

### JFS County Agency Emergency Notification Process

County departments of job and family services, public children services agencies, child support enforcement agencies, and local OhioMeansJobs centers should take the following steps if they must close temporarily because of weather or other emergencies.

**If a county requires no assistance from ODJFS** (for example, during cold weather closures):

- The county should follow its own procedure for closure notifications (local radio stations, etc.).
- The county should send an email from a county email account to [OIS\\_Service\\_Desk@jfs.ohio.gov](mailto:OIS_Service_Desk@jfs.ohio.gov) or call (800) 686-1580, option 2, informing state staff of the closure, the reason for the closure, the length of time the agency is expected to be closed, and which offices or locations are involved. If calling, the county should provide the state-issued county identification number as a means of confirmation.
  - The ODJFS Office of Information Services (OIS) will notify the ODJFS Chief Inspector's Office and the ODJFS Office of Communications to post a general closure notice to [jfs.ohio.gov](http://jfs.ohio.gov) instructing customers to call before visiting any county office. This message will remain posted for one day unless a county agency informs OIS that the closure will continue longer.

**If a county requires assistance from ODJFS** (for example, if a room floods, and water reaches the server and switches):

- The county should follow its own procedure for closure notifications (local radio stations, etc.).
- The county should follow its Service-Level Agreement with ODJFS.
- The county should call the OIS Service Desk at (800) 686-1580, option 2, to inform state staff of the problem. If the problem necessitates a closure, the county should indicate the length of time the agency is expected to be closed, which offices or locations are involved and the county identification number.
  - The OIS Service Desk will notify the appropriate OIS work units of the problem. It will create a trouble ticket, assign it to the appropriate area, and enter the problem in the incident log.
  - If the county agency must close, OIS will inform the ODJFS Chief Inspector's Office and the ODJFS Office of Communications to post a general closure notice to [jfs.ohio.gov](http://jfs.ohio.gov) instructing customers to call before visiting any county office. This message will remain posted for one day unless a county agency informs OIS that the closure will continue longer.
  - OIS will follow established escalation procedures to resolve the problem. Once the issue is resolved, OIS will complete incident documentation.