

NATIONAL DIRECTORY OF CONTACTS

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.

Revision Date: 08-18-16

ALABAMA

SNAP Participation: Email contact preferred to:
fs@dhhr.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@dhhr.alabama.gov
PIDParis@medicaid.alabama.gov
Phone: 334-242-1745; Fax: 334-353-1363

Medical Benefits: Phone (334) 242-5010

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

Email: DHR_PA_Helpdesk@dhhr.alabama.gov
FAX number for TANF inquiries: (334) 242-0513.

Claims: Email contact preferred to: Geraldine Turner:

Geraldine.turner@dhhr.alabama.gov
Same address as above
Phone: 251-450-7544; Fax: 251- 450-7544

WEB: www.dhhr.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 request messages can be left at:
(602) 771-2047

WEB: www.azdes.gov

ARKANSAS

Beverly Stewart-Coleman
DHS Program Manager, 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 <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 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 Office of Public Affairs 55 Farmington Ave. Hartford, CT 06105-3725 <u>For SNAP:</u> Telephone: 1-860-424-5030 FAX Request on your AGENCY'S LETTERHEAD to 860-424-4979. Allow 3 to 5 working days for a response. <u>For TANF:</u> Contact Elaine Davis Telephone: 1-860-424-5970 or Email: Elaine.Davis@ct.gov	DELAWARE <u>FOR SNAP/TANF/CHILDCARE/MEDICAID</u> 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 Alicia Porter, Program Analyst Office of Quality Assurance and Analysis/Eligibility Review and Investigations District of Columbia Department of Human Services Economic Security Administration 64 New York Ave. N.E., 5th Fl. Washington, DC 20002 Office: (202) 535-1441 Fax: (202) 535-1455 Email: Alicia.Porter@DC.Gov WEB: www.dhs.dc.gov	FLORIDA <u>Out of State inquiries:</u> Miami Call Center <u>PREFERRED METHOD:</u> 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. <u>Email inquiry is the preferred method:</u> Send requests for out-of-State verification to: DHS-OIG Out-of-State Inquiry mailbox: ga.paris@dhs.ga.gov	GUAM Annie Gozum-Soto, Administrator Bureau of Economic Security, Division of Public Welfare Department of Public Health and Social Services 123 Chalan Kareta Mangilao, Guam 96913-6304 Email: annie.soto@dphss.guam.gov Contact number: 671-735-7354 FAX: (671) 734-5910 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 <u>applicants</u> 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 Indiana Family & Social Services Administration P.O. Box 1810 Marion, IN 46952 To request client participation only, email: LaRhonda.Forbes@fssa.in.gov CALL CENTER: (Note: The numbers are intended to be the same) Phone: 1-800-403-0864 Fax: 1-800-403-0864 (Include SSN, DOB and full name) WEB: www.in.gov/fssa/
IOWA Integrated Claims Recovery Unit PO Box 36570 Des Moines, IA 50315 <u>To verify benefits and/or TANF months:</u> Call Integrated Claims Recovery Unit at: Phone: 1-877-855-0021; OR Fax: 515-564-4095 OR Email: ICRU@dhs.state.ia.us <u>To have an active Iowa case closed:</u> 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 Topeka, KS 66603 Kansas no longer accepts faxed inquiries. All SNAP and TANF out-of-state inquiries must be emailed to: ebtmail@dcf.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 WEB: www.dcfs.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: dhhr.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.

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

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/>

MONTANA

Mollye Gauer

Department of Public Health & Human Services
Human & Community Services Division
PO Box 202925, Helena, MT 59620-2925
Phone: (406) 444-9401;
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)444-0617 **OR**
Email: mjimenezgonzalez@mt.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 (**Prefer**)
or

Fax: 775-684-0680

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 JERSEY

Department of Human Services
Division of Family Development
Program Assessment and Integrity Unit
P.O. Box 716, Trenton, NJ 08625-0716

NJ no longer accepts faxed requests. The request must be e-mailed to dfd.paiu@dhs.state.nj.us. It is also required that the individual's name, DOB and last 4 numbers of their SSN be included.

NJ is unable to accept secured email. If a State only has a secured email system, call (609)588-2283 to be referred to the appropriate local county welfare agency (you will need to know the county the household received benefits in NJ) which will provide them with the information. Contact Kristin Dillon, Program Support Specialist, by phone at (609) 631-4957; FAX: (609) 631-4507, if you need any assistance.

State Eligibility Policy Liaison for Medicaid: Stephen Myers; Phone: (609)588-7758; Email address: Stephen.myers@dhs.state.nj.us.

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

NEW MEXICO

FOR OUT-OF-STATE BENEFIT INQUIRIES, PLEASE: FAX your request (on Agency's letterhead or with Client's signed Release) to: (505) 827-7203

Or you may CALL: (505) 827-7250
EMAIL: marcus.ramos-silva@state.nm.us

New Mexico Human Services Department
Income Support Division
P.O. Box 2348
Santa Fe, NM 87504-2348
Desk: (505) 827-7250 | Fax: (505) 827-7203

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 attached. **County list at bottom of document.**

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.

PUERTO RICO — See last page

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: 401-415-8563

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

For PARIS Match:
Fax: 401-462-2175

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

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 inquiries 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

Food Stamp Policy
Department of Human Services
Citizen Plaza Bldg, 8th 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:

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.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 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 OUT-OF-STATE VERIFICATION OF BENEFITS: EMAIL: VAoutofstateverifications@dss.virginia.gov <i>Please Include the Following:</i> 1. Subject Line: 'Out of State Inquiry from 'Requesting State Name' 2. Clients name, DOB, SSN (if last four only, you must provide entire DOB), and current address 3. All household members who are applying for assistance in your state **If your email address is not recognized as a State or County agency you will be required to verify your identity in another manner** <i>**PARIS Matches: PARIS matches must use the contact information provided in the match**</i> OR Fax to: (804) 726-7357 or Fax to: (804) 726-7669
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: Toll-free # (Preferred): 1-855-927-2747 (1-855-WAPARIS) 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
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 Out-of-State Inquires should be directed to: <u>SNAP and HealthCare (MA):</u> 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.wi.gov/em/customerhelp. WEB: http://dhs.wisconsin.gov/ <u>TANF:</u> Phone: (608) 264-1656 Fax: (608) 327-6125 Email: DCFw2TANFVerify@wisconsin.gov. WEB: dcf.wisconsin.gov/w2/callcenter/default.htm <u>PARIS-Related TANF inquiries</u> for WI should be submitted to: 1. dcfoig@wisconsin.gov 2. 608-422-7100

WYOMING

For SNAP and TANE:

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: wesinternal@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 TANE, contact Jeanette Rivera Escalera, 800 Ave. Ponce de León, Capitol Office Building, Miramar, PR 00907, PO Box 8000, San Juan, PR 00910-0800. Telephone: (787) 289-7600 Ext. 2408; FAX (787): 289-7614 or (787) 289-7621; email: communityrelations@adsef.pr.gov; or Jeanetterivera@adsef.pr.gov. **Please include the physical address on all emails.**
Web: www.adsef.gobierno.pr

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

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 program's 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	wcmb25@fcdjfs.franklincountyohio.gov
26	FULTON	Alma Cerda	419-337-0010 ext. 1871	419-337-0061	Alma.Cerda@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	Karen Evans Wanda Alexander	Karen: 513- 946-1340 Wanda: 513-946-2513	513- 946-1832	evansk03@jfs.hamilton-co.org alexaw@jfs.hamilton-co.org
32	HANCOCK	David Hill	419-429-8072	419-422-1081	David.Hill@jfs.ohio.gov

	COUNTIES	Contact Name	Phone Number	Fax Number	E-Mail
33	HARDIN	Terri Hites	419-675-1130 ext. 2324	1-419-675-1100 ATTENTION GOALS	Terri.Hites@jfs.ohio.gov
34	HARRISON	Rhonda Bland	740-942-2171 ext. 1615	740-942-2370	Rhonda.Bland@jfs.ohio.gov
35	HENRY	Abby Dietrich	419-592-0946 ext. 100	419-599-9058	Abby.Dietrich@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	Deanna Vickers	740-670-8744	740-670-8980	Deanna.Vickers@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	NaTasha Baker	419-213-8058	419-213-8820	NaTasha.Baker@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	Lisa Earle	330- 661-0838	330-722-3383	Lisa.Earle@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	Debra Webster	937-225-5554 Alt. # 937-225-6082	937-225-4188	Debra.Webster@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

	COUNTIES	Contact Name	Phone Number	Fax Number	E-Mail
66	PIKE	Melinda Purpero	740-947-2171	740-947-7628	Melinda.Purpero@jfs.ohio.gov
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	419-523-4580 ext. 0117	419-523-6130	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	Kimberly Barrell-Hecker	330 -675-2213	330 675-2199	Kimberly.Barrell-Hecker@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 Riggensbach	419-238-5430 ext. 224	419-238-6045	Mark.Riggensbach@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	330-287-5800	330-287-5899	Liz.Miller@jfs.ohio.gov Jamie.Mosier@jfs.ohio.gov
86	WILLIAMS	Ann Fitzenrider	419-633-5266 Main# 419-636-6725 ext. 5266	419-636-8843	Ann.Fitzenrider@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