



FOR IMMEDIATE RELEASE

September 12, 2023

MEDIA CONTACTS:

Bill Teets: 614-403-2331

Bill.Teets@jfs.ohio.gov

Dasia Clemente: 614-817-2945

Dasia.Clemente@jfs.ohio.gov

ODJFS Rolls Out E-Signature Feature for Ohio Benefits Recipients

COLUMBUS, OHIO – Ohio Department of Job and Family Services (ODJFS) Director Matt Damschroder today announced a new electronic signature process that will save Ohioans time when applying for certain benefits by phone.

“Beginning today, residents in all 88 counties will be able to apply, renew, or recertify for Medicaid, SNAP, cash assistance, and publicly funded child care right from their smart phone,” said Damschroder. “The e-signature program is not mandatory, but it will be a time-saver for those who participate.”

The new e-signature process allows customers to receive a link on their smart phone, review their Rights and Responsibilities and sign in real time, which is instantly transferred to Ohio Benefits, the system used to manage food, cash, medical, and child care assistance. It is an alternative to the existing telephonic signature process and could save up to 20 minutes for the applicant on the phone.

Summit, Ross, Vinton, and Hocking counties have been piloting e-signatures since early July. Cuyahoga and Franklin counties started in early August and Columbiana, Coshocton, Fairfield, Guernsey, Licking, Monroe, Muskingum, Noble, Perry, and Wayne counties rolled out the program August 31st.

“We’ve had a great deal of positive feedback from both counties and customers during the pilot period,” said Damschroder. “We are pleased to make this available as part of our ongoing efforts to improve the customer service for those Ohioans we serve.”

Customers can still mail, drop off, or fax applications to their [county office](#) to apply, renew, or recertify their benefits, or they can complete the same applications through the online [Self-Service Portal \(SSP\)](#).

-30-

The Ohio Department of Job and Family Services manages vital programs that strengthen Ohio families. These include job training and employment services, unemployment insurance, cash and food assistance, child care, child and adult protective services, adoption, and child support services.

