

News Release



Ilene Shapiro – Summit County Executive
FOR IMMEDIATE RELEASE

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Summit County Department of Job and Family Services Introduces New Call-in Application Model

Effective Thursday, March 8, 2018, paper applications will no longer be required for intakes at Summit County Executive Ilene Shapiro's Department of Job and Family Services (DJFS).

Rather than traveling to the agency, customers can apply for cash (TANF), food (SNAP), and medical assistance by calling **1.844.640.OHIO (6446)** between the hours of 8 a.m. and 12 p.m. Applicants will now be able to speak with a case worker; in the event that the wait time exceeds five minutes, they will be given the option for a call back without losing their place in line.

Customers are still welcome to visit the agency to drop off paperwork and use the self-service scanners, or they may fax their paperwork to **1.866.351.8292**.

"We're very excited about this new model," says DJFS director Terri Burns. "It will improve the customer experience for county residents by making accessibility to services much easier."

Summit County Executive Ilene Shapiro added, "Improving our services is a priority. I appreciate the work of the DJFS staff and the patience of the public."

The agency hopes to implement a similar call-in model for redetermination appointments in the next couple of months.

For more information on the new call-in application process, visit www.SummitDJFS.org.

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