General Information Memorandum

ISD-GI 15-42

TO: ISD Employees
FROM: Marilyn Martinez, Director, Income Support Division
RE: National Directory of Contacts and Contact List for State of Ohio
DATE: July 23, 2015

Attached is the updated National Directory of Contacts for all States and the Out of State Inquiry Contact List for the State of Ohio issued by the USDA Food and Nutrition Services. These shall be utilized to verify out of state benefits.

If you have questions regarding this GI, please contact Marisa Vigil via email at Marisa.Vigil@state.nm.us or at 505-827-1326.
<table>
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<tr>
<th>State</th>
<th>Contact Information</th>
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<tr>
<td><strong>ALABAMA</strong></td>
<td>SNAP Participation: Email contact preferred to: <a href="mailto:fs@dhr.alabama.gov">fs@dhr.alabama.gov</a>&lt;br&gt;&lt;br&gt;For other participation questions: Betty S. White, Program Supervisor&lt;br&gt;Alabama Dept. of Human Resources&lt;br&gt;50 Ripley St, S. Gordon Persons Bldg.&lt;br&gt;Montgomery, AL 36130-4000&lt;br&gt;Email: <a href="mailto:Betty.White@dhr.alabama.gov">Betty.White@dhr.alabama.gov</a>&lt;br&gt;<a href="mailto:PIDParis@medicaid.alabama.gov">PIDParis@medicaid.alabama.gov</a>&lt;br&gt;Phone: 334-242-1745; Fax: 334-353-1353&lt;br&gt;&lt;br&gt;Medical Benefits: Phone (334) 242-5010&lt;br&gt;TANF/FIP: (334) 242-0531&lt;br&gt;&lt;br&gt;Claims: Email contact preferred to: Felecia Powell&lt;br&gt;<a href="mailto:Felecia.Powell@dhr.alabama.gov">Felecia.Powell@dhr.alabama.gov</a>&lt;br&gt;For other claims questions: Felecia Powell&lt;br&gt;Same address as above&lt;br&gt;Phone: 334-353-3118; Fax: 334-353-1363&lt;br&gt;&lt;br&gt;WEB: <a href="http://www.dhr.alabama.gov">www.dhr.alabama.gov</a></td>
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**CALIFORNIA**<br>California Department of Social Services<br>744 P Street, MS 8-4-23<br>Sacramento, CA 95814-6400<br><br>OUT OF STATE INQUIRIES<br>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.<br><br>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.
**CONNECTICUT**

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

**FOR SNAP:**  
FAX Request on your AGENCY’S LETTERHEAD to 860-566-2022.  
Allow 3 to 5 working days for a response.

**FOR TANF:**  
Contact Elaine Davis  
*Telephone: 1-860-566-2022 or  
Email: Elaine.Davis@ct.gov*

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**DELAWARE**

**FOR SNAP**  
Yvonne Smith-Rahama  
Delaware Division of Social Services  
P.O. Box 906, New Castle, DE 19720  
Phone: 302-255-9569  
Email: DHSS_DSS_OutofState@state.de.us

Web: [http://www.dhss.delaware.gov/dhss/dss](http://www.dhss.delaware.gov/dhss/dss)

**FOR ALL OTHER PROGRAMS**  
Delaware Department of Health and Social Services  
Audit & Recovery Management Services (ARMS)  
1901 N. DuPont Highway, New Castle, DE 19720

Effective May 1, 2012, Delaware will no longer respond to fax requests for PARIS matches. To verify public assistance benefit status in Delaware for dual participation alerts & investigations, PARIS matches, etc., please send an email from your STATE or COUNTY email account to:  

**DE_PARIS-ARMS@state.de.us** with the following information:

1. **Out-of-State Inquiry:** in the subject line  
   - Your Name, Title, Agency Name, Address, phone number and fax number in the body of the email

2. **Name(s) and date(s) of birth** for the household member(s) applying for, or receiving, benefits in your State

3. **The last four digits of each member(s) Social Security Number**

4. **A current address for the household member(s)** and the date it was reported to your state so that request for contact letter(s) and/or closure notice(s) can be sent to the client

(*if your email address is not recognized as a State or County agency you may be required to verify your identity in another manner*)

Responses to your request will be sent via email within 5 business days.

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**DISTRICT OF COLUMBIA**

Penny Boyd  
DC Department of Human Services  
Economic Security Administration  
64 New York Avenue, N.E. – 5th Floor  
Washington, D.C. 20002  
Phone: (202) 535-1441  
Fax #: (202) 535-1455  
Email: Penny.Boyd@dc.gov

WEB: [www.dhs.dc.gov](http://www.dhs.dc.gov)

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**FLORIDA**

**Out of State inquiries:**

Miami Call Center  
PREFERRED METHOD: Email to:  
**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: 850-624-2222  
Fax: 1-866-658-4135

WEB: [www.dcf.state.fl.us/ess/](http://www.dcf.state.fl.us/ess/)
<table>
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<tr>
<th>GEORGIA</th>
<th>GUAM</th>
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| 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-DFCS Customer Service mailbox (Eligibility)  
  `customer_services_dfcs@dhs.ga.gov`  
- DHS-OIG Out-of-State Inquiry mailbox (For PARIS Interface and Claims Only):  
  `ga_paris@dhs.ga.gov`  |
| Annie Gozum-Soto, Administrator  
Bureau of Economic Security, Division of Public Welfare  
Department of Public Health and Social Services  
123 Chalan Kareda  
Mangilao, Guam 96913-6904  
Email: annie.soto@dphss.guam.gov  
Contact number: 671-735-7354  
FAX: (671) 734-5910  
WEB: [http://dphss.guam.gov](http://dphss.guam.gov) |

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<tr>
<th>HAWAII</th>
<th>IDAHO</th>
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| Department of Human Services  
State Office Administrative Assistant (FSP & TANF)  
Benefit, Employment & Support Services Division  
820 Millilani 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](http://hawaii.gov/dhs) |
| 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:**  
[www.fraud.idaho.gov](http://www.fraud.idaho.gov) |

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<th>ILLINOIS</th>
<th>INDIANA</th>
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| Illinois Department of Human Services  
Bureau of Customer Support and Services  
2nd Floor Harris 1, 100 South Grand Ave E  
Springfield, IL 62702  
Email: DWSWebBits@Illinois.gov (Please note "Out of State Inquiry" in the subject line of all emails.)  
Phone: (217) 524-4174  
Fax 217-525-1370  
WEB: [www.dhs.state.il.us](http://www.dhs.state.il.us) |
| 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/](http://www.in.gov/fssa/) |

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<th>KANSAS</th>
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| 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: 315-564-4095 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: IMCustomersSC@dhs.state.ia.us  
Website: [www.dhs.state.ia.us](http://www.dhs.state.ia.us) |
| Kansas Department for Children and Families  
Economic and Employment Services  
555 S Kansas Avenue  
Topeka, KS 66603  
Out-of-State Inquiries for SNAP and TANF:  
[debitmail@dfc.ks.gov](mailto:debitmail@dfc.ks.gov)  
WEB: [www.dfc.ks.gov](http://www.dfc.ks.gov) |
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<th><strong>KENTUCKY</strong></th>
<th><strong>LOUISIANA</strong></th>
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<tr>
<td><strong>Send OUT OF STATE INQUIRIES For SNAP, MEDICAID and TANF - Email: <a href="mailto:Outofstateinquiries@ky.gov">Outofstateinquiries@ky.gov</a></strong></td>
<td><strong>Cara (Yvette) Shields, Program Specialist</strong></td>
</tr>
<tr>
<td><strong>Phone: (502) 564-3440</strong></td>
<td><strong>Louisiana Department of Children and Family Services</strong></td>
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<tr>
<td><strong>WEB: <a href="http://cf.w.1.gov">http://cf.w.1.gov</a></strong></td>
<td><strong>Bureau of Communications &amp; Governmental Affairs</strong></td>
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<td><strong>MAINE</strong></td>
<td><strong>MARYLAND</strong></td>
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<tr>
<td><strong>A signed release is required to obtain the verification</strong></td>
<td><strong>Maryland Department of Human Resources</strong></td>
</tr>
<tr>
<td><strong>Out-of-State Inquiries</strong></td>
<td><strong>311 W. Saratoga St.</strong></td>
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<tr>
<td><strong>ACES Help Desk – Eligibility Specialists</strong></td>
<td><strong>Baltimore, MD 21201</strong></td>
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<tr>
<td><strong>Department of Health and Human Services Office for Family Independence</strong></td>
<td><strong>For out of state inquiries for all programs or PARIS matches, forward your request to:</strong></td>
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<tr>
<td><strong>19 Union Street, SHS#11</strong></td>
<td><strong>Email: <a href="mailto:dhr.outofstateinquiry@maryland.gov">dhr.outofstateinquiry@maryland.gov</a></strong></td>
</tr>
<tr>
<td><strong>Augusta, ME 04333 Phone: (207)-624-4130 Fax: (207) 287-3455</strong></td>
<td><strong>WEB: <a href="http://www.maine.gov/dhhs/ofi/index.html">www.maine.gov/dhhs/ofi/index.html</a></strong></td>
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<th><strong>MASSACHUSETTS</strong></th>
<th><strong>MICHIGAN</strong></th>
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<tr>
<td><strong>Send OFTEN INQUIRIES For SNAP, MEDICAID</strong></td>
<td><strong>Current Benefit Information:</strong></td>
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<tr>
<td><strong>and TANF - Email: <a href="mailto:Outofstateinquiries@ky.gov">Outofstateinquiries@ky.gov</a></strong></td>
<td><strong>Dept of Human Services</strong></td>
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<tr>
<td><strong>Phone: (502) 564-3440</strong></td>
<td><strong>PO Box 30037</strong></td>
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<tr>
<td><strong>WEB: <a href="http://cf.w.1.gov">http://cf.w.1.gov</a></strong></td>
<td><strong>235 S. Grand Ave.</strong></td>
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<tr>
<td><strong>MA Department of Transitional Assistance</strong></td>
<td><strong>Lansing, MI 48909</strong></td>
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<tr>
<td><strong>Data Matching Unit</strong></td>
<td><strong>Out-of-State Inquiries by Professional Staff only:</strong></td>
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<tr>
<td><strong>600 Washington Street, 5th Floor</strong></td>
<td><strong>1-517-373-3908</strong></td>
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<tr>
<td><strong>Boston, MA 02111</strong></td>
<td><strong>General SNAP Inquires by clients:</strong></td>
</tr>
<tr>
<td><strong>MAIL or FAX REQUEST ON AGENCY LETTERHEAD: FAX # 617-889-7847</strong></td>
<td><strong>1-855-ASK-MICH</strong></td>
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<td><strong>WEB: <a href="http://www.state.ma.us/DTA">www.state.ma.us/DTA</a></strong></td>
<td><strong>FAX: 1-517-335-6054</strong></td>
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<tr>
<td></td>
<td><strong>Email: <a href="mailto:DHS-ICU-Customer-Service@michigan.gov">DHS-ICU-Customer-Service@michigan.gov</a></strong></td>
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<td></td>
<td><em>(Require client’s new address before they will close case in MI (if sending request via fax or email)</em></td>
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<td><strong>WEB: <a href="http://www.michigan.gov/dhs">www.michigan.gov/dhs</a></strong></td>
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<th><strong>MINNESOTA</strong></th>
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<td><strong>Minnesota Department of Human Services</strong></td>
<td><strong>Department of Human Services</strong></td>
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<tr>
<td><strong>Economic Assistance and Employment Services Division</strong></td>
<td><strong>Division of Field Operations</strong></td>
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<tr>
<td><strong>PO Box 64951</strong></td>
<td><strong>P.O. Box 352</strong></td>
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<tr>
<td><strong>St. Paul, MN 55164-0951</strong></td>
<td><strong>Jackson, MS 39205</strong></td>
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<tr>
<td><strong>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.</strong></td>
<td><strong>Phone: 1-800-948-3050</strong></td>
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<tr>
<td><strong>Go to the website by clicking on this link:</strong></td>
<td><strong>OUT OF STATE INQUIRES:</strong></td>
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<tr>
<td><strong>Minnesota SNAP and TANF Verification Web Site</strong></td>
<td><strong>Email: <a href="mailto:ea.CustomerService@mdhs.ms.gov">ea.CustomerService@mdhs.ms.gov</a></strong></td>
</tr>
<tr>
<td><strong>Or type the web site address into your browser address bar:</strong></td>
<td><strong>This is preferred method for requests:</strong> 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.</td>
</tr>
<tr>
<td><strong>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.</strong></td>
<td><strong>WEB: <a href="http://www.mdhs.state.ms.us">www.mdhs.state.ms.us</a></strong></td>
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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;
Email: mgauer@mt.gov
WEB: http://www.dphhs.mt.gov

For TANF months verification ONLY:
Pam Barragato, TANF Program Officer
111 N. Jackson, Helena, MT 59601
Phone: (406)444-4139; FAX: (406)444-0617 OR
Email: PBarragato@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: WELOOSINQUIRIES@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 HAMPSHIRE

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

Contact: Holly Hodge
Tel: 603-271-9725
Email: Holly.Hodge@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

NJ no longer accepts faxed requests. The request must be e-mailed to dfd.puiu@dhss.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 Robert Clayborne, Supervisor, 609-631-4552, if you need any assistance.

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: Linda Threet at linda.threet@state.nm.us

New Mexico Human Services Department
Income Support Division
P.O. Box 2348
Santa Fe, NM 87504-2348
(505) 827-7250
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: DO NOT SUBMIT VERIFICATION REQUESTS TO MR. PITTZ

Larry Pittz, Director
Program Integrity, Audit & Quality Improvement
NYS OTDA, Riverview Center
4th Floor, 40 N Pearl St., Albany, NY 12243
Phone (518) 402-0125; Fax (518) 402-0121
Email: Larry.pittz@otda.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
Everett, 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

ND Department of Human Services
600 East Boulevard Ave, Dept 325
Bismarck ND 58505-0250

Out of State Inquiries for SNAP and TANF:
Fax or send a secure E-mail request with client’s name, SSN, and DOB on your Agency’s Letterhead to:
Fax: 701-328-1060
Email: dhseap@nd.gov
Phone: Nadine Philp (701) 328-2332
Emily Schumacher (701) 328-3513
Please allow 1 to 3 business days for a response

Out of State Inquiries for Medicaid:
Fax or send a secure E-mail request with client’s name, SSN, and DOB on your Agency’s Letterhead to:
Fax: 701-328-5406
Email: jhelbling@nd.gov
Phone: Janet Helbling (701) 328-1065
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
WEB: www.jfs.ohio.gov/

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.

OKLAHOMA

Out-of-State Inquiry contact information:
SNAP inquiries: SNAP@okdhs.org
LIHEAP inquiries: liheapg@okdhs.org
Phone: 405-521-3444

Kathie Wright
Program Manager, Adult and Family Services
Oklahoma Department of Human Services
Sequoia Memorial Office Building, 2400 N. Lincoln Blvd., Oklahoma City, OK 73105
P.O. Box 28352, 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 or 503-581-6198

### Pennsylvania

**Use this contact first:**
Division of Hotline and Correspondence
Pennsylvania Department of Public Welfare
P.O. Box 2575
Harrisburg, PA 17105-2675
Phone: (717) 787-3119
Fax: (717) 787-0040
Email: pa-dpvimnet@pa.gov
Web: [www.dpw.state.pa.us](http://www.dpw.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 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/](http://www.dhs.ri.gov/)

### South Carolina

**South Carolina Department of Social Services**
Division of Family Assistance
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 803-898-7313, ATTN: Client Services.

### South Dakota

**Department of Social Services**
700 Governors Drive
Pierre, South Dakota 57501-2291
Phone: 1-877-999-5612 (toll free) or 1-605-773-3493 (direct)

Email: SNAP@state.sd.us
WEB: [http://dss.sd.gov/foodstamps/](http://dss.sd.gov/foodstamps/)

### 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) 687-5335
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/](http://www.state.tn.us/humanserv/)
<table>
<thead>
<tr>
<th>TEXAS</th>
<th>UTAH</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Texas Health and Human Services Commission</strong>&lt;br&gt;Fax: 1-877-447-2839 (Please submit one inquiry per page and fax each inquiry separately on agency letterhead.)&lt;br&gt;<strong>OR</strong>&lt;br&gt;Phone: 1-877-541-7905, then select the following options from the Interactive Voice Response System:&lt;br&gt;  - Option 1 for English;&lt;br&gt;  - Option 2 for Your Texas benefit information;&lt;br&gt;  - Option 1 for Medicaid, SNAP and TANF information;&lt;br&gt;  - Option 1 to enter Social Security number for someone on your case; <strong>OR</strong>&lt;br&gt;  - Option 2 to enter your case number <strong>OR</strong>&lt;br&gt;  - Option 3 if information is unknown or help with the YourTexasBenefits.com website;&lt;br&gt;  - Option 4 for change status (caller will be routed to the next available agent&lt;br&gt;Note: Inquiries regarding TANF countable months are required via Fax.</td>
<td></td>
</tr>
<tr>
<td><strong>UTAH</strong>&lt;br&gt;Department of Workforce Services&lt;br&gt;Eligibility Services Division&lt;br&gt;P.O. Box 143245&lt;br&gt;Salt Lake City, UT 84114-3245&lt;br&gt;Phone: 866-435-7414&lt;br&gt;Press Option 5 for Out-of-State inquires.</td>
<td></td>
</tr>
<tr>
<td><strong>WEB:</strong> <a href="http://www.jobs.utah.gov">www.jobs.utah.gov</a></td>
<td><strong>WEB:</strong> <a href="http://www.dhs.utah.gov">www.dhs.utah.gov</a> (Dept. of Human Services)</td>
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<table>
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<tr>
<th>VERMONT</th>
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</thead>
<tbody>
<tr>
<td><strong>Call Center</strong>&lt;br&gt;Economic Services Benefits Service Center&lt;br&gt;103 South Main St&lt;br&gt;Waterbury, VT 05671-1201</td>
</tr>
<tr>
<td><strong>Preferred:</strong> Toll-free: 1-800-479-6151.&lt;br&gt;If 800# is not working, call (802) 828-6896</td>
</tr>
<tr>
<td><strong>WEB:</strong> <a href="http://www.mybenefits.vt.gov">www.mybenefits.vt.gov</a> (this site can be used, but not preferred)</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>VIRGINIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virginia Department of Social Services&lt;br&gt;Division of Benefit Programs – 9th Floor&lt;br&gt;801 East Main Street&lt;br&gt;Richmond, VA 23219-2901&lt;br&gt;WEB: <a href="http://www.dss.virginia.gov/benefit/foodstamp.cgi">http://www.dss.virginia.gov/benefit/foodstamp.cgi</a></td>
</tr>
<tr>
<td><strong>“VIRGINIA NO LONGER ACCEPTS TELEPHONE REQUEST</strong>: Instead, please submit ONE request to the below email address.&lt;br&gt;EMAIL: <a href="mailto:VAoutofstatecertifications@dss.virginia.gov">VAoutofstatecertifications@dss.virginia.gov</a> (Effective 03/01/15) <strong>EXPEDITED/URGENT CASES PLEASE CALL THE TELEPHONE NUMBER BELOW FOR ASSISTANCE</strong></td>
</tr>
<tr>
<td><strong>Please Include the Following:</strong>&lt;br&gt;1. Subject Line: ‘Out of State Inquiry from ‘Requesting State Name’&lt;br&gt;2. Clients name, DOB, SSN (if last four only, you must provide entire DOB), and current address&lt;br&gt;3. All household members who are applying for assistance in your state&lt;br&gt;<strong>”If your email address is not recognized as a State or County agency you will be required to verify your identity in another manner”</strong></td>
</tr>
<tr>
<td>If unable to send request via email, please send Fax to (804) 726-7357 or Fax: (804) 726-7669&lt;br&gt;Be sure to include the return information (your name, agency telephone number and agency fax number).</td>
</tr>
<tr>
<td>Please allow 3 - 5 business days for a response which will be sent via the requested method. Please contact the following individuals if you need assistance or have not received your request within the allotted timeframe.&lt;br&gt;<strong>Maryellen O’Hare</strong>&lt;br&gt;Phone: (804) 726-7378&lt;br&gt;<strong>Ronnita Hill (Supervisor)</strong>&lt;br&gt;Phone: (804) 726-7978 <strong>PARIS Matches: PARIS matches must use the contact information provided in the match</strong></td>
</tr>
</tbody>
</table>
**VIRGIN ISLANDS**

Emmanuelle Archer  
Department of Human Services  
Division of Family Assistance  
1903 Hospital Ground, STE 1  
St. Thomas, VI 00801-6722  
Phone: (340) 774-0930 ext. 4309 or (340) 774-2399  
Fax: (340) 777-5449  
Email: emmanuelle.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 or (1-855-WAPARIS)  
FAX #: 1-888-212-2319  
Mailing Address:  
Department of Social and Health Services  
Office of Program Integrity and Quality Assurance  
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: DHHIRbgebenefitver@wv.gov  
WEB: www.dhhr.wv.gov

**WISCONSIN**

Out-of-State Inquires should be directed to:  
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.wi.gov/em/customerhelp.  
WEB: http://dhs.wisconsin.gov/  
TANF:  
Phone: (608) 264-1656  
Fax: (608) 327-6125  
Email: Defwzeareshd@wisconsin.gov  
WEB: dcf.wisconsin.gov/w2/callcenter/default.htm

**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

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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 convertible 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 Jeanette Rivera Escalera, 800 Ave. Ponce de León, Capitol Office Building, Miramar, PR 00907, PO Box 8000, San Juan, PR 00902-0800. 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.

<table>
<thead>
<tr>
<th>COUNTRIES</th>
<th>Contact Name</th>
<th>Phone Number</th>
<th>Fax Number</th>
<th>E-Mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADAMS</td>
<td>Caryn Strayer</td>
<td>419-999-0293</td>
<td>419-227-2448</td>
<td><a href="mailto:Caryn.Strayer@jfs.ohio.gov">Caryn.Strayer@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>ALLEN</td>
<td>Jenae Fankhauser</td>
<td>419-282-5047</td>
<td>419-281-7528</td>
<td><a href="mailto:Jenae.Fankhauser@jfs.ohio.gov">Jenae.Fankhauser@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>ASHTABULA</td>
<td>Patrick J. Arcaro</td>
<td>440-994-1200</td>
<td>440-998-4253</td>
<td><a href="mailto:Patrick.Arcaro@jfs.ohio.gov">Patrick.Arcaro@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>ATHENS</td>
<td>Vicki Howard</td>
<td>740-797-2523</td>
<td>740-797-2447</td>
<td><a href="mailto:VickiHoward@jfs.ohio.gov">VickiHoward@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>AUGLAIZE</td>
<td>Greta Tripplett-Annett</td>
<td>419-739-6505</td>
<td>419-739-6506</td>
<td><a href="mailto:Greta.Tripplett-Annett@jfs.ohio.gov">Greta.Tripplett-Annett@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>BELMONT</td>
<td>Lisa Fijalkowski</td>
<td>740-695-1075</td>
<td>740-695-3625</td>
<td><a href="mailto:Lisa.Fijalkowski@jfs.ohio.gov">Lisa.Fijalkowski@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>BROWN</td>
<td>Marilyn Vogel</td>
<td>937-378-6104</td>
<td>937-378-4753</td>
<td><a href="mailto:Marilyn.Vogel@jfs.ohio.gov">Marilyn.Vogel@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>BUTLER</td>
<td>Joyce Chesnut</td>
<td>513-887-4032</td>
<td>513-887-4334</td>
<td><a href="mailto:Joyce.Chesnut@jfs.ohio.gov">Joyce.Chesnut@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>CARROLL</td>
<td>Lorrie Cline</td>
<td>330-627-2571</td>
<td>330-627-3904</td>
<td><a href="mailto:Lorrie.Cline@jfs.ohio.gov">Lorrie.Cline@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>CHAMPAIGN</td>
<td>Betsy Kite</td>
<td>937-484-1500</td>
<td>937-484-1506</td>
<td><a href="mailto:Betsy.Kite@jfs.ohio.gov">Betsy.Kite@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>CLARK</td>
<td>Cherry Cydrus</td>
<td>937-327-1937</td>
<td>937-327-1939</td>
<td><a href="mailto:Cherry.Cydrus@jfs.ohio.gov">Cherry.Cydrus@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>CLERMONT</td>
<td>Shonya.Agin</td>
<td>513-732-7111</td>
<td>513-732-7216</td>
<td><a href="mailto:Shonya.Agin@jfs.ohio.gov">Shonya.Agin@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>CLINTON</td>
<td></td>
<td>937-382-0963</td>
<td>937-382-7039</td>
<td>Clinton County Family <a href="mailto:Services@jfs.ohio.gov">Services@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>COLUMBIANA</td>
<td>Luann Dunham</td>
<td>330-420-6500</td>
<td>330-424-0925</td>
<td><a href="mailto:Luann.Dunham@jfs.ohio.gov">Luann.Dunham@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>COSHOCTON</td>
<td>Joan Durben</td>
<td>740-295-7543</td>
<td>740-622-8642</td>
<td><a href="mailto:Joan.Durben@jfs.ohio.gov">Joan.Durben@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>CRAWFORD</td>
<td>Sandy Kennedy</td>
<td>419-562-0015</td>
<td>419-562-1056</td>
<td><a href="mailto:Sandy.Kennedy@jfs.ohio.gov">Sandy.Kennedy@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>CUYAHOGA</td>
<td>Mary Rivioita</td>
<td>216-987-6825</td>
<td>216-987-8183</td>
<td><a href="mailto:Mary.Rivioita@jfs.ohio.gov">Mary.Rivioita@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>DARKE</td>
<td>Kevin Brumbaugh</td>
<td>937-548-1432</td>
<td>937-548-4928</td>
<td><a href="mailto:Kevin.Bumbaugh@jfs.ohio.gov">Kevin.Bumbaugh@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>DEFIANCE</td>
<td>Larry Husted</td>
<td>419-782-3881</td>
<td>419-782-1717</td>
<td><a href="mailto:Larry.Husted@jfs.ohio.gov">Larry.Husted@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>DELAWARE</td>
<td>Sherry Melvin</td>
<td>740-833-2372</td>
<td>740-833-2299</td>
<td><a href="mailto:Sherry.Melvin@jfs.ohio.gov">Sherry.Melvin@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>ERIE</td>
<td>Sherri Routsong</td>
<td>419-626-6781</td>
<td>419-624-6478</td>
<td><a href="mailto:Sherri.Routsong@jfs.ohio.gov">Sherri.Routsong@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>FAYETTE</td>
<td>Julia Thacker</td>
<td>740-335-0350</td>
<td>740-333-3571</td>
<td><a href="mailto:Julia.Thacker@jfs.ohio.gov">Julia.Thacker@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>FULTON</td>
<td>Alma Cerda</td>
<td>419-337-0010</td>
<td>419-337-0061</td>
<td><a href="mailto:Alma.Cerda@jfs.ohio.gov">Alma.Cerda@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>GALLIA</td>
<td>Lori Church</td>
<td>740-446-3222</td>
<td>740-441-2108</td>
<td><a href="mailto:Lori.Church@jfs.ohio.gov">Lori.Church@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>GEauga</td>
<td>Melissa Osborne</td>
<td>440-285-9141</td>
<td>440-286-6654</td>
<td><a href="mailto:Melissa.Osborne@jfs.ohio.gov">Melissa.Osborne@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>GREENE</td>
<td>Leslie Bates</td>
<td>937-562-6441</td>
<td>937-562-6177</td>
<td><a href="mailto:Leslie.Bates@jfs.ohio.gov">Leslie.Bates@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>GUERNSEY</td>
<td>James Hunter</td>
<td>740-432-2381</td>
<td>740-432-1952</td>
<td><a href="mailto:James.Hunter@jfs.ohio.gov">James.Hunter@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>HAMILTON</td>
<td>Karen Evans</td>
<td>513-946-1340</td>
<td>513-946-1832</td>
<td><a href="mailto:EvansK03@jfs.hamilton-co.org">EvansK03@jfs.hamilton-co.org</a></td>
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<tr>
<td></td>
<td>Wanda Alexander</td>
<td>513-946-2513</td>
<td></td>
<td><a href="mailto:alexaw@jfs.hamilton-co.org">alexaw@jfs.hamilton-co.org</a></td>
</tr>
<tr>
<td>HANCOCK</td>
<td>David Hill</td>
<td>419-429-8072</td>
<td>419-422-1081</td>
<td><a href="mailto:David.Hill@jfs.ohio.gov">David.Hill@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>HARDIN</td>
<td>Terri Hites</td>
<td>419-675-1130</td>
<td>419-675-1100</td>
<td><a href="mailto:Terri.Hites@jfs.ohio.gov">Terri.Hites@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>HARRISON</td>
<td>Rhonda Bland</td>
<td>740-942-2171</td>
<td>740-942-2370</td>
<td><a href="mailto:Rhonda.Bland@jfs.ohio.gov">Rhonda.Bland@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>COUNTIES</td>
<td>Contact Name</td>
<td>Phone Number</td>
<td>Fax Number</td>
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</tr>
<tr>
<td>HENRY</td>
<td>Abby Dietrich</td>
<td>419-592-0946 ext. 100</td>
<td>419-599-9058</td>
<td><a href="mailto:Abby.Dietrich@fs.ohio.gov">Abby.Dietrich@fs.ohio.gov</a></td>
</tr>
<tr>
<td>HIGHLAND</td>
<td>Darlene Ford</td>
<td>937-393-4278 ext. 214 Or ext. 5006</td>
<td>937-393-4461</td>
<td><a href="mailto:Darlene.Ford@fs.ohio.gov">Darlene.Ford@fs.ohio.gov</a></td>
</tr>
<tr>
<td>HOCKING</td>
<td>Jeanne Kell Natalie Casper</td>
<td>740-385-5663**Lisa old # 740-380-4027 740-380-4012</td>
<td>740-385-1911</td>
<td></td>
</tr>
<tr>
<td>HOLMES</td>
<td>Lacinda Reidenbach</td>
<td>330-763-8732</td>
<td>330-674-0770</td>
<td><a href="mailto:Lacinda.Reidenbach@fs.ohio.gov">Lacinda.Reidenbach@fs.ohio.gov</a></td>
</tr>
<tr>
<td>HURON</td>
<td>Sandra Burras</td>
<td>419-668-8126 ext. 3402</td>
<td>419-668-4738</td>
<td><a href="mailto:Sandra.Burras@fs.ohio.gov">Sandra.Burras@fs.ohio.gov</a></td>
</tr>
<tr>
<td>JACKSON</td>
<td>Lori Hafer</td>
<td>740-286-4181 ext. 329</td>
<td>740-286-4775</td>
<td><a href="mailto:Lori.Hafer@fs.ohio.gov">Lori.Hafer@fs.ohio.gov</a></td>
</tr>
<tr>
<td>JEFFERSON</td>
<td>Jane Waskiewicz</td>
<td>740-282-0961 ext. 1203</td>
<td>740-282-5765</td>
<td><a href="mailto:Jane.Waskiewicz@fs.ohio.gov">Jane.Waskiewicz@fs.ohio.gov</a></td>
</tr>
<tr>
<td>KNOX</td>
<td>Kelly Muncie</td>
<td>740-397-7177 ext. 1180</td>
<td>740-392-8882</td>
<td><a href="mailto:Kelly.Muncie@fs.ohio.gov">Kelly.Muncie@fs.ohio.gov</a></td>
</tr>
<tr>
<td>LAKE</td>
<td>Michelle Herron</td>
<td>440-350-4280 or 440-350-4000 ext. 4280</td>
<td>440-350-4485</td>
<td><a href="mailto:Michelle.Herron@fs.ohio.gov">Michelle.Herron@fs.ohio.gov</a></td>
</tr>
<tr>
<td>LAWRENCE</td>
<td>Justine Moore Robyn McClaskey</td>
<td>740-532-3324 ext. 257 740-532-3324 ext. 200</td>
<td>740-532-9490</td>
<td><a href="mailto:Justine.Moore@fs.ohio.gov">Justine.Moore@fs.ohio.gov</a> <a href="mailto:Robyn.McClaskey@fs.ohio.gov">Robyn.McClaskey@fs.ohio.gov</a></td>
</tr>
<tr>
<td>LICKING</td>
<td>Tonya Gossett</td>
<td>740-670-8724</td>
<td>740-670-8980</td>
<td><a href="mailto:Tonya.Gossett@fs.ohio.gov">Tonya.Gossett@fs.ohio.gov</a></td>
</tr>
<tr>
<td>LOGAN</td>
<td>Lisa Snow</td>
<td>937-599-5165 ext. 5217</td>
<td>937 592 4395</td>
<td><a href="mailto:Lisa.Snow@fs.ohio.gov">Lisa.Snow@fs.ohio.gov</a></td>
</tr>
<tr>
<td>LORAIN</td>
<td>Camille Adkisson</td>
<td>440-284-4299</td>
<td>440-323-3422</td>
<td><a href="mailto:Camille.Adkisson@fs.ohio.gov">Camille.Adkisson@fs.ohio.gov</a></td>
</tr>
<tr>
<td>LUCAS</td>
<td>Keith A. Beerbower</td>
<td>419-213-8454</td>
<td>419-213-8820</td>
<td><a href="mailto:Keith.A.Beebower@fs.ohio.gov">Keith.A.Beebower@fs.ohio.gov</a></td>
</tr>
<tr>
<td>MADISON</td>
<td>Robin Johnson</td>
<td>740-852-6009</td>
<td>740-852-5112</td>
<td><a href="mailto:Robin.Johnson@fs.ohio.gov">Robin.Johnson@fs.ohio.gov</a></td>
</tr>
<tr>
<td>MAHONING</td>
<td>Audrey Morales</td>
<td>330-740-2600 ext. 8789</td>
<td>330-740-2617 330-740-2523</td>
<td><a href="mailto:Audrey.Morales@fs.ohio.gov">Audrey.Morales@fs.ohio.gov</a></td>
</tr>
<tr>
<td>MARION</td>
<td>Chuck Simpson</td>
<td>740-387-8560 ext. 1008</td>
<td>740-387-2175</td>
<td><a href="mailto:Chuck.Simpson@fs.ohio.gov">Chuck.Simpson@fs.ohio.gov</a></td>
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<tr>
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