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**Innovative features helping more unemployment claimants while
improving efficiency**

*Enhancements include weekly claim filing via text and chat, plus live chat offered in 16
languages*

COLUMBUS, OHIO – Ohio Department of Job and Family Services (ODJFS) Director Matt Damschroder today announced that several technical enhancements are helping unemployed Ohioans more easily manage their unemployment claims.

New features include the ability to now file weekly claims through the online “chat” feature at unemployment.ohio.gov, through the automated phone system, or even through text message in many circumstances.

“We’re always looking for innovative ways to serve Ohioans more efficiently and conveniently,” Director Damschroder said. “These new features are allowing unemployment claimants to complete the most frequently requested transactions on their schedule, while also opening up our customer service staff to focus on more complex requests. It’s a win for everyone.”

Enhanced Chat

Customers can now use the chat to:

- Check the status of their application.
- File a weekly claim.
- Check the status of their three most recent weekly claims.
- Check the status of their last payment.
- Chat live in 16 languages

Newly adopted technology allows chat to recognize the language of the web browser being used and connect limited English proficiency users to a live agent. The technology allows the ODJFS agent to chat in real-time, in the user’s language. It is currently available in the



following languages, chosen based on past usage and translation requests. This translation service is available Monday – Friday 8 a.m. – 5 p.m. (see below for available languages)

To use the chat, customers can click on the “Chat” icon in the lower right corner at unemployment.ohio.gov.

Automated Phone Service

ODJFS has also enhanced the automated phone system to allow individuals to access frequently requested information and services outside of normal business hours. Callers can:

- Check the status of their application.
- Check the status of their last payment.
- File a weekly claim.

Text-to-File

With the text-to-file service, eligible weekly claimants will receive a text message on Sunday asking if they would like to file their weekly claim. Those that say “yes” will be taken through a short series of prompts to complete the process.

Weekly claimants must opt in to the text-to-file service through their online unemployment account, including by ensuring their correspondence preference is “email.” To be eligible, the claimant must be in continued claims status, have no identity verification issues or back weeks to file, and may not have a break in claim.

Improving Efficiency

Filing of weekly claims and checking payment status, both of which also can be handled through a claimant’s online unemployment account, are the most frequent issues handled by ODJFS call center staff. The enhanced online and phone features will help all callers and claimants by allowing them 24/7 access to these services, while freeing up agents to address more complex issues one-on-one.

Initial claims must still be filed by creating/logging into a user account at unemployment.ohio.gov or calling 877-644-6562 due to additional verification needed to approve the initial claim.

Available live chat languages

The following languages are supported for live chat, Monday – Friday, 8 a.m. – 5 p.m.

- | | |
|-----------------------|--------------|
| ○ English | ○ French |
| ○ Spanish | ○ Vietnamese |
| ○ Traditional Chinese | |
| ○ Simplified Chinese | |
| ○ Arabic | |
| ○ Russian | |

- Tigrinya
- Korean
- Somali
- Nepali
- Amharic
- Uzbek
- Haitian Creole
- Swahili

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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.