

News Release



Ilene Shapiro – Summit County Executive
FOR IMMEDIATE RELEASE

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Job and Family Services benefit system will be down for upgrades; Agency will have limited services April 22-26

SUMMIT COUNTY, OHIO—Ohio Benefits, the system Summit County Executive Ilene Shapiro’s Department of Job and Family Services (DJFS) uses to determine eligibility and benefits will be unavailable from 3 p.m. on Thursday, April 22, through 8 a.m. on Tuesday, April 27, so that a major technical upgrade can be completed. If residents need to apply, recertify or renew benefits for cash, food or Medicaid assistance during this time, they can submit a paper application at Summit County Department of Job and Family Services, 1180 S. Main Street, Suite 102, Akron, Ohio 44301. Customers can also email documents, and verifications to SummitE-Docs@JFS.Ohio.gov. **Staff will not have access to data about a case while the system is offline.** If a resident submits a paper application, it will be screened to see whether they need expedited food assistance, but it will not be processed until after the system is back online. If residents need food while the system is unavailable, please call 2-1-1.

Regular business operations will resume on Tuesday, April 27 at 8:00 a.m. Executive Shapiro and DJFS thank the community for its patience as they continue to make upgrades that will improve the delivery of services to customers.

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