



**State Representatives
Lisa Sobecki & Allison Russo**

March 27, 2020

Dear Director Hall,

Thank you for your leadership and everything you have done so far to help Ohioans during this COVID-19 pandemic. We appreciate your efforts and commend your diligent work during this public health emergency. As the virus spreads across our state, more people are affected each day and new problems arise. We have heard from constituents and County Jobs and Family Services offices throughout the past week about critical issues they are facing. We request your serious attention to the following suggestions, which we believe would help alleviate their concerns:

1. Request a 3 month extension of the SNAP Federal Waiver to align with the guidance issued by the Director of Medicaid. This will greatly reduce confusion, both for caseworkers as well as individuals on assistance. It will also streamline the benefit renewal processes for individuals on assistance, thus reducing the overall caseload.
2. Ask for the Random Moment Sampling (RMS) to be suspended and instead use the last full quarter RMS, 4th Quarter 2019, to determine Federal reimbursement. Under these unique circumstances brought on by COVID-19, many County JFS offices have adjusted how their employees are working to help reduce virus exposure. These adjustments include shiftwork, Work from Home, and/or other processes. Therefore, JFS employees may not be accurately captured as completing their work under the RMS.
3. Remove the pin requirement for individuals filing for unemployment through the website. This will streamline the filing process for individuals. It will also reduce the stress and volume of individuals visiting County JFS offices. Local offices cannot reset the pin, and many report bogged down phone lines because they are spending time directing individuals to the pin-reset number instead of using resources to process cases.
4. For those filing for unemployment by calling the phone number, implement a similar call-back feature to the County Shared Service, currently used by County JFS offices.

We strongly believe that these practical suggestions, if implemented, would better manage the increased number of individuals in need of assistance or unemployment benefits during the COVID-19 pandemic.

Thank you in advance for your consideration of this matter. We look forward to supporting the department's efforts to address these concerns in a timely manner and eagerly await your response.

Sincerely,



Lisa A. Sobecki
Ohio Representative, 45th District



C. Allison Russo
Ohio Representative, 24th District

CC: Governor Mike DeWine