Knox County Department of Job and Family Services

PRESS RELEASE

Contact: Courtney L. Lower

Phone: 740-393-5301

Email: [Courtney.Lower@jfs.ohio.gov](mailto:Courtney.Lower@jfs.ohio.gov)

For Immediate Release

KCDJFS COVID-19 Response

MOUNT VERNON – The Knox County Department of Job & Family Services is committed to serving the citizens of Knox County throughout the year and possibly now, more than ever, as we face a pandemic of COVID-19.

Upon the direction of the Knox County Commissioners, Knox County Department of Job & Family Services **offices will be closed** **to the public**, starting Wednesday, March 18, 2020, until further notice. Also closed to the public until further notice is Opportunity Knox Employment Center, 17604 Coshocton Road, and its recycling facilities.

We ask the public to utilize the many options for continuing to receive our services via telephone, email, fax and websites as follows:

Agency website/phone: https://www.co.knox.oh.us/jfs/ and 740-397-7177.

Drop box – On Wednesday, March 18, drop boxes will be installed at the rear entrance of the Knox County Service Center, 117 E. High St., and at Opportunity Knox, 17604 Coshocton Road. The public can leave items for JFS in these boxes starting Thursday, March 19. Please be sure the items are clearly marked for “JFS”.

Child Support – Call 740-397-7177, ext. 3029 or email KNOX\_CSS@jfs.ohio.gov. Access case information, communicate with your caseworker and get payment histories at https://childsupport.ohio.gov/login.jsf Documents can be faxed to 740-397-5200 or mailed to KCDJFS/CSS, 117 E. High St., Mount Vernon, OH 43050. Child support payments can be made by mail at Ohio CSPC, P.O. Box 182372, Columbus, OH 43218-2394 or online at http://oh.smartchildsupport.com.

Children Services – Many Protective Services staff will be working remotely, but will remain accessible by phone during normal business hours, Monday-Friday, 7:30 a.m. to 4:30 p.m. and will provide on-call coverage. We continue to evaluate the ability to safely provide services to families and community partners. Call 740-397-7177, ext. 3027. Concerns of abuse or neglect of a child or elderly adult can be called in to 740-392-KIDS (5437). Documents can be faxed to 740-397-2617 or mailed to KCDJFS/SS, 117 E. High St., Mount Vernon, OH 43050.

Public Assistance – The website www.benefits.ohio.gov can be used remotely to apply, renew or make changes to cash, food or medical assistance. You can also call 1-844-640-6446 to apply, renew or make changes for cash, food or medical assistance. We ask everyone to exercise patience as the phone queues will likely be lengthy as many more people will be using this service. Documents can be faxed to 740-392-8882 or mailed to KCDJFS/PA, 117 E. High St., Mount Vernon, OH 43050.

Workforce Development/OhioMeansJobs – If you have internet access, you can utilize ohiomeansjobs.com or reach a member of the Opportunity Knox team by

calling 740-392-9675. Documents can be faxed to 740-397-5078 or mailed to OKEC, 17604 Coshocton Road, Mount Vernon, OH 43050.

The Foster Parent Pre-Service Training has been canceled for March and April, as have many internal meetings.

The current pandemic situation is continuing to evolve and practices at KCDJFS may need to change and evolve as well. We continue to be committed to serving the citizens of Knox County and will update the community if services are further altered. Be sure to follow us on Facebook at *Knox County JFS* for real-time updates.