

NEWS RELEASE

Ilene Shapiro – Summit County Executive
FOR IMMEDIATE RELEASE



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Job and Family Services benefit system down for upgrades on Dec. 3

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 on Friday, December 3 for a statewide computer upgrade. If residents need to apply, recertify or renew their 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 between the hours of 8:00 a.m. and 4:00 p.m. Customers can also email documents, and verifications to SummitE-Docs@JFS.Ohio.gov. Staff will not have access to case data while the system is offline. If a customer 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 or visit <https://www.211summit.org/>.

Regular business operations will resume on Monday, December 6 at 8:00 a.m. DJFS thanks the community for its patience as it continues to make upgrades that will improve the delivery of services to its customers, and apologizes for this inconvenience.

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