can exchange the cheque for cash (euros) at a bank. Please note that this money must last until your next appointment at the Social Welfare Office (for about 1 month). You will not get any more money until your next appointment at the Social Welfare Office.

The Social Welfare Office is also your point of contact for the following topics:

- Vouchers for baby's first equipment and for your child's school supplies
- Money for train tickets to interview appointments
- Medical certificates, approval for operations and other medical procedures
- Education and Participation Package (BUT)
- Activity programme and employment programme
- Applications for relocation, waiving of the residence requirement

Main-Kinzig-Kreis, Office for Social Promotion and Participation

 [Barbarossastraße 24, 63571 Gelnhausen](#)

 [06051850](tel:06051850)

 @sozialhilfe-grundsicherung@mkk.de

 Office hours:

Monday, Tuesday, Thursday and Friday 8.00 a.m. - 12.00 p.m

Monday, Tuesday and Thursday 13:00 - 15:00

only by prior appointment

"Jugendamt" (Youth Welfare Office)

The services offered by the Youth Welfare Office are as diverse as the life situations of young people and their families.

The Youth Welfare Office advises and helps with

- Educational problems
- Separation and divorce of parents
- Further training for adoption and foster parents

Further tasks of the Youth Welfare Office

- Youth education and youth development
- Protect children and young people from hazards
- Cooperation with day care centres and schools
- Supervise facilities that care for children

Mailing address

Main-Kinzig-Kreis - Youth Welfare Office


PO Box 1465




63569 Gelnhausen

 Please use this address only for your letters.

Visiting address

Main-Kinzig-Kreis - Youth Welfare Office

 [Barbarossa St. 24, 63571 Gelnhausen](#)

 [06051850](tel:06051850)
 @jugendamt@MKK.de
 [further information](#)





Department of Social Affairs

There is a wide range of help available in the social services department:

Administrative assistance

Receiving and forwarding applications under Social Code II and XII (unemployment benefit II and basic income support in the event of reduced earning capacity and old age).




Department of Social Affairs - Administrative Assistance


 [Klosterhofstraße 4 - 6, 63477 Maintal](#)
 [06181400333](tel:06181400333)
 [06181400341](tel:06181400341)
 @soziale.dienste@maintal.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 get an application form from the housing benefit office or from your city / municipality.

Department of Social Affairs - Housing Benefit Office

 [Klosterhofstraße 4-6, 63477 Maintal](#)
 [06181400344](tel:06181400344)
 @soziale.dienste@maintal.de




 If you receive benefits from the Job Centre or the Social Welfare Office, you usually cannot apply for housing benefit. Let us advise you. Persons who receive asylum seeker benefits do not receive housing benefit.

Housing vouchers

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

Please note that even with a public housing certificate (Wohnberechtigungsschein) you are not entitled to public housing.

Department of Social Affairs - Housing Benefit Office

 [Klosterhofstraße 4-6, 63477 Maintal](#)
 [06181400344](tel:06181400344)
 @soziale.dienste@maintal.de


Department for the Homeless


The Homelessness Authority is the contact point for counselling in case of imminent loss of housing or homelessness. The aim is to avoid or shorten homelessness.

Likewise, the payment of daily rates is possible for people without a permanent residence.

Department of Social Affairs - Homelessness Authority

 [Klosterhofstraße 4 - 6, 63477 Maintal](#)

 [06181400333](tel:06181400333)

 [06181400341](tel:06181400341)

 @soziale.dienste@maintal.de

Office hours for all:

Monday, Tuesday and Friday 8.00 a.m. - 12.00 p.m


Wednesday 8.00 - 12.00 and 13.00 - 17.00

Police

Responsibilities of the police

The police are there to protect us from harm. They also investigate and solve crimes. The police have nothing to do with the secret service or politicians. Is there an emergency? Then you can call the police on 110 at any time. The call is free. You can read [here](#) what you need to consider when making an emergency call.

There are laws which govern what the police can and can't do. For example, in order to search a house, they need a warrant from a judge. Unless the people in the house are in great danger. Read here about your rights in relation to the police.

 Don't try to bribe the police. Attempted bribery of police officers is a serious offence in Germany.

When should I call the police?


Are you or another person in danger? Have you witnessed a crime? Then call the police.

It may be an assault. Or a robbery. Or theft, arson or criminal damage. Sexual abuse, physical assault and threats are also the responsibility of the police. You should also call the police in the event of domestic violence.

Call the emergency number 110, and the police will be with you as quickly as possible.

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


You can also call the police in the event of a minor breach of the law. For example, if someone does not comply with quiet times and plays loud music at night.

And you can also tell the police if you notice political or religious radicalisation among young people you know. You can also contact the BAMF's Radicalisation Advice Centre at  [09119434343](tel:09119434343) in several languages.

For all procedures with the police, you can contact the migration officer of the police. He supports and advises on all matters of migrants with the police.

Main-Kinzig Police Department

 [Am Freiheitsplatz 4, 63450 Hanau](#)

 [06181100236](tel:06181100236)

 [@migrationsbeauftragte.ppsoh@polizei.hessen.de](mailto:migrationsbeauftragte.ppsoh@polizei.hessen.de)

 [further information](#)