



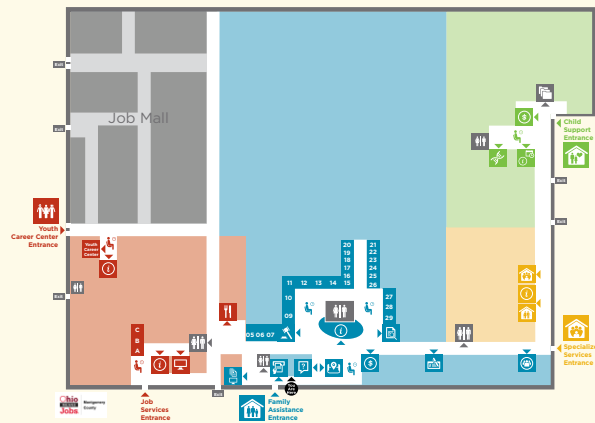
A Year of Growing Pains

Our construction project, known as Job Center 2.0, is projected to conclude in the fall of 2016 when Child Support Enforcement moves into The Job Center. Before that, some departments will need to temporarily move so operations can continue during construction.

Virtually every area of JFS within The Job Center will undergo some type of change. Several moves have already taken place, as our Hospital Unit, Adult Protective Services and Investigation and Recovery have temporarily moved to the Reibold Building. Other departments will be moving to different locations within The Job Center to accommodate the three-phase project. Temporary signage will direct you when departmental moves occur.

Closer Access, Better Traffic Flow

New parking off the northwest corner of our building will help accommodate you. There will also be an RTA stop behind the St. Vincent DePaul Thrift Store, replacing the current bus stop and helping to create a safer traffic flow.



Destination Points

Rather than coming in one main entrance on the north side of the building, you will be routed to four main JFS entrances so you can park closer to the service you are seeking.

OhioMeansJobs-Montgomery County will have its own storefront on the northeast corner of the building, and the current main entrance will continue to serve most Family Assistance customers. Specialized services for seniors and disabled persons on Medicaid will have a ramp access and plenty of close parking. The Job Mall will continue to have its own entrances for our community partners, and Child Support will have a dedicated entrance on the west side of the building.

Scan You Imagine?

Currently you must first wait in line to get a pass to gain access to one of two scanning areas where you usually encounter another line. Our new design will feature scanning stations up front with no need for a pass to access them.

Thousands of pieces of paper are scanned in every day at The Job Center. We are refining our processes to help ensure that the material you scan is linked to your case as quickly as possible.

A Better Customer Experience

After our project is complete, you will find a Concierge Desk in the front of The Job Center, where a worker will direct you to where you need to be. If your business is with Family Assistance, you will be directed to either an area for new cases or an area for existing cases. Our goal is to eliminate unnecessary waiting and make your experience faster and more effective.

Face to Face Meetings Made Easy

When face-to-face meetings are necessary, we will utilize a series of meeting rooms where caseworkers will meet you. You will be notified to meet your worker in a specific room with the help of a system that will let you know your worker is ready for you.

Colorful Surroundings

New permanent signage will make it easier for you to find the services you seek here at The Job Center. Each service area will also have an associated color that will help identify where you need to go. Exterior signage will direct you to your destination point and help you find closer parking. We are also planning to have an electronic sign in the future to highlight events.





We are Transforming The Job Center to Better Serve our Customers!

We've taken a long, hard look at our processes, and Montgomery County Job and Family Services (JFS) is making some changes to ensure that we work as a team to better serve you.

When seeking our help, you may need cash, food or medical assistance from our Family Assistance Division (formerly Social Services and Income Support), or you may need employment through our Workforce Development team or services from our Child Support Enforcement Agency. You may, in fact, need all three divisions. That is why we are putting them all under one roof and streamlining our processes.

Comments, Questions?

We have a dedicated email address you can use if you have questions or comments about our Job Center 2.0 project. It is JC20questions@jfs.ohio.gov. You can also get the latest information about our construction project by going to the Latest Updates area of our Job Center 2.0 page.

Our Job and Family Services team truly appreciates your patience and cooperation as we reshape The Job Center to make your experience better!



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Improving Your Job Center



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