

News Release



Office of Public Affairs

FOR IMMEDIATE RELEASE

Tuesday, January 21, 2025

Contact: Robin Ross, Commissioners, 614/525-2392

Isabella Minadeo, Commissioners, 614/525-3462

COUNTY COMMISSIONERS LAUNCH ONE DOOR INITIATIVE TO EXPAND ACCESS TO HEALTH AND HUMAN SERVICES

Today, the Franklin County Commissioners launched the opening of One Door, a transformative initiative designed to streamline access to essential Health and Human Service resources. The program was unveiled with a ribbon-cutting ceremony at the Michael J. Dorrian Building, where the One Door office is now open to serve residents on the first floor of the county government complex.

The One Door initiative marks a pivotal advancement in serving Franklin County's 1.4 million residents. By consolidating services from five key agencies, the Office on Aging, Child Support Enforcement Agency, Job and Family Services, Justice Policy and Programs and Veterans Services, into a single, integrated system, the office is purposely tailored to meet the diverse needs of the community with efficiency and care.

"One Door isn't an ordinary transactional resource, it's a philosophy rooted in equity and designed to empower every resident," said Board President Commissioner Erica C. Crawley. "This initiative is a game changer, meeting residents where they are with dignity, compassion, and opportunities to thrive."

Residents often face barriers when navigating multiple agencies to access crucial services, resulting in time-consuming and frustrating experiences. One Door simplifies this process by offering a holistic method to prioritize needs under one roof. Through a unified system and a shared electronic needs assessment tool, this approach ensures seamless coordination between agencies, enabling faster and more comprehensive support for residents and their entire household.

"While many in our community continue to face challenges, One Door is about breaking down barriers and building a system that works for everyone," said Commissioner John O'Grady. "This initiative is a direct investment in helping families and creating pathways to success."

In addition to simplifying access, One Door promotes economic mobility, improves communication across agencies, and is grounded in measurable outcomes. With coordinated public policies and

unified messaging, the initiative embodies the commissioners' commitment to innovation and community welfare.

"This initiative reflects Franklin County's dedication to serving residents in transformational ways," said Commissioner Kevin L. Boyce. "The One Door approach creates a healthier, more resilient community by ensuring critical services are accessible, efficient, and impactful."

One Door services are now open to the public, Monday through Friday, from 9:00 a.m. to 3:00 p.m., on the first floor of the Michael J. Dorrian Building, located at 369 S. High Street, Columbus, OH 43215.

--30--

For more information on the Franklin County Board of Commissioners, log on to: <https://commissioners.franklincountyohio.gov/>

