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**ODJFS Announces Vendor Selected to Modernize  
Unemployment Benefits and Appeals System**

*New system will be implemented over next two years, providing enhanced features benefiting Ohioans*

COLUMBUS, OHIO – Ohio Department of Job and Family Services Director Matt Damschroder today announced a provider that has been selected to modernize Ohio’s unemployment benefits and appeals system. The current system is 20 years old. The new one will offer enhanced features and efficiencies that will benefit Ohioans.

“We have chosen a system with a proven track record in other states and that we are confident will provide an improved experience for our customers,” Damschroder said. “This effort will not simply replace technology but will transform how we manage benefits and appeals for unemployed Ohioans.”

Geographic Solutions Inc. was chosen for this work through a competitive selection process. The vendor’s GUS 23 benefits and appeals solution is an off-the-shelf system that is already being used successfully in other states.

The new system will bring several improvements, including:

- Benefits and appeals functionality in one system and efficient connections to other federal, state, and agency applications.
- Simplified self-service options for claims and appeals that are continuously improved based on real user experiences in Ohio and other states.
- Improved employee experience for greater efficiency and improved ability to serve customers, including the ability to access claimant and employer information and documents without having to utilize other applications.



- Cloud-based technology that improves security and makes it easier to scale up or down to meet claims volume.
- Improved security and fraud tools, data analytics, and reporting for fraud prevention, operations management, and regulatory reporting.
- Plainly written user instructions and on-screen prompts and help.

While the project launches in January 2025, the new system will be implemented strategically to avoid disrupting current unemployment operations or claimants during its development. The new system is expected to be operational by late 2026.

The total value of the contract is up to \$83.3 million, including the building of the system, as well as ongoing maintenance through up to six two-year renewal periods. Approximately \$34 million of the project total is expected to be spent in the first three years.

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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.*