

General Information Memorandum

ISD-GI 14- 21

TO: ISD Employees
FROM:  Marilyn Martinez, Acting Director, Income Support Division
RE: National Directory of Contacts
DATE: March 18, 2014

Attached please find the National Directory of Contact issued by the USDA Food and Nutrition Services to verify out of state benefits. It is also available at the following link:

http://www.dhs.state.nm.us/main/groups/economic_support/documents/pub/dhs16_143156.pdf

This GI has been posted to the forms drive: [\\dis\sv0254\Forms](#), and will also be posted to the website.

If you have questions regarding this GI, please contact Cecelia Salazar at 505-827-7785 or by email: Cecelia.salazar@state.nm.us

Attachment: National Directory of Contacts Revised 03/14/14.

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: 3-14-14

<p style="text-align: center;">ALABAMA</p> <p>SNAP Participation: Email contact preferred to: <u>fs@dhr.alabama.gov</u></p> <p>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: <u>Betty.White@dhr.alabama.gov</u> <u>PIDParis@medicaid.alabama.gov</u> Phone: 334-242-1745; Fax: 334-353-1363 Medical Benefits: Phone (334) 242-5010</p> <p>Claims: Email contact preferred to: Felecia Powell <u>Felecia.Powell@dhr.alabama.gov</u> For other claims questions: Felecia Powell Same address as above Phone: 334-353-3118; Fax: 334-353-1363</p> <p>WEB: <u>www.dhr.alabama.gov</u></p>	<p style="text-align: center;">ALASKA</p> <p>Alaska Dept of Health & Social Services Division of Public Assistance Contact the office from which the client last received benefits. A list of offices can be found at <u>http://www.hss.state.ak.us/dpa/figures/org/dpado.html</u></p> <p>If location of office is unknown, contact Director's Office/Policy Section at <u>DPAPolicy@alaska.gov</u> Phone: (907) 463-3347 Address: PO Box 110670, Juneau, AK 99811-0640</p> <p>WEB: <u>http://www.hss.state.ak.us/dpa/</u></p> <p>The State would prefer a FAX sent to (907) 463-5254</p>
<p style="text-align: center;">ARIZONA</p> <p>Dept. of Economic Security Communication Center Emails are preferred over faxing requests.</p> <p>Email requests to: <u>Azstateinquiries@Azdes.gov</u></p> <p>FAX: 602-353-5746</p> <p>Phone number for request messages can be left at: (602) 771-2047</p> <p>WEB: <u>www.azdes.gov</u></p>	<p style="text-align: center;">ARKANSAS</p> <p>Ruthie Broughton DHS Program Manager, Customer Assistance Unit PO Box 1437, Slot S-341 Little Rock, Arkansas 72203-1437 Phone: (501) 682-8993 Email: <u>ruthie.broughton@arkansas.gov</u></p> <p>WEB: <u>www.arkansas.gov/dhhs</u></p>
<p style="text-align: center;">CALIFORNIA</p> <p>California Department of Social Services 744 P Street, MS 8-408 Sacramento, CA 95814-0400</p> <p>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></p> <p>Telephone number: (916)651-8848; press 1, then press 7. OR FAX number: (916)651-8866 OR <u>http://www.cdss.ca.gov/cdssweb/entres/pdf/CountyCentralIndexListing.pdf</u></p>	<p style="text-align: center;">COLORADO</p> <p>Patrick Lopez, Program Assistant Food Assistance-Food Stamps, Dept of Human Services 1575 Sherman St, 3rd Fl Denver, CO 80203 Phone: (303) 866-3122 Fax: (303) 866-5098 Email: <u>patrick.lopez@state.co.us</u></p> <p>Fraud Hotline: 1-877-934-6361 recording</p> <p>WEB: <u>www.cdhs.state.co.us</u></p>

<p style="text-align: center;">CONNECTICUT</p> <p>Department of Social Services Office of Public Affairs 25 Sigourney Street Hartford, CT 06106</p> <p>For SNAP: FAX Request on your AGENCY'S LETTERHEAD to 860-566-2022.</p> <p>Allow 3 to 5 working days for a response.</p> <p>For TANF: Contact Kathleen Kabara: Telephone: 1-860-566-2022 or Email: kathleen.kabara@ct.gov</p>	<p style="text-align: center;">DELAWARE</p> <p>FOR SNAP Martha Kane Delaware Division of Social Services Po Box 906, New Castle, DE 19720 Phone: 302-255-9659 Email: DHSS_DSS_Outofstate@state.de.us Web: http://www.dhss.delaware.gov/dhss/dss</p> <p>FOR ALL OTHER PROGRAMS Delaware Department of Health and Social Services Audit & Recovery Management Services (ARMS) 1901 N. DuPont Highway, New Castle, DE 19720</p> <p>Effective May 1, 2012, Delaware will no longer respond to fax requests for PARIS matches. To request 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*:</p> <p>"Out-of-State Inquiry" in the subject line</p> <ol style="list-style-type: none"> Your Name, Title, Agency Name, Address, phone number and e-mail address in the body of the email Name(s) and date(s) of birth for the household member(s) applying for, or receiving, benefits in your state The last four digits of each member(s) Social Security Number 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 <p>(*if your email address is not recognized as a State or County agency you may be required to verify your identity in another manner)</p> <p>Responses to your request will be sent via email within 5 business days.</p>
<p style="text-align: center;">DISTRICT OF COLUMBIA</p> <p>Valerie Sanderlin or Lesa Lee DC Department of Human Services 33 N Street NE, Suite 104 Washington, DC 20002 Phone: (202) 535-1421 or 1-866-419-1720 FAX (202) 535-1455 Email: Valerie.sanderlin@dc.gov or Lesa.lee@dc.gov</p> <p>WEB: www.dhs.dc.gov</p>	<p style="text-align: center;">FLORIDA</p> <p>Out of State inquiries:</p> <p>Miami Call Center PREFERRED METHOD: Email to: D11_SFL_CallCenter@dcf.state.fl.us (You should hear back from them within 5 business days)</p> <p>Dept. of Children & Families 1317 Winewood Blvd., Bldg. 3, Room 435 Tallahassee, FL 32399-0700 Phone: 866-762-2237 Fax: 1-866 658 4135 WEB: www.dcf.state.fl.us/ess/</p>
<p style="text-align: center;">GEORGIA</p> <p>DFCS Customer Service Operations 2 Peachtree Street, Suite 8-268 Atlanta, Georgia 30303 Phone: 1-877-423-4746; Fax: 1-888-740-9355.</p> <p>Email inquiry is the preferred method: Send requests for out-of-State verification to: advocate@dhr.state.ga.us WEB: www.dhr.state.ga.us</p>	<p style="text-align: center;">GUAM</p> <p>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</p>

<p style="text-align: center;">HAWAII</p> <p>Department of Human Services State Office Administrative Assistant (FSP & TANF) Benefit, Employment & Support Services Division 820 Mililani Street, Suite 606 Honolulu, HI 96813</p> <p>Phone: (808) 586-5720 (SNAP) Phone: (808) 586-5732 (TANF)</p> <p>If unable to get through, please call (808) 586-5735 for both SNAP/TANF.</p> <p>WEB: http://hawaii.gov/dhs</p>	<p style="text-align: center;">IDAHO</p> <p>Idaho Department of Health & Welfare Division of Welfare, 2nd Floor P.O. Box 83720 Boise, ID 83720-0036</p> <p>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</p> <p>To verify benefit status in Idaho for clients already active on benefits in your state (dual participation alerts & investigation, PARIS matches, etc.), please contact the Fraud Unit via e-mail at: welfraud@dhw.idaho.gov</p> <p>WEB: http://www.healthandwelfare.idaho.gov/</p>
<p style="text-align: center;">ILLINOIS</p> <p>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</p> <p>WEB: www.dhs.state.il.us</p>	<p style="text-align: center;">INDIANA</p> <p>Indiana Family & Social Services Administration P.O. Box 1810 Muncie, IN 46952</p> <p>CALL CENTER: (Note: The numbers are intended to be the same for both SNAP and TANF) Phone: 1-800-403-0864 Fax: 1-800-403-0864 (include SSN, DOB and full name)</p> <p>WEB: www.in.gov/fssa/</p>
<p style="text-align: center;">IOWA</p> <p>Integrated Claims Recovery Unit PO Box 3750 Des Moines, IA 50315 To verify benefits and for TANF months: Call Integrated Claims Recovery Unit Phone: 1-877-855-3222 OR 515-281-2300 Fax: 515-564-4055 OR Email: ICRU@dhs.state.ia.us</p> <p>To have an active Iowa case closed: Call Customer Service Call Center at 1-877-347-5678 OR Email: IMCustomerService@dhs.state.ia.us</p> <p>Website: www.dhs.state.ia.us</p>	<p style="text-align: center;">KANSAS</p> <p>Kansas Department for Children and Families Economic and Employment Services 915 SW Harrison, Suite 580 Topeka, KS 66612</p> <p>Out-of-State Inquiries for SNAP and TANF: ebtmail@dcf.ks.gov</p> <p>Customer Service Assistance: 1-888-369-4777</p> <p>WEB: www.dcf.ks.gov</p>
<p style="text-align: center;">KENTUCKY</p> <p>Send OUT OF STATE INQUIRIES For SNAP, MEDICAID and TANF - Email: Outofstateinquiries@ky.gov</p> <p>Phone: (502) 564-3440</p> <p>WEB: http://cfc.ky.gov</p>	<p style="text-align: center;">LOUISIANA</p> <p>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.dcf.louisiana.gov</p>

<p style="text-align: center;">MAINE</p> <p style="text-align: center;"><u>A signed release is required to obtain the verification</u></p> <p>Out of State Inquiries Joanna Dall or Paula Casoria Eligibility Specialists - Payment Accuracy Team Department of Health and Human Services Office for Family Independence 19 Union Street, SHS#11 Augusta, ME 04333 Phone: (207)-624-4146 or (207)-624-4144 Fax: (207) 287-3455 E-Mail: Joanna.Dall@maine.gov OR Paula.Casoria@maine.gov WEB: www.maine.gov/dhhs/OIAS/foodstamps/index.html</p>	<p style="text-align: center;">MARYLAND</p> <p>Maryland Department of Human Resources 311 W. Saratoga St. Baltimore, MD 21201</p> <p>For out of state inquiries for all programs or PARIS matches, forward your request to: Email: dhr.outofstateinquiry@maryland.gov</p>
<p style="text-align: center;">MASSACHUSETTS</p> <p>MA Department of Transitional Assistance Data Matching Unit 600 Washington Street, 5th Floor Boston, MA 02111</p> <p>MAIL or FAX REQUEST ON AGENCY LETTERHEAD: FAX # 617-889-7847</p> <p>WEB: www.state.ma.us/DTA</p>	<p style="text-align: center;">MICHIGAN</p> <p>Current Benefit Information: Dept of Human Services PO Box 30037 235 S. Grand Ave. Lansing, MI 48209</p> <p>Out-of-state Inquiries by Professional Staff only: (800) 517-3733 x3008</p> <p>General SNAP Inquiries by clients : 1-855-ASK-MICH FAX: 517-225-0954 Email: DHSS-TCU-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</p>
<p style="text-align: center;">MINNESOTA</p> <p>Minnesota Dept. of Human Services PO Box 64245 St. Paul, Minnesota 55164-0245 Out of State Inquiries for case status of SNAP and TANF programs and number of TANF months expended being provided through automated web service. GO TO: https://mn.gov/snap-tanf-benefit-verification .</p> <p>On the Registration page enter the word "guest" in the code field, after accepting the path, click the "Next" button which brings up the client information page; when all info has been entered, click the "Submit" button which generates the request.</p>	<p style="text-align: center;">MISSISSIPPI</p> <p>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 WEB: www.mdhs.state.ms.us</p>
<p style="text-align: center;">MISSOURI</p> <p>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</p> <p style="text-align: center;">OR</p> <p>Out-of-State line: The Family Support Division Information Center at 855-FSD-INFO or 855-373-4636, Option 3.</p>	<p style="text-align: center;">MONTANA</p> <p>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/</p> <p>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</p>

<p style="text-align: center;">NEBRASKA</p> <p><u>Customer Service Center</u></p> <p>Economic Assistance Customer Service Center Toll-free: 1-800- 383-4278 WEB: www.accessnebraska.gov</p> <p>For verification of TANF months: Email: Dhhs.economicassistancepolicyquestions@nebraska.gov</p>	<p style="text-align: center;">NEVADA</p> <p>Dept of Health & Human Services Division of Welfare and Supportive Services 1470 College Parkway Carson City, NV 89706</p> <p>Out of State Inquiries: Email: WELFOOSINQUIRIES@DWSS.NV.GOV (Prefer)</p> <p style="text-align: center;">OR</p> <p>Fax: 775-684-0680</p> <p>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.</p> <p>WEB: http://dhs.nv.gov</p>
<p style="text-align: center;">NEW HAMPSHIRE</p> <p>Barbara Farrell Family Service/SOP_Brown Department of Health & Human Services Division of Family Assistance Client Services 129 Pleasant St, Concord, NH 03301</p> <p>Client Services #: 603-271-9700. In-state 800#: 1-800-852-3345 x 9700 FAX: (603)-271-4230</p> <p>WEB: http://www.dhhs.nh.gov/</p>	<p style="text-align: center;">NEW JERSEY</p> <p>Department of Human Services Division of Family Development Program Assessment and Integrity Unit P.O. Box 71 Trenton, NJ 08625-0716</p> <p>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.</p> <p>Contact Robert Clayborne, Supervisor, 609-631-4552, if you need any assistance.</p> <p>WEB: www.state.nj.us/humanservices/dfd/index.html</p>
<p style="text-align: center;">NEW MEXICO</p> <p>FOR OUT-OF-STATE BENEFIT INQUIRIES, PLEASE: FAX your request on Agency's letterhead or with Client's signed Release) to (505) 827-7203</p> <p>Or you may CALL (505) 827-7250 EMAIL: Carrie McCabe at carrie.mccabe@state.nm.us</p> <p>New Mexico Human Services Department Income Support Division P.O. Box 2348 Santa Fe, NM 87504-2348 (505) 827-7250</p> <p>WEB: www.hsd.state.nm.us</p>	<p style="text-align: center;">NEW YORK</p> <p><u>TO VERIFY RECEIPT OF SNAP BENEFITS OR TANF ASSISTANCE OR TANF MONTHS:</u> FAX Request on your AGENCY'S LETTERHEAD to the OUT-OF-STATE INQUIRY UNIT at 518-474-8090. No Email/Phone.</p> <p><u>FOR FRAUD ISSUES ONLY: DO NOT SUBMIT VERIFICATION REQUESTS TO MR. PITTZ</u></p> <p>Larry Pittz, Director Program Integrity, Audit & Quality Improvement NYS OTDA, Riverview Center 4th Floor, 40 N Pearl St., Albany, NY 12243</p> <p>Phone (518) 402-0125; Fax (518) 402-0121 Email: Larry.Pittz@otda.state.ny.us</p> <p>WEB: http://www.dfa.state.ny.us</p>

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

Please list your phone and fax number on each request.

WEB: www.ncdhhs.gov/dss

NORTH DAKOTA

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

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

Public Assistance (TANF)

Sandy Albrecht; Phone: 701-328-3518
Email: salbrecht@nd.gov

WEB: www.nd.gov/dhs/services

OHIO

Office of Family Assistance
Ohio Department of Job & Family Services
P.O. Box 183204
Columbus, Ohio 43218-3204

Food Assistance/TANF Out of State Inquiries

Contact Information: You can contact the Office of Family Assistance at (614) 466-4815 but staff cannot provide benefit information. Because Ohio is a self-supervised, county administered state any eligibility information must be given by the county agency.

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

OKLAHOMA

Out-of-State Inquiry contact information:

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

Kathie Wright

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

WEB: www.okdhs.org

OREGON

Oregon requires states to fax their request:

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

Oregon Department of Human Services
500 Summer St. NE, E-48
Salem, OR 97301-1066
Phone: (503) 945-5600
Fax: (503) 373-7032 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 Public Welfare
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: (717) 787-3119
Fax: (717) 705-0040
Email: ra-dpwoimnet@pa.gov
Web: www.dpw.state.pa.us

Please send out-of-state requests by fax or secure e-mail 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: 401-462-0866

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

WEB: www.dhs.state.ri.us

SOUTH CAROLINA

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

Please email all out of state inquiries for **SNAP** and/or **TANF** to:

FIPolicyMonitors@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 call: 803-883-0996 OR Fax: 803-898-7156

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/>

TENNESSEE

Food Stamp Policy
Department of Human Services
Citizen Plaza Building 12th Floor
400 B. Kendrick Street
Nashville, TN 37203-7200

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

ON STATE LETTERHEAD, PLEASE INCLUDE THE FOLLOWING REQUESTED INFORMATION:

Your Name, Agency Name and Address, phone number and fax number

- 1) Names of household members applying for benefits in your State
- 2) Complete Social Security Numbers
- 3) A Current Address so that closure notices can be sent to the client

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

TEXAS

Texas Health and Human Services Commission
Fax: 1-877-447-1539 (Please limit one inquiry per page and fax each inquiry separately on agency letterhead)

OR

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

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

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

UTAH

Department of Workforce Services
Eligibility Services Division
P.O. Box 143245
Salt Lake City, UT 84114-3245

Phone: 866-435-7414

(Press 1 for English, 2 for Spanish; then Option 5 for out of state inquiries)

WEB: www.jobs.utah.gov

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

<p style="text-align: center;">VERMONT</p> <p>Call Center Economic Services Benefits Service Center 103 South Main St Waterbury, VT 05671-1201</p> <p>Preferred: Toll-free: 1-800- 479-6151. If 800# is not working, call (802) 828-6896</p> <p>WEB: www.mybenefits.vt.gov (this site can be used, but not preferred).</p>	<p style="text-align: center;">VIRGINIA</p> <p>Nancy Hewitt Virginia Department of Social Services Division of Benefit Programs – 9th Floor 801 East Main Street Richmond, VA 23219-2901 Phone: (804) 726-7380; Fax: (804) 726-7357 Email: nancy.hewitt@dss.virginia.gov</p> <p>Maryellen O'Hare maryellen.ohare@dss.virginia.gov Phone: (804) 726-7378; Fax: (804) 726-7669</p> <p>WEB: http://www.dss.virginia.gov/benefit/foodstamp.cgi</p>
<p style="text-align: center;">VIRGIN ISLANDS</p> <p>Ms. Linnea Hector Department of Human Services Division of Family Assistance 3011 Golden Rock Christiansted VI 00820 Phone: 340-692-9975; Fax: 340-692-9871 Email: lhector@dhs.gov.vi</p>	<p style="text-align: center;">WASHINGTON</p> <p>Direct out-of-state inquiries for SNA, Medicaid and TANF and PARIS inquiries to: WA - DEPT OF SOCIAL AND HEALTH SERVICES ATTN: PARIS/Interstate Benefit Verification Unit Email: DSHSPassport@DSHS.wa.gov Mail: DSHS Office of Program Integrity and Quality Assurance Attn: PARIS Unit P.O. Box 4541 Olympia, WA 98504-5410 Toll free number: (Preferred method): 1-855-927-2747 or (1-855-WAPARIS) FAX number: 1-888-212-2319</p>
<p style="text-align: center;">WEST VIRGINIA</p> <p>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 Director of the Day)</p> <p>Email: DHHRbcfbenefitver@wv.gov WEB: www.wvdhhr.org/</p>	<p style="text-align: center;">WISCONSIN</p> <p>Out-of-State Inquires should be directed to: NAP 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</p> <p>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/</p> <p>TANF: Phone: (608) 264-1656 Fax: (608) 327-6125 Email: dcfw2helpdesk@wisconsin.gov</p> <p>WEB: dcf.wisconsin.gov/w2/callcenter/default.htm</p>
<p style="text-align: center;">WYOMING</p> <p>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</p>	

Go to next page 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 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. 2638; FAX (787) 289-614-7621, email: communityrelations@adsef.pr.gov; or Jeanetterivera@adsef.pr.gov.
Web: www.adsef.gobierno.pr

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

RESCINDED