

NATIONAL DIRECTORY OF CONTACTS

Use these contacts to verify duplicate participation, or obtain verification for SNAP Benefits. This directory is intended for use by authorized personnel in the administration of the SNAP Program.

Please DO NOT provide these contact numbers to clients

Revision Date: 8-17-17

ALABAMA

SNAP Participation: Email contact preferred to:
fs@dhr.alabama.gov

For other participation questions:

Betty S. White, Program Supervisor
Alabama Dept. of Human Resources
50 Ripley St, S. Gordon Persons Bldg.
Montgomery, AL 36130-4000
Email: Betty.White@dhr.alabama.gov
Phone: 334-242-1745; Fax: 334-353-1363

Medical Benefits: Phone (334) 242-5010

Email: PIDParis@medicaid.alabama.gov

TANF/FIP: No TANF information given over the phone.

Email: DHR_PA_Helpdesk@dhr.alabama.gov

FAX number for TANF inquiries: (334) 242-0513.

Claims: Email contact preferred to: Geraldine Turner:

Geraldine.turner@dhr.alabama.gov

Same address as above

Phone: 251-450-7544; Fax: 251-450-7544

WEB: www.dhr.alabama.gov

ALASKA

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://dhss.alaska.gov/dpa/Pages/features/org/dpado.aspx>

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/>

The State would prefer a FAX sent to (907) 465-5254.

ARIZONA

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 status request messages can be left at:
(602) 771-2047

WEB: www.des.az.gov

ARKANSAS

Beverly Stewart-Coleman
Administrative Specialist II
Customer Assistance Unit
PO Box 1437, Slot S-341
Little Rock, Arkansas 72203-1437

Phone: (501) 682-8993
Toll Free: 1-800-482-8988

If neither of the above work: 501-682-8290
Email: beverly.stewart-coleman@dhs.arkansas.gov

WEB: www.arkansas.gov/dhhs

CALIFORNIA

California Department of Social Services
744 P Street, MS 8-4-23
Sacramento, CA 95814-6400

OUT OF STATE INQUIRIES

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.

Telephone number: (916)651-8848; press 1, then press 7
OR FAX number: (916)651-8866 **OR**
<http://www.cdss.ca.gov/cdssweb/entres/pdf/CountyCentralIndexListing.pdf> to get a Central County Index Listing.

COLORADO

Preferred method of contact is email:
Outofstateinquiries@state.co.us

Contact phone number: 1-800-536-5298

Colorado Department of Human Services
1575 Sherman St. 3rd Fl
Denver, CO 80203

Fraud Hotline: 1-877-934-6361 recording
PARIS: 1-800-359-1991

WEB: www.cdhs.state.co.us

CONNECTICUT

Department of Social Service
55 Farmington Ave.
Hartford, CT 06105-3725

For SNAP/Medicaid/Cash benefits other than TANF:

Please send an email from you State or County email account on your agency's letter head to: TPI.EU@ct.gov. Requests must include names, dates of birth and last 4 digits of SSN for each individual for whom verifications are being sought. Also include what programs you need verified and the application address in your state. Allow 3 to 5 working days for a response.
Telephone: 1-860-424-5030

For TANF:

Telephone: 1-860-424-5540
Fax request on your Agency's Letterhead to 1-860-424-4886
Allow 3 to 5 days for a response

DELAWARE

FOR SNAP/TANF/CHILDCARE/MEDICAID

Delaware Division of Social Services
PO Box 906, New Castle, DE 19720
Phone: 302-571-4900

To verify public assistance benefit status in Delaware for dual participation alerts, please send an email from your STATE or COUNTY email account to:
Email: DHSS_DSS_Outofstate@state.de.us

Web: <http://www.dhss.delaware.gov/dhss/dss>

DISTRICT OF COLUMBIA

Vivessia Avent, Program Analyst
Eligibility Review and Investigations
District of Columbia Department of Human Services
Office of Program Review, Monitoring and Investigation
64 New York Avenue, N.E. – 6th Floor
Washington, D.C. 20002
Office : (202) 535-1145
Fax: (202) 671-4409
Email: Vivesia.Avent@dc.gov
Web: www.dhs.dc.gov

FLORIDA

Out of State inquiries:

Miami Call Center
PREFERRED METHOD: Email to:
SNR.D11.SFL.CallCenter@myflfamilies.com
(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: 1-877-423-4746; Fax: 1-888-740-9355.

Email inquiry is the preferred method:

Send requests for out-of-State verification to:
▪ DHS-OIG Out-of-State Inquiry mailbox:
ga.paris@dhs.ga.gov

GUAM

Maria Cindy F. Malanum, Social Services Supervisor I
Bureau of Economic Security
Division of Public Welfare
Department of Public Health and Social Services
123 Chalan Kareta
Mangilao, Guam 96913

Email: mariacindy.malanum@dphss.guam.gov
Contact No. (671) 735-7288/7237
Fax: (671) 734-7092
WEB: <http://dphss.guam.gov>

HAWAII

Department of Human Services
State Office Administrative Assistant (FSP & TANF)
Benefit, Employment & Support Services Division
820 Mililani Street, Suite 606
Honolulu, HI 96813

Phone: (808) 586-5720 (SNAP)
Phone: (808) 586-5732 (TANF)

If unable to get through, please call (808) 586-5735 for both SNAP/TANF.

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 and Support Services
600 East Ash St., Bld. 500
Springfield, IL 62703

For a convenient and faster response e-mail us at:
DHS.OUTOFSTATE@ILLINOIS.GOV
(Please choose Out of State tab and follow prompts)
Allow 3-5 Business days for a response.

Phone: (217) 524-4174

WEB: www.dhs.state.il.us/contactus

INDIANA

Indiana Family and Social Services Administration
P.O. Box 1810
Marion, IN 46952

Indiana no longer accepts faxed/telephone inquiries. Out of state inquiries for SNAP/TANF/Medicaid should be submitted to INoutofstate.inquiries@fssa.IN.gov. Requests must include names, dates of birth and last 4 digits of SSN for each individual for whom verifications are being sought. Also include what programs you need verified.

WEB: www.in.gov/fssa/

IOWA

Integrated Claims Recovery Unit
PO Box 36570
Des Moines, IA 50315

To verify benefits and/or TANF months:

Call Integrated Claims Recovery Unit at:

Phone: 1-877-855-0021; **OR** Fax: 515-564-4095 **OR**

Email: ICRU@dhs.state.ia.us

To have an active Iowa case closed:

Clients can call Customer Service Call Center at 1-877-347-5678 **OR** Email: IMCustomerSC@dhs.state.ia.us

Website: www.dhs.state.ia.us

KANSAS

Kansas Department for Children and Families
Economic and Employment Services
555 S Kansas Avenue, 4th Floor
Topeka, KS 66603

Kansas no longer accepts faxed inquiries. All SNAP and TANF out-of-state inquiries must be emailed to: DCF.EBTMAIL@ks.gov

For all Medical inquiries, contact Kansas Department of Health and Environment at: 800-792-4884

WEB: www.dcf.ks.gov

KENTUCKY

Send OUT OF STATE INQUIRIES For SNAP, MEDICAID and TANF - Email: Outofstateinquiries@ky.gov

Phone: (502) 564-3440

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

LOUISIANA

Cara (Yvette) Shields, Program Specialist
Louisiana Department of Children and Family Services
Bureau of Communications & Governmental Affairs
627 North 4th Street, 8th Floor
Baton Rouge, Louisiana 70802
Phone: (225) 342-2342; FAX: (225) 342-9833
Email: cara.shields@la.gov

To inquire about Medicaid benefits; call 225-342-9860 or fax: 225-389-8100 or email OOS@la.gov

WEB: www.dcf.louisiana.gov

MAINE

A signed release is required to obtain the verification Out-of-State Inquiries

ACES Help Desk – Eligibility Specialists
Department of Health and Human Services Office for
Family Independence
19 Union Street, SHS#11
Augusta, ME 04333 Phone: (207)-624-4130
Fax: (207) 287-3455
E-Mail: DESK.ACESHELP@Maine.gov

WEB: <http://www.maine.gov/dhhs/ofi/index.html>

MARYLAND

Maryland Department of Human Resources
311 W. Saratoga St.
Baltimore, MD 21201

For out of state inquiries for all programs or
PARIS matches, forward your request to:
Email: dhf.outofstateinquiry@maryland.gov
OR

Contact: Tanisha Williams
Email: tanisha.williams@maryland.gov
Telephone: 410-767-7928

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

Out-of-State Inquiries by Professional Staff only:
1-517-373-3908

General SNAP Inquires by clients : 1-855-ASK-MICH
FAX: 1-517-335-6054

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

(Require client's new address before they will close case in MI (if
sending request via fax or email)

WEB: www.michigan.gov/dhs

MINNESOTA

Minnesota Department of Human Services
Economic Assistance and Employment Services Division
PO Box 64951
St. Paul, MN 55164-0951

Out of State Inquiries for case status of SNAP and TANF
programs and the number of TANF months expended are
provided through an automated web service.

Go to the website by clicking on this link:

Minnesota SNAP and TANF Verification Web Site

Or type the web site address into your browser address
bar:

<https://mn.gov/snap-tanf-benefit-verification/>

At the web site home page, **complete** the required fields
for self- registration. In the code field, enter the word
guest. After accepting the Oath, click the **Next** button
which brings up the client information page. When all
the client information has been entered, click the **submit**
button which generates the request. A secure email
response will be sent to the requestor with the results of
the benefit verification. **No other means for requesting
this information is offered.**

MISSISSIPPI

Department of Human Services
Division of Field Operations
P.O. Box 352
Jackson, MS 39205
Phone: 1-800-948-3050

OUT OF STATE INQUIRES:

Email: ea.CustomerService@mdhs.ms.gov

This is preferred method for requests: Please include email
address, agency telephone number and mailing address.
Also include case member's name, date of birth, SSN,
current mailing address and brief description of verification
that is needed.

FAX: 601-359-4550 (Not preferred)

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>

OR

Out-of-State line: The Family Support Division
Information Center at 855-FSD-INFO or 855-373-4636,
Option 3.

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)444-2770 **OR**
Email: mgauer@mt.gov

WEB: <http://www.dphhs.mt.gov/>

For TANF months verification ONLY:

Maria Jimenez Gonzalez, TANF Program Coordinator
111 N. Jackson, Helena, MT 59601
Phone: (406)444-0676; FAX: (406)444-2770 **OR**
Email: mjimenezgonzalez@mt.gov

NEBRASKA

Customer Service Center

Economic Assistance Customer Service Center
Toll-free: 1-800- 383-4278
WEB: www.accessnebraska.ne.gov

For verification of TANF months:

Email:
DHHS.EconomicAssistancePolicyQuestions@nebraska.gov

Medicaid inquiries: Email at
DHHS.MedicaidPolicyQuestions@nebraska.gov

NEVADA

Dept of Health & Human Services
Division of Welfare and Supportive Services
1470 College Parkway
Carson City, NV 89706

Out of State Inquiries:

Email: WELFOOSINQUIRIES@DWSS.NV.GOV

Nevada requires requests to be sent on agency letterhead. Please include clients; Name, Date of Birth; the SSN or the last 4 of the SSN; and a listing of all household members who are applying for assistance in your state. Also be sure to include the return information (your name, phone, and fax #'s). Please allow 3 – 5 business days for a response.

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

NEW HAMPSHIRE

Client Services/SOP_Brown
Department of Health & Human Services
Division of Client Services
129 Pleasant St, Concord, NH 03301

Contact: Katy Halvorsen
Tel: 603-444-0348
Email: outofstateinquiries@dhhs.state.nh.us

Client Services #: 603-271-9700.
In-state 800#: 1-800-852-3345 x 9700
FAX: (603)-271-4230

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
(609) 588-2283

For out-of-state lookups for the New Jersey SNAP, TANF, GA and Medicaid programs, **you must contact the county** the recipient received benefits from. You will need to provide the individual's name, DOB and last 4 digits of their SSN.

For direct contact information for each county, see attached list.

WEB: <http://nj.gov/humanservices/dfd>

NEW MEXICO

Preferred methods of contact is by:

Email: outofstate.inquiry@state.nm.us

Medical Assistance Division: 1-888-997-2583
Restitution Division: 1-800-431-4593
EBT Cards: 1-800-843-8303
Fraud Division: 1-800-228-4802

New Mexico Human Services Department
Income Support Division
P.O.B 2348
2009 S Pacheco Street
Santa Fe, NM 87504
WEB: www.hsd.state.nm.us

NEW YORK

TO VERIFY CURRENT STATUS/CLOSING DATE OF MEDICAID, 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. Be sure to include correct return FAX number. **No Email/Phone.** Include customer's full name, DOB and last 4 digits of SS# - Please include customer's new address. If names of all household members are not included, response may not be completely accurate. If you have not received a response in 5 business days please direct an email to: wendy.buell@otda.ny.gov or call 518-486-3460.

FOR FRAUD ISSUES ONLY: DO NOT SUBMIT VERIFICATION REQUESTS TO MR. BACH

Stephen Bach, Director
Program Integrity, Audit & Quality Improvement NYS
OTDA, Riverview Center
4th Floor, 40 N Pearl St, Albany, NY 12243
Phone 518-402-0117
Email: Stephen.Bach@otda.ny.gov
WEB: <http://www.dfa.state.ny.us>

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

NORTH CAROLINA

North Carolina Department of Health &
Human Services Division of Social Services
Out of State Inquiries for SNAP and TANF:

Mail: DHHS (EBT) Call Center
P. O. Box 190
Everetts, NC 27829

Fax: (252) 789-5395

Phone: 1-866-719-0141

Email: ebt.csc.leads@dhhs.nc.gov

NOTE: When forwarding request to the DHHS Call Center, include your agency's name, mailing address, telephone number, and fax number if not already indicated in your request. Due to NC security requirements with SSNs, if your original e-mail contained a full SSN, it will be edited so that only the last four digits remain.

WEB: www.ncdhhs.gov/dss

NORTH DAKOTA

Out of State Inquiries for SNAP, TANF and Medicaid:

Call or send a secure E-mail request with client's name, full SSN, and DOB on your Agency's Letterhead to:
PHONE: 701-328-2332 or 701-328-3513
EMAIL: dhseap@nd.gov
Please allow 1 to 3 business days for a response.

Website: www.nd.gov/dhs/services

OHIO

Office of Family Assistance
Ohio Department of Job & Family Services
P.O. Box 183204, Columbus, Ohio 43218-3204
Phone: 614-466-4815 option 2, 1
FAX: 614-466-1767
Food Assistance/TANF Out of State Inquiries
Our Staff cannot provide benefit information. Because Ohio is a state supervised, county administered state, any eligibility information must be provided by the county agency. Please FAX request w/**clients name, SSN, DOB, & the County** they lived in Ohio on your Agency letterhead. To receive direct contact information for each county agency, see **ADDENDUM to this list**

WEB: www.jfs.ohio.gov/

OKLAHOMA

Out-of-State Inquiry contact information:

SNAP inquiries: SNAP@okdhs.org

FAX: 405-521-4158

Phone: 405-521-3444 or 1-866-411-1877

Medical inquiries: eligibility@OKHCA.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 or 503-581-6198

Web:
<http://www.oregon.gov/DHS/assistance/index.shtml>

PENNSYLVANIA

Use this contact first:
Division of Hotline and Correspondence
Pennsylvania Department of Human Services
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: (717) 787-3119
Fax: (717) 705-0040
Email: ra-dpwoimnet@pa.gov

Web: www.DHS.state.pa.us

Please send out-of-state requests by fax or secure e-mail on your state's letterhead and include the following:

- (1) Name of the household members who are applying for benefits
- (2) Each members date of birth and last 4 of their social security number
- (3) The client's new address.

Allow 3 to 5 business days for a response.

RHODE ISLAND

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

Requests for verification of participation must be in writing and faxed to:
Rhode Island IEVS Unit
Fax: 401-415-8563
Unit will respond to you by FAX. Please provide your fax number when submitting your request.

For PARIS Match:
Fax: 401-462-2175

FRAUD DETECTION & PREVENTION UNIT
State of Rhode Island and Providence Plantations,
Department of Administration
Office of Internal Audits
One Capitol Hill – 4th Floor
Providence, RI 02908
Telephone: 401-574-8175
Fax number: 401-574-9255

WEB: <http://www.dhs.ri.gov/>

PUERTO RICO – See last page

SOUTH CAROLINA

South Carolina Department of Social Services
Office of Economic Services
P.O. Box 1520
Columbia, SC 29202-1520

Please email all out of state inquiries for SNAP and/or TANF to: ClientServices@dss.sc.gov

Subject line should read: 'Out of State Inquiry from 'name of state'.

We will be unable to process your request without the following information:

1. Individual's name, SS#, and current address
OR
2. Individual's name, last four digits of the SS#, date of birth, and current address .

If unable to email, please fax inquires to 803-898-1222, ATTN: Client Services.

Fraud and PARIS matches: Send to Mrs. Angela Clark at angela.clark@dss.sc.gov.

Medicaid Inquiries: Contact SC Dept. of Health and Human Services at **888-549-0820**. Press #1 for English, #1 for caseworker feedback and #2 to speak with a rep.

SOUTH DAKOTA

Department of Social Services
700 Governors Drive
Pierre, South Dakota 57501-2291
Phone: 1-877-999-5612 (toll free) or
1-605-773-4678 (direct)

Email: SNAP@state.sd.us

WEB: <http://dss.sd.gov/economicassistance/snap/>

TENNESSEE

Supplemental Nutrition Assistance Program (SNAP) Policy
Department of Human Services
Citizen Plaza Bldg, 8th Floor
400 Deaderick Street
Nashville, TN 37243-7200

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:

1. Your Name, Agency Name and Address, phone number and fax number
2. Names of household members applying for benefits in your State
3. Complete Social Security Numbers
4. A Current Address so that closure notices can be sent to the client

WEB: www.tn.gov/humanservices

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 Social Security number for someone on your case; –OR-*
- *Option 2 to enter your case number –OR-*
- *Option 3 if information is unknown or help with the YourTexasBenefits.com website; (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
Press Option 5 for Out-of- State inquiries.

WEB: www.jobs.utah.gov

VERMONT

Call Center

Economic Services Benefits Service Center
103 South Main St
Waterbury, VT 05671-1201

Preferred: Toll-free: 1-800- 479-6151.
If 800# is not working, call (802) 828-6896

WEB: www.mybenefits.vt.gov (this site can be used, but not preferred).

VIRGINIA

Virginia Department of Social Services
Division of Benefit Programs – 9th Floor
801 East Main Street
Richmond, VA 23219-2901
WEB: <http://www.dss.virginia.gov/benefit/foodstamp.cgi>

PARIS Matches: Please use the contact information provided in the match.

Out of State Inquiries: Include the following:

- Client's name, DOB, SSN (if last four only, you must provide entire DOB), and current address
- All household members who are applying for assistance in your state

Choose only one method to submit the inquiry:

EMAIL: vaoutofstateverifications@dss.virginia.gov
OR

FAX: 804-819-7185 or 804-819-7186

VIRGIN ISLANDS

Emmanueline Archer
Department of Human Services
Division of Family Assistance
1303 Hospital Ground, STE 1
St. Thomas, VI 00801-6722
Phone (340-774-0930 ext. 4309 or (340) 774-2399
Fax (340) 777-5449
Email: emmanueline.archer@dhs.vi.gov

WASHINGTON

STATE OF WASHINGTON - Direct out-of-state inquiries for SNAP, Medicaid and TANF and PARIS inquiries to:

(Preferred): - FAX #: 1-888-212-2319

Please provide the following information:

- 1.) Name of the worker requesting the information
- 2.) Direct contact information for the worker requesting information
- 3.) Name, SSN, DOB of all household members who applied in your state
- 4.) Current mailing address for the client(s)
- 5.) Date/programs applied for in the other state

Mailing Address:

Department of Social and Health Services
Division of Program Integrity
Attn: PARIS Unit
PO Box 45410
Olympia, WA 98504-5410
Toll-free # 1-855-927-2747 (1-855-WAPARIS)

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.dhhr.wv.gov

WISCONSIN

SNAP and HealthCare (MA):

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

Applicant/Members should contact the county agency. To get the phone number of the agency, call 1-800-362-3002 or go to dhs.wisconsin.gov/em/customerhelp.

PARIS-Related SNAP and HealthCare (MA):

1. DHSOIGPARIS@dhs.wisconsin.gov or 2. (608) 267-0470

TANF:

Phone: (608) 422-7900 Fax: (608) 327-6125
Email: DCF2TANFVerify@wisconsin.gov

PARIS-Related TANF:

1. DCFOIG@wisconsin.gov or 2. 608-422-7100

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

WYOMING

For SNAP and TANF:

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

For verification of Medicaid benefits ONLY:

Email: wesapplications@wyo.gov

WEB: <http://dfsweb.state.wy.us/foodstampinfo.html>

**See below for Puerto Rico information and an email address to send revisions to the directory.
Thank you!**

***Puerto Rico** – For SNAP - Removed from National Directory of Contacts because they run an entirely separate Program from SNAP, called Nutrition Assistance Program (NAP). Duplicate participation is not a concern if a household is still receiving NAP benefits from Puerto Rico, as NAP benefits cannot be accessed in the US. Although 25% of Puerto Rico's NAP benefits are issued in a form readily converted to cash, the benefit cannot be converted to cash in mainland Automatic Teller Machines (ATMs). It is considered to be inaccessible for the SNAP eligibility process. Therefore, it is not necessary to verify NAP benefits or case closure for customers who were previously participating in Puerto Rico.

For TANF, contact Carmen Sacarello, TANF Director, 800 Ave. Ponce de León, Capitol Office Building, Miramar, PR 00907, PO Box 8000, San Juan, PR 00910-0800. **Telephone:** (787) 289-7600, Ext. 2377.

For MEDICAID: Luz E. Cruz, Executive Director of the Medicaid Program. Contact number: 787-550-8043.
Web: www.adsef.gobierno.pr

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

Addendum

OUT OF STATE INQUIRY CONTACT LIST: OUT OF STATE INQUIRY CONTACT LIST:

State of Ohio, Ohio Dept. of Job & Family Services, Office of Family Assistance
Ohio's Cash, Food Stamps and Medical Assistance programs are county administered.

	COUNTIES	Contact Name	Phone Number	Fax Number	E-Mail
1	ADAMS		937-544-2371, ext. 203	937-544-5406	Adams_County_JFS@jfs.ohio.gov
2	ALLEN	Caryn Strayer	419-999-0293	419-227-2448	Caryn.Strayer@jfs.ohio.gov
3	ASHLAND	Jenae Fankhauser	419-282-5047	419-281-7528	Jenae.Fankhauser@jfs.ohio.gov
4	ASHTABULA	Patrick J. Arcaro	440-994-1200	440-998-4253	Patrick.Arcaro@jfs.ohio.gov
5	ATHENS	Vicki Howard	740-797-2523, ext. 1270	740-797-2447	Vicki.Howard@jfs.ohio.gov
6	AUGLAIZE	Greta Triplett-Arnett	419-739-6505	419-739-6506	Greta.Triplett-Arnett@jfs.ohio.gov
7	BELMONT	Lisa Fijalkowski	740-695-1075, ext. 1299	740-695-3625	Lisa.Fijalkowski@jfs.ohio.gov
8	BROWN	Marilyn Vogel	937-378-6104, ext. 130	937-378-4753	Marilyn.Vogel@jfs.ohio.gov
9	BUTLER	Joyce Chesnut	513-887-4032	513-887-4334	Joyce.Chesnut@jfs.ohio.gov
10	CARROLL	Lorrie Cline	330-627-2571	330-627-3904	Lorrie.Cline@jfs.ohio.gov
11	CHAMPAIGN	Susan McDonough	937- 484-1500	937- 484-1506	Susan.McDonough@jfs.ohio.gov
12	CLARK	Cherry Cydrus	937-327-1937	937-327-1939	Cherry.Cydrus@jfs.ohio.gov
13	CLERMONT	Shonya Agin	513-732-7111	513-732-7216	Shonya.Agin@jfs.ohio.gov
14	CLINTON		937-382-0963	937-382-7039	Clinton_County_Family_Services@jfs.ohio.gov
15	COLUMBIANA	Luann Dunham	330-420-6500	330-424-0925	Luann.Dunham@jfs.ohio.gov
16	COSHOCTON	Joan Durben	740-295-7543	740-622-8642	Joan.Durben@jfs.ohio.gov
17	CRAWFORD	Sandy Kennedy	419-562-0015 ext. 227	419-562-1056	Sandy.Kennedy@jfs.ohio.gov
18	CUYAHOGA	Mary Riviotta	216-987-6825	216-987-8183 216-391-5078	Mary.Riviotta@jfs.ohio.gov
19	DARKE	Kevin Brumbaugh	937- 548-4132 ext. 233	937- 548-4928	Kevin.Brumbaugh@jfs.ohio.gov
20	DEFIANCE	Larry Husted	419-782-3881	419- 784-3249	Larry.Husted@jfs.ohio.gov
21	DELAWARE	Sherry Melvin	740-833-2372	740-833-2299	Sherry.Melvin@jfs.ohio.gov
22	ERIE	Sherri Routsong	419-626-6781 ext. 6397	419-624-6478	Sherri.Routsong@jfs.ohio.gov
23	FAIRFIELD	Jodi Fuhr	740-652-7650	740-689-4848	Jodi.Fuhr@jfs.ohio.gov
24	FAYETTE	Julia Thacker	740- 335-0350 ext. 273	740-333-3571	Julia.Thacker@jfs.ohio.gov
25	FRANKLIN	Cora Brown	614-233-2015	614-233-2010	wcm25@fcdjfs.franklincountyohio.gov
26	FULTON	Merissa Kessler	1-800-344-3575 ext. 1823	419-337-0061	Merissa.Kessler@jfs.ohio.gov
27	GALLIA	Lori Church	740-446-3222 ext. 207	740-441-2108	Lori.Church@jfs.ohio.gov
28	GEAUGA	Melissa Osborne	440-285-9141 ext. 1217	440 286 6654	Melissa.Osborne@jfs.ohio.gov
29	GREENE	Leslie Bates	937-562-6441	937-562-6177	Leslie.Bates@jfs.ohio.gov
30	GUERNSEY	James Hunter	740-432-2381 ext. 8430	740-432-1952	James.Hunter@jfs.ohio.gov
31	HAMILTON	Melissa Helsinger Wanda Alexander	Melissa: 513-946-2138 Wanda: 513-946-2513	513- 946-1832	mollm@jfs.hamilton-co.org alexaw@jfs.hamilton-co.org
32	HANCOCK	David Hill	419-429-8072	419-422-1081	David.Hill@jfs.ohio.gov
33	HARDIN	Terri Hites	419-675-1130 ext. 2324	1-419-675-1100 ATTENTION GOALS	Terri.Hites@jfs.ohio.gov

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State of Ohio, Ohio Dept. of Job & Family Services, Office of Family Assistance
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	COUNTIES	Contact Name	Phone Number	Fax Number	E-Mail
34	HARRISON	Rhonda Bland	740-942-2171 ext. 1615	740-942-2370	Rhonda.Bland@jfs.ohio.gov
35	HENRY	Tina Wachtmann	419-592-0946	419-599-9058	Tina.Wachtmann@jfs.ohio.gov
36	HIGHLAND	Darlene Ford	937-393-4278 ext. 214 Or ext. 5006	937-393-4461	Darlene.Ford@jfs.ohio.gov
37	HOCKING	Jeanne Kell Natalie Casper	740-380-4027 740-380-4012	740-385-1911	Jeanne.Kell@jfs.ohio.gov Natalie.Casper@jfs.ohio.gov
38	HOLMES	Lacinda Reidenbach	330-763-8732	330-674-0770	Lacinda.Reidenbach@jfs.ohio.gov
39	HURON	Sandra Burras	419-668-8126 ext. 3402	419-668-4738	Sandra.Burras@jfs.ohio.gov
40	JACKSON	Lori Hafer	740-286-4181 ext. 329	740-286-4775	Lori.Hafer@jfs.ohio.gov
41	JEFFERSON	Jane Waskiewicz	740-282-0961 ext. 1203	740-282-5765	Jane.Waskiewicz@jfs.ohio.gov
42	KNOX	Lori Starmer	740-399-3079	740-392-8882	Lori.Starmer@jfs.ohio.gov
43	LAKE	Michelle Herron	440-350-4280 or 440-350-4000 ext. 4280	440-350-4485	Michelle.Herron@jfs.ohio.gov
44	LAWRENCE	Justine Moore Robyn McClaskey	740-532-3324 ext. 257 740-532-3324 ext. 200	740-532-9490	Justine.Moore@jfs.ohio.gov Robyn.McClaskey@jfs.ohio.gov
45	LICKING	Alison Nutter	740-670-8999, 8791	740-670-8980	Alison.Nutter@jfs.ohio.gov
46	LOGAN	Lisa Snow	937-599-5165 ext. 5217	937 592 4395	Lisa.Snow@jfs.ohio.gov
47	LORAIN	Lisa Solarz	440-284-4403 or Main no. 440-281- 4299	440-323-3422	Lisa.Solarz@jfs.ohio.gov
48	LUCAS	Toni Snyder	419-213-8098	419-213-8820	Toni.Snyder@jfs.ohio.gov
49	MADISON	Robin Johnson	740-852-6009	740-852-5112	Robin.Johnson@jfs.ohio.gov
50	MAHONING	Audrey Morales	330-740-2600 ext. 8789	330-740-2617 330-740-2523	Audrey.Morales@jfs.ohio.gov
51	MARION	Angel Alban	740-387-8560 ext. 1250	740- 387-2175	Angel.Alban@jfs.ohio.gov
52	MEDINA	Patricia Wilson	330-722-9300	330-722-3383	Patricia.Wilson@jfs.ohio.gov
53	MEIGS	Julie Scherfel	740-992-2117 ext. 160	740- 992-0827	Julie.Scherfel@jfs.ohio.gov
54	MERCER	Elizabeth Rinderle	419-586-5106 ext. 524	419-586-5643	Elizabeth.Rinderle@jfs.ohio.gov
55	MIAMI	Debbie Austin	937-440-3471	937-335-2225	Debbie.Austin@jfs.ohio.gov
56	MONROE	William Long	740 -472-1602 ext. 217	740-472-5666	William.Long@jfs.ohio.gov
57	MONTGOMERY	Brenda Newell	937-225-4148 Alt. # 937-225-6203	937-225-6203	Brenda.Newell@jfs.ohio.gov
58	MORGAN	Laura "Cathy" Apperson	740-962-4616 Alt. # 740-962-1413	740-962-5344	Laura.Apperson@jfs.ohio.gov
59	MORROW	Sundie Brown	419- 949-2647	419-947-9115	Sundie.Brown@jfs.ohio.gov
60	MUSKINGUM	Tina Guthrie	740- 454-0161 ext. 140	740- 455-8239	Tina.Guthrie@jfs.ohio.gov
61	NOBLE	Judy Weisend	614-732-2392	740-732-4108	Judy.Weisend@jfs.ohio.gov
62	OTTAWA	Irma Torres	419-898-3688	419-898-2436	Irma.Torres@jfs.ohio.gov
63	PAULDING	Lyndon Fields	1-419-399-3756 ext. 6109	419-399-4674	Lyndon.Fields@jfs.ohio.gov
64	PERRY	Julie Harley	740-342-3551 ext. 630	740-342-5491	Julie.Harley@jfs.ohio.gov
65	PICKAWAY	Joseph Brust	740-474-7588 ext. 268	740-474-9333	Joseph.Brust@jfs.ohio.gov
66	PIKE	Melinda Purpero	740-947-2171	740-947-7628	Melinda.Purpero@jfs.ohio.gov

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67	PORTAGE	Rebecca Abbott	330-297-3719	330-297-3439	Rebecca.Abbott@jfs.ohio.gov
68	PREBLE	Loretta "Lori" Puckett	937-456-6205 ext. 113	937-456-5591	Loretta.Puckett@jfs.ohio.gov
69	PUTNAM	Diana Kaufman	419-538-4580 ext. 0117	419-538-6829	Diana.Kaufman@jfs.ohio.gov
70	RICHLAND	Kathy Persinger	419-774-5445	419-526-4802	Kathy.Persinger@jfs.ohio.gov
71	ROSS	Monica Drake	740-772-7520	740-772-7514	Monica.Drake@jfs.ohio.gov rossfaquestions@jfs.ohio.gov
72	SANDUSKY	Paula Olds	419-355-5270	419 332-2156	Paula.Olds@jfs.ohio.gov
73	SCIOTO	Barb Lintz Gedra Penn	740-355-8863 740-355-8880	740-353-2576 740-354-2576	Barb.Lintz@jfs.ohio.gov Gedra.Penn@jfs.ohio.gov
74	SENECA	Sheliah Rhine	419-447-5011 ext. 390	419-447-5345	Sheliah.Rhine@jfs.ohio.gov
75	SHELBY	Tina Hooks	937-498-4981 ext. 2810	937-498-7396	Tina.Hooks@jfs.ohio.gov
76	STARK		330-451-8861	330-451-8022	Stark_csc@jfs.ohio.gov
77	SUMMIT	Donna Robinson	330-643-7137	330-643-7112	Donna.Robinson@jfs.ohio.gov
78	TRUMBULL	Shelly Blosser	330-675-2251	330 675-2199	Shelly.Blosser@jfs.ohio.gov
79	TUSCARAWAS	Debra Whitney	330-339-7791 ext. 243	330-308-7771	Debra.Whitney@jfs.ohio.gov
80	UNION	Patricia Roush	937-644-1010 ext. 2252	937-644-8700	Patricia.Roush@jfs.ohio.gov
81	VAN WERT	Mark Riggerbach	419-238-5430 ext. 224	419-238-6045	Mark.Riggerbach@jfs.ohio.gov
82	VINTON	Earl Kirby	740-596-2581 ext. 1305	740-596-1802	Earl.Kirby@jfs.ohio.gov
83	WARREN	Lisa Walton	513-695-1429 Main #513-695-1420	513-695-2940	Lisa.Walton@jfs.ohio.gov
84	WASHINGTON	Candy Nelson	740- 373-5513 ext. 238	740-374-7692	Candy.Nelson@jfs.ohio.gov
85	WAYNE	Liz Miller Jamie Mosier	330-287-5813 330-287-5833 Main# 330-287-5800	330-287-5899	Liz.Miller@jfs.ohio.gov Jamie.Mosier@jfs.ohio.gov
86	WILLIAMS	Jane Yahraus	419-633-5202 Main# 419-636-6725 ext. 5202	419-636-8843	Jane.Yahraus@jfs.ohio.gov
87	WOOD	Amy Tietje	419-352-7566 ext. 8219 or 1-888-282-1118opt. 3, then opt. 1	419-353-6091	Amy.Tietje@jfs.ohio.gov
88	WYANDOT	Michelle Schell	419-294-4977 ext. 226	419-294-3501	Michelle.Schell@jfs.ohio.gov