

NATIONAL DIRECTORY OF CONTACTS

Contacts to verify duplicate participation, or obtain verification for SNAP Benefits

Revision Date: 04-03-12

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| <p style="text-align: center;">ALABAMA</p> <p>Participation: Phyllis James Alabama Dept. of Human Resources 50 Ripley St, S. Gordon Persons Bldg. Montgomery, AL 36130-4000 Phone: (334) 242-1745 Fax: (334) 353-1363 Email: Phyllis.James@dhr.alabama.gov</p> <p>Claims: Janice Thomas Same address as above Phone: 256-535-4604 Email: Janice.thomas@dhr.alabama.gov WEB: www.dhr.alabama.gov</p> | <p style="text-align: center;">ALASKA</p> <p>Alaska Dept of Health & Social Services Division of Public Assistance Contact the office from which the client last received benefits. A list of offices can be found at http://www.hss.state.ak.us/dpa/features/org/dpado.html</p> <p>If location of office is unknown, contact Director's Office/Policy Section at DPApolicy@alaska.gov Phone: (907) 465-3347 Address: PO Box 110640, Juneau, AK 99811-0640 WEB: http://www.hss.state.ak.us/dpa/</p> <p>The State would prefer a FAX sent to (907) 465-5254.</p> |
| <p style="text-align: center;">ARIZONA</p> <p>Dept. of Economic Security Communication Center Emails are preferred over faxing requests. Email requests to: AZStateInquiries@azdes.gov FAX: 602-353-5746 Phone number for request messages can be left at: (602) 771-2047</p> <p>WEB: www.azdes.gov</p> | <p style="text-align: center;">ARKANSAS</p> <p>Ruthie Broughton DHS Program Manager, Customer Assistance Unit PO Box 1437, Slot S-341 Little Rock, Arkansas 72203-1437 Phone: (501) 682-8993 Email: ruthie.broughton@arkansas.gov</p> <p>WEB: www.arkansas.gov/dhhs</p> |
| <p style="text-align: center;">CALIFORNIA</p> <p>California Department of Social Services 744 P Street, MS 8-3-23 Sacramento, CA 95814-6400</p> <p><u>The city and/or county in which the client resided in California must be provided in order to provide a referral to one of the 58 counties for verification of benefits.</u> Telephone Number: (916) 651-8848; press 1, then press 7 Fax telephone number: (916) 651-8866 OR http://www.calfresh.ca.gov/PG839.htm</p> | <p style="text-align: center;">COLORADO</p> <p>Patrick Lopez, Program Assistant Food Assistance-Food Stamps, Dept of Human Services 1575 Sherman St, 3rd Fl Denver, CO 80203 Phone: (303) 866-3122 Fax: (303) 866-5098 Email: patrick.lopez@state.co.us Fraud Hotline: 1-877-934-6361 recording</p> <p>WEB: www.cdhs.state.co.us</p> |
| <p style="text-align: center;">CONNECTICUT</p> <p>Department of Social Services Fraud & Recoveries Division 25 Sigourney Street Hartford, CT 06106</p> <p>FAX Request on your AGENCY'S LETTERHEAD to 860-424-5333. Allow 3 to 5 working days for response.</p> | <p style="text-align: center;">DELAWARE</p> <p>Ray Fitzgerald Delaware Division of Social Services PO Box 906, New Castle, DE 19720 Phone: (302) 255-9645 Email: ray.fitzgerald@state.de.us WEB: http://www.dhss.delaware.gov/dhss/dss</p> |

DISTRICT OF COLUMBIA

Valerie Sanderlin or Lesa Lee

DC Department of Human Services
33 N Street NE, Suite 104
Washington, DC 20002
Phone: (202) 535-1421 or 1-866-419-1720
FAX (202) 535-1455

Email: Valerie.sanderlin@dc.gov or
Lesalee@dc.gov

WEB: www.dhs.dc.gov

FLORIDA

Out of State inquiries:

Miami Call Center
Email to: D11_SFL_CallCenter@dcf.state.fl.us
(You should hear back from them within 5 business days)

Dept. of Children & Families

1317 Winewood Blvd., Bldg. 3, Room 435
Tallahassee, FL 32399-0700
Phone: 866-762-2237
WEB: www.dcf.state.fl.us/ess/

GEORGIA

DFCS Customer Service Operations
2 Peachtree Street, Suite 8-268
Atlanta, Georgia 30303
Phone: 1-888-295-1769; Fax: 1-888-740-9355.
Send requests for out-of-State verification to:
advocate@dhr.state.ga.us

WEB: www.dhr.state.ga.us

GUAM

Department of Public Health and Social Services
123 Chalan Kareta
Mangilao, Guam 96913-6304
Email: elsa.perez@dphss.guam.gov
FAX: (671) 734-5910

WEB: <http://dphss.guam.gov>

HAWAII

Department of Human Services
State Office Administrative Assistant (FSP & TANF)
Phone: (808) 586-5735 (If unable to get through on
this number, call (808) 586- 5732.)

WEB: <http://hawaii.gov/dhs>

IDAHO

Idaho Department of Health & Welfare
Division of Welfare, 2nd Floor
P.O. Box 83720
Boise, ID 83720-0036

Contact information to verify benefit status for
applicants in your state coming from Idaho:
Phone: (208) 334-5815
Fax: (208) 334-5817 or 1-866-434-8278
Email: mybenefits@dhw.idaho.gov

**To verify benefit status in Idaho for clients
already active on benefits in your state (dual
participation alerts & investigations, PARIS
matches, etc.), please contact the Fraud Unit via
e-mail at: welfraud@dhw.idaho.gov.**

WEB: <http://www.healthandwelfare.idaho.gov/>

ILLINOIS

Illinois Department of Human Services
Bureau of Customer Support and Services
2nd Floor Harris I, 100 South Grand Ave E
Springfield, IL 62762
Email : DHS.WebBits@Illinois.gov (Please note "Out
of State Inquiry" in the subject line of all emails.)
Phone: (217) 524-4174
Fax 217-557-1370

WEB: www.dhs.state.il.us

INDIANA

LaRhonda Forbes

Family & Social Services Administration
402 W. Washington St., MS-09
Indianapolis, IN 46204
Phone: (317) 233-0826
To request case closure: 1-800-403-0864
Email: LaRhonda.Forbes@fssa.in.gov

WEB: www.in.gov/fssa/

IOWA

Rhonda Peck or Frank Bagley,
Field Operations Support Unit
Iowa Department of Human Services
Hoover State Office Bldg.
1305 E. Walnut, Des Moines, IA 50319-0114
Phone: 1-800-972-2017; Fax: 1-515-281-4597
Email: rpeck@dhs.state.ia.us or
Email: fbagley@dhs.state.ia.us
WEB: www.dhs.state.ia.us

WEB: www.dhs.iowa.gov

KANSAS

Kansas Department of Social & Rehabilitation Services
Economic and Employment Support
915 SW Harrison, Suite 580
Topeka, KS 66612
Out-of-State Inquiries: ebtmail@srs.ks.gov
Fax: 1-785-296-6960

WEB: www.srskansas.org/

KENTUCKY

Send OUT OF STATE INQUIRIES
For SNAP: CHFS.FoodBenefitsPolicy@ky.gov
For Medicaid: DFS.Medicaid@ky.gov
For TANF: FSSBK-TAP@ky.gov

Phone: (502) 564-3440

WEB: <http://cfc.ky.gov>

LOUISIANA

Cara (Yvette) Shields, Program Specialist
Louisiana Department of Social Services
Dept. of Children & Family Services, Division of Programs
627 North 4th Street, 5th Floor
Baton Rouge, Louisiana 70802
Phone: (225) 342-2342; FAX: (225) 342-6996
Email: cara.shields@la.gov

WEB: www.dss.state.la.us/

MAINE

A signed release is required to obtain the verification

Out of State Inquiries

Brenda Vigue, Paula Casoria or Joanna Dall

Eligibility Specialists - Payment Accuracy Team

Department of Health and Human Services

11 State House Station, 442 Civic Center Drive

Augusta, ME 04333

Phone: (207) 287-1899 or (287)-1858; or (207) 287-1839

Fax: (207) 287-3455

E-Mail: Brenda.Vigue@maine.gov OR

Paula.Casoria@maine.gov OR

Joanna.Dall@maine.gov

WEB:

www.maine.gov/dhhs/OIAS/foodstamps/index.html

MARYLAND

Alexandra Brown

Maryland Department of Human Resources

311 W. Saratoga St.

Baltimore, MD 21201

Phone: (410) 767-7965

Fax: (410) 333-6581

Email: abrown10@dhr.state.md.us

WEB: www.dhr.state.md.us/how/cashfood/fstamp.htm

MASSACHUSETTS

MA Department of Transitional Assistance

Data Matching Unit

600 Washington Street, 5th Floor

Boston, MA 02111

MAIL or FAX REQUEST ON AGENCY

LETTERHEAD: FAX # 617-889-7847

WEB: www.state.ma.us/DTA

MICHIGAN

Current Benefit Information:

Dept of Human Services

PO Box 30037

235 S. Grand Ave.

Lansing, MI 48909

DHS Out-of-State Inquiries: 1-517-373-3908

FAX: 1-517-335-6054

Email: DHS-ICU-Customer-Service@michigan.gov

WEB: www.michigan.gov/dhs

MINNESOTA

Minnesota Dept. of Human Services
PO Box 64245
St. Paul, Minnesota 55164-0245
Out of State Verifications:
Phone: (651) 431-4001
FAX (651) 431-7547
PARIS:
Phone: (651) 431-3010
FAX: (651) 431-7529

MISSISSIPPI

Department of Human Services
Division of Economic Assistance
P.O. Box 352
Jackson, MS 39205
Phone: 1-800-948-3050
OUT OF STATE INQUIRES:
Email: ea.CustomerService@mdhs.ms.gov
WEB: www.mdhs.state.ms.us

MISSOURI

Correspondence and Information Unit
Family Support Division
Department of Social Services
P.O. Box 2320,
Jefferson City, MO 65102-2320
Interactive Voice Response: 1-800-392-1261
Email: Cole.CoXIX@dss.mo.gov
WEB: <http://www.dss.mo.gov>

MONTANA

Mollye Gauer
Department of Public Health & Human Services
Human & Community Services Division
PO Box 202925
Helena, MT 59620-2925
Phone: (406) 444-9401; Fax (406) 444-2547
Email: mgauer@mt.gov
WEB: <http://www.dphhs.mt.gov/>

NEBRASKA

Primary Contact:
Dhhs.policyquestionsnfocus@nebraska.gov

The second contact should be:
Michelle Buresh, Program Specialist
Nebraska Department of Health & Human Services
Nebraska State Office Bldg., 4th Floor
301 Centennial Mall South
Lincoln, NE 68509-5164
Phone: 1-402-471-9392 Fax: 1-402-471-9597
Email: michelle.buresh@nebraska.gov

Other contact should be:
Betty Toelle, Program Specialist
Nebraska Department of Health & Human Services
Nebraska State Office Bldg., 4th Floor
301 Centennial Mall South
Lincoln, NE 68509-5164
Phone: 1-402-471-6661 Fax: 1-402-471-9597
Email: betty.toelle@nebraska.gov

Email: WEB: www.hhs.state.ne.us/fia/fstamps.htm

NEVADA

Shelli Carewicz
Dept of Health & Human Services
Division of Welfare and Supportive Services
1470 College Parkway
Carson City, NV 89706
Phone: Nevada Customer Service
(775) 684-0615
(775) 684-7200 – Press 1, then 3, then 4
(702) 486-1646 – Press 1, then 3, then 4
Fax: 775-684-0617

Email: scarewicz@dwss.nv.gov

WEB: <http://dwss.nv.gov>

NEW HAMPSHIRE

Barbara Farrell
Family Service/SOP_Brown
Department of Health & Human Services
Division of Family Assistance Client Services
129 Pleasant St, Concord, NH 03301
Phone: (603) 271-4238
Email: <http://www.dhhs.nh.gov/dfa/contact.htm>
WEB: <http://www.dhhs.nh.gov/>

NEW JERSEY

Department of Human Services
Division of Family Development
Program Assessment and Integrity Unit
P.O. Box 716
Trenton, NJ 08625-0716
Fax: (609) 631-4507 (Put request on letterhead and include an email address to respond to.)

OR

Questions concerning the match itself, contact Robert Clayborne at (609) 631-4552.

WEB: www.state.nj.us/humanservices/dfd/index.html

NEW MEXICO

Carlos Heredia
Income Support Division, Directors Office
Human Services Department
PO Box 2348
Pollen Plaza
2008 S. Pacheco Street
Santa Fe, NM 87504-2348
Customer Service Line: 1-800-432-6217
Phone: 505-827-7250; Fax: 505-827-7203
Email: CarlosF.Heredia@state.nm.us
WEB: www.hsd.state.nm.us

NEW YORK

TO VERIFY RECEIPT OF SNAP BENEFITS OR TANF ASSISTANCE OR TANF MONTHS:
FAX Request on your AGENCY'S LETTERHEAD to the OUT-OF-STATE INQUIRY UNIT at 518-474-8090. No Email/Phone.

For Fraud Issues ONLY:

Larry Pittz, Director
Program Integrity, Audit & Quality Improvement
NYS OTDA, Riverview Center
4th Floor, 40 N Pearl St, Albany, NY 12243

Phone (518) 486-1076; Fax (518) 402-0121
Email: Larry.Pittz@otda.state.ny.us

WEB: <http://www.dfa.state.ny.us>

NORTH CAROLINA

CALL CENTER
Economic and Family Services
Division of Social Services
2420 Mail Service Center
Raleigh, NC 27699-2420
Fax: (252)789-5395
Phone: 1-866-719-0141
ebt.csc.leads@dhhs.nc.gov

WEB: www.ncdhhs.gov/dss

NORTH DAKOTA

Juli R. Johnson, Administrative Officer II (SNAP)
Department of Human Services
600 E Blvd., State Capitol, Room 315
Bismarck, ND 58505-0250
Phone: 1-701-328-2328; Fax: (701) 328-1060
Email: julijohnson@nd.gov

Melissa Miller, SNAP Policy Analyst
Department of Human Services
Supplemental Nutrition Assistance Program
Address: Same as above
Phone: 1-701-328-1832; FAX: 1-701-328-1060
Email: melmiller@nd.gov

Public Assistance (TANF)
Sandy Albrecht; Phone: 701-328-3513
Email: salbrecht@nd.gov

WEB: www.nd.gov/dhs/services

OHIO

Office of Families and Children
Ohio Department of Job & Family Services
P.O. Box 182709, Suite 400, 6th floor
Columbus, OH 43218-2709

Food Assistance/TANF Out of State Inquiries
Contact Information: You can contact the Office of Families and Children at (614) 466-4815 but staff cannot provide benefit information. Because Ohio is a state supervised, county administered state any eligibility information must be given by the county agency.

To receive direct contact information for each county agency, Email: Inquiries@jfs.ohio.gov

Send from state/county agency email address or send with agency letterhead.

OKLAHOMA

Out-of-State Inquiry contact information:

SNAP inquiries: SNAP@okdhs.org
LIHEAP inquiries: liheap2@okdhs.org
Phone: 405-521-3444

Kathie Wright

Program Manager, Family Support Services Div.
Oklahoma Department of Human Services
Sequoyah Memorial Office Building, 2400 N. Lincoln Blvd., Oklahoma City, OK 73105
P.O. Box 25352, Oklahoma City, OK 73125
Phone: (405) 521-3444 Fax: (405) 521-4158
Email: Kathie.wright@okdhs.org

WEB: www.okdhs.org

OREGON

Oregon requires States to fax their request:

TO VERIFY RECEIPT OF SNAP, MEDICAL, AND/OR TANF BENEFITS:
FAX request w/**client's name, SSN & DOB** on your Agency's Letterhead to **(503) 373-7032**.

Oregon Department of Human Services
500 Summer St. NE, E-48
Salem, OR 97301-1066
Phone: (503) 945-5600 Fax: (503) 373-7032
Web:
<http://www.oregon.gov/DHS/assistance/index.shtml>

PENNSYLVANIA

Use this contact first:

Division of Hotline and Correspondence
Pennsylvania Department of Public Welfare
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: (717) 787-3119
Fax: (717) 705-0040
Email: ra-dpwoimnet@pa.gov
Web: www.dpw.state.pa.us

Please send out-of-state requests by fax or secure e-mail. Allow 3 to 5 work days for a response.

Alternate phone numbers:
(717) 214-0794
(717) 265-7685

RHODE ISLAND

Rhode Island Department of Human Services
57 Howard Ave
Louis Pastore Building
Cranston, RI 02920

Requests for verification must be in writing and faxed to:

Rhode Island IEVS Unit
Fax: 401-462-0866

Unit will respond to you by FAX. Please provide your fax number when submitting your request.

WEB: www.dhs.state.ri.us

SOUTH CAROLINA

South Carolina Department of Social Services
Division of Family Assistance
P.O. Box 1520
Columbia, SC 29202-1520

Call Center for entire State: 1-800-616-1309
WEB: www.state.sc.us/dss/

SOUTH DAKOTA

Hope Walsh, Department of Social Services
700 Governors Drive
Pierre, South Dakota 57501-2291
Phone: 1-877-999-5612 (toll free) or
1-605-773-3493 (direct)
Email: foodstamps@state.sd.us or
snap@state.sd.us
WEB: <http://dss.sd.gov/foodstamps/>

TENNESSEE

Food Stamp Policy
Department of Human Services
Citizen Plaza Bldg, 12th Floor
400 Deaderick Street
Nashville, TN 37248-7200

For Out-of-State Inquiries and PARIS Matches :
Must send a Fax to: (615) 687-5535

ON STATE LETTERHEAD, PLEASE INCLUDE THE FOLLOWING REQUESTED INFORMATION:
Your Name, Agency Name and Address, phone number and fax number
1) Names of household members applying for benefits in your State
2) Complete Social Security Numbers
3) A Current Address so that closure notices can be sent to the client

WEB: www.state.tn.us/humanserv/

TEXAS

Texas Health and Human Services Commission

Fax: 1-877-447-2839 (**Please submit one inquiry per page and fax each inquiry separately on agency letterhead.**)

OR

Phone: 1-877-541-7905 , then select the following options from the Interactive Voice Response System:

- Option 1 for English;
- Option 2 for Your Texas benefit information;
- Option 1 for Medicaid, SNAP and TANF information;
- Option 1 to enter Head of household (HOH) Social Security number; –**OR**–
- Option 3 if HOH information is unknown;
- Option 4 for other information;
- Option 2 for change status (caller will be routed to the next available agent); –**OR**–
- Option 3 to hear benefit status information (caller will be routed to the next available agent)

Note: Inquiries regarding TANF countable months are required via Fax.

UTAH

Department of Workforce Services
Eligibility Services Division
P.O. Box 143245
Salt Lake City, UT 84114-3245
Phone: 866-435-7414
(Out-of State inquiries are option #2)

WEB: www.jobs.utah.gov

WEB: www.dhs.utah.gov (Dept. of Human Services)

VERMONT

Call Center

Economic Services Benefits Service Center
103 South Main St
Waterbury, VT 05671-1201
Toll-free: 1-800- 479-6151
WEB: www.ahs.state.vt.us

VIRGINIA

Nancy Hewitt

Virginia Department of Social Services
Division of Benefit Programs – 9th Floor
801 East Main Street
Richmond, VA 23219-2901
Phone: (804) 726-7380; Fax: (804) 726-7357
Email: nancy.hewitt@dss.virginia.gov

Maryellen O'Hare

maryellen.ohare@dss.virginia.gov
Phone: (804) 726-7378; Fax: (804) 726-7669

WEB: <http://www.dss.virginia.gov/benefit/foodstamp.cgi>

VIRGIN ISLANDS

Ms. Linnea Hector
Department of Human Services
Division of Family Assistance
3011 Golden Rock
Christiansted VI 00820
Phone: 340-692-9975; Fax: 340-692-9871
Email: lhector@dhs.gov.vi

WASHINGTON

Out-of-state inquiries should be sent to:

Customer Relations, Community Services Division
WA State Department of Social & Health Services
P.O. Box 45440, Olympia, WA 98504-5440

Phone: (360) 725-4763 Fax: (360) 725-4904

Email box for inquiries: csdcru@dshs.wa.gov

WEB: <http://www.dshs.wa.gov/>

WEST VIRGINIA

Department of Health & Human Resources
Division of Family Assistance
350 Capitol St., Room B-18
Charleston, WV 25301-3705
Phone: (304) 356-4619 (Request to speak to the
Worker of the Day)
Email: DHHRbcfbenefitver@wv.gov
WEB: www.wvdhhr.org/

WISCONSIN

Out-of-State Inquires should be directed to:

SNAP and HealthCare:
WI Department of Health & Family Services
1 W Wilson St, Madison, WI 53703
Phone: (608) 261-6378--Option 3
Fax: (608) 267-2269
Email: DHSCARESCallCenter@wisconsin.gov

TANF: 608-264-1656
Email: DCF2CARES@wisconsin.gov
WEB: <http://dhs.wisconsin.gov/em/pdf/public-assistance.pdf>

WYOMING

Annette Jones, Administrative Specialist
Department of Family Services
2300 Capitol Ave., Hathaway Bldg, Third Fl.
Cheyenne, WY 82002-0490
Phone: 1-307-777-5846 Fax: (307) 777-6276
Email: annette.jones@wyo.gov
WEB:
<http://dfsweb.state.wy.us/foodstampinfo.html>

**Please send needed revisions to Kathie
Herrman at Kathie.herrman@fns.usda.gov**
Revisions are sent out quarterly