Department of Job & Family Services

NEWS RELEASE

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New Mobile Phone Option Streamlines Recertification Process for Food Assistance Recipients

By opting in to receive text messages, Ohioans can better prepare for eligibility interviews

COLUMBUS, OHIO – Ohio Department of Job and Family Services (ODJFS) Director Matt Damschroder announced a new mobile tool that can help Supplemental Nutrition Assistance Program (SNAP) recipients recertify their eligibility for benefits more quickly. Recipients who opt in to receive text messages from Ohio Benefits will now receive a link to complete a pre-interview questionnaire prior to their scheduled SNAP recertification interview.

"With this convenient new option, SNAP recipients can complete their required paperwork, sign their application, and upload documents prior to their interview, meaning they are spending less time on the phone during recertification," said Damschroder. "This new mobile feature is similar to the pre-appointment process at the doctor's office and is another example of the DeWine Administration's commitment to improving customer service."

Those who opt in to this service will receive a text message one business day prior to their scheduled interview. The text will allow them to request a link to the questionnaire. Once requested, they have 15 minutes to begin the process. They can then use their smartphone to answer questions, sign the recertification application, and upload documentation such as proof of income before their appointments.

SNAP recipients are required to go through the recertification process to ensure they are still eligible for benefits. The process includes informing their county department of job and family services of changes to their household, income, and expenses. To learn more, view this fact sheet and video.

This feature is just the latest example of ways ODJFS is using smartphone technology to improve the customer experience. In December, the agency announced several technical enhancements – including the option to file weekly claims by text – to help unemployed Ohioans more easily manage

their unemployment claims. In addition, parents can opt in to receive text notifications when their child support payments are due, and they can reply by text to authorize payments by credit or debit card.

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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, adult protective services, and child support services.