

Morrow County Department of Job and Family Services Press Release

Lobby and OhioMeansJobs Closure

Effective Monday, March 23, 2020 at 5:30 p.m.

Morrow County Job and Family Services is announcing the temporary closure of our lobbies and OhioMeansJob Center to the public. During this pandemic, we will continue to provide services through our phone (419) 947-9111 and on-line applications. We will continue to ensure the safety of children by investigating complaints, completing visits and providing supports and referral to families. We have gathered information from our local and state officials, our associations and ODJFS to make this important decision. The agency is NOT closing at this time, just providing services without walk-in visitors currently.

Documents for all programs can be placed in the blue agency drop box which is located at the north end parking lot near the garage.

For Public Assistance programs such as SNAP benefits, cash assistance and Medicaid programs, please use the www.benefits.ohio.gov to apply, renew or report changes to an existing case. For Medicaid only, a call center is available to apply, reapply or report changes at 844-640-6446.

Gas Vouchers will continue to be issued by Morrow County Job and Family Services. The Agency is asking clients to please drop off verification of your appointments in our Drop Box, located by our garage. The Agency is allowing 30 calendar days to provide verification of your appointment. Vouchers will be mailed to the client within 7 – 10 business days. In order for your voucher to be issued, you **must** include your **name**, **social security number** and your **case number** on the appointment verification.

The Child Support web portal gives customers access to view and print case and payment information as well as report changes. The portal is available at: <http://jfs.ohio.gov/ocs/custservwebportalwelcome2.stm>. Genetic testing for paternity establishment is on hold until April 6th. If there are court hearings associated with a child support case, parties should contact the court directly to determine the status of any court hearings.

CREDIT CARD PAYMENTS at <http://oh.smartchildsupport.com>, e-wallet accounts using Alipay, Apple Pay, Google Pay, Paypal and WeChatPay. Telephone payments are accepted by phone at 1-888-965-2676 (no fees apply).

Payments can also be mailed in the form of a personal check, money order or cashier's check, made out to Ohio Child Support Payment Central (OhioCSPC), mailed to Ohio CSPC, P.O. Box 182372, Columbus, OH 43218-2372. Payments should include payor name, payor SETS case number, Court order number and amount to be applied to each case (if payment is for more than one child support case). Payments can also be put into the Morrow JFS agency drop box. If making a cash payment, place into an

envelope with the following information on the outside of the envelope: payor name
Social Security number and amount of payment.

Suspected child or elder abuse can still be reported at 419-947-9111 during normal business hours (Monday – Thursday 7:00 am to 5:30 pm and Friday 8:00 am to 4:30 pm) or to the Morrow County Sheriff's Office after hours who will contact a 24/7 on call caseworker (419-946-4444).

Services through the OhioMeansJobs Morrow County also have online options with job searches available through: www.ohiomeansjobs.com, resume creation at www.ohiomeansjobs.com/morrow and unemployment information at www.unemployment.ohio.gov or call toll-free at 1-877-644-6562. If your layoff is due to COVID-19, enter the mass-layoff number 2000180 on your application. Specific questions can be answered by contacting the OMJ staff at (419) 946-8480 from 8:00 am to 4:00 pm, Monday through Friday.

Morrow County Area Transit is here to serve the public in any way possible during this time. Our services include meal delivery, prescription delivery, and providing transportation to medical facilities as well as grocery stores. Any questions please call 419-864-3500.