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CLERMONT COUNTY, OHIO

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Immediate Release

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No Appointment Necessary for Some Clermont Services

Batavia, Ohio. With a 19 percent increase in requests for food assistance compared to last year at this same time, and a decrease in staffing levels, the Office of Adult, Child and Family Stability (ACFS), a division of the Clermont Department of Job and Family Services, is making some changes to more effectively manage the increasing demand for various types of assistance.

“Effective immediately, new applicants will no longer have to make appointments for interviews to be considered for Food Assistance, Family Medicaid, and Cash Assistance programs,” said ACFS Director Crystal Patrick. “Previously, we had been booking appointments for these services up to two weeks from the time the applicant first came to the agency. In doing this we were experiencing a 35 percent no show rate for appointments. Now new applicants can be seen the very next day on a first come, first served basis until our intake slots are full. To date, all customers who have arrived timely were seen that day.”

A customer who files a preliminary application is now given a letter instructing them to return to the agency between 7:30 a.m. and 8:45 a.m., Monday through Friday; they will be assigned a case manager to complete the interview process. Anyone arriving after 8:45 a.m. will not be granted an interview on that day; a customer has 30 days from their initial date of application to complete the interview process.

Applicants, who have all verifications with them at their interview, can be approved the same day; the list of required verifications is given to everyone prior to their interview. Those applicants who do not provide the documents that are required, could wait up to 30 days to have their benefits approved.

ACFS is handling over 2,000 applications for new and ongoing assistance each month. “Our office is doing everything possible to ensure that access to programs is customer friendly and benefits are provided as quickly as possible,” said Patrick.

For more information, contact ACFS at (513) 732-7111.

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For additional information about this or other county news, contact Clermont County Communications Director Kathy Lehr at (513) 732-7597 or by e-mail, klehr@co.clermont.oh.us.