

## Operational Changes at JFS

Erie county Department of Job& Family Services will be closing its lobby to the general public on Monday, December 7<sup>th</sup> but will remain open for people with appointments. This decision was made due to the spike in COVID cases and the difficulty in keeping the number of people in the lobby at any one time down to ten, the maximum number that will allow for social distancing.

The entire JFS staff will remain working at the agency to handle not only people with appointments but also to work with the public by phone, respond to emails and process paperwork received by mail or left at our location using the drop off box near the front entrance or the newly installed drop box at the rear of the building, which is set up to receive child support or other payments as well.

The following is an overview of services that will still allow the public into the building:

- Child Support: Genetic testing will still be taking place on alternate Tuesdays from 9:00-3:00. The next scheduled date is December 8<sup>th</sup>. To schedule an appointment, call 419.627.4426.
- Children and Adult Protective Services: Staff will continue to schedule appointments in the agency as needed for emergency family team meetings.
- OhioMeansJobs: One-on-one appointments will be scheduled in half hour increments Monday through Friday except for the Tuesdays when genetic testing is occurring.
- Income Maintenance: The area affected is the NET (non- emergency transportation) program, which provides gas vouchers and/or transportation for medical appointments for approved applicants. The vouchers will be available Monday through Friday from 9-11 at the rear of the building by the drop box. Individuals should stay in their cars and staff will approach them. Participants may call 419.627.5307 to request rides or vouchers at least three (3) days prior to the scheduled appointment and be prepared to provide post appointment proof of attendance.