

Public Assistance Inquiry Directory

(Revisions or updates, contact Carol.Cole@wi.gov)

These numbers should *ONLY* be used by Public Assistance workers. Members and Applicants should not call these numbers.

Members/applicants: To find the number for each state, go to the following:

- SNAP: http://www.fns.usda.gov/snap/contact_info/hotlines.htm
- Medicaid and CHIP: <http://www.insurekidsnow.gov/state/index.html> or call 1-877-543-7669

Please note: For those states with multiple contacts or alternates, his/her phone number (if available) will be in the phone column directly to the left of his/her name.

STATE	AGENCY	PHONE & FAX	EMAIL/CONTACT
Alabama	FS	P: 334-242-1745 F: 334-353-1363 P: 334-242-1700	Participation: Phyllis James, Program Supervisor, Office of Hearings and Client Services at Phyllis.James@dhr.alabama.gov , or Contact Betty White at: Betty.White@dhr.alabama.gov WEB: www.dhr.alabama.gov Claims: Janice Thomas Alabama Dept. of Human Resources 50 Ripley St, S. Gordon Persons Bldg. Montgomery, AL 36130-4000 Phone: 256-535-4604 Email: Janice.thomas@dhr.alabama.gov
	MA	P: 334-242-5010	Provider Assistance for Human Resources
	TANF	P: 334-242-1950	Cash Assistance
Alaska	All	P: 907-465-3347 P: 907-465-5840 F: 907-465-5154	Contact the office from which the client last received benefits. A list of offices can be found at www.hss.state.ak.us/dpa/features/org/dpado.html If location of office is unknown, contact Director's Office/Policy Section at DPApolicy@alaska.gov The State would prefer a fax WEB: www.hss.state.ak.us/dpa/
Arizona	FS TANF	F: 602-353-5746	Dept. of Economic Security Communication Ctr. Emails are preferred over faxing request. Jessica Limas JLimas@azdes.gov WEB: www.azdes.gov
Arkansas	All	P: 501-682-8993 F: 501-682-8646 P: 800-482-8988	Ruthie Broughton, DHS Program Manager, Customer Assistance Unit at: ruthie.broughton@arkansas.gov WEB: www.arkansas.gov/dhhs

STATE	AGENCY	PHONE & FAX	EMAIL/CONTACT
California	All	P: 866-262-9881 P: 916-651-8848 Option 1 then 7 F: 916-651-8866	City and county of where the person was residing is required. WEB: www.cdss.ca.gov
			For local agency contact info, go to www.csac.counties.org/default.asp?id=7
Colorado	FS	P: 303-866-3122 F: 303-866-5098	Patrick Lopez at patrick.lopez@state.co.us WEB: www.cdhs.state.co.us Fraud Hotline: 1-877-934-6361 recording
Connecticut	FS Fraud	P: 860-424-5961 F: 860-424-5333 P: 860-424-5957 F: 860-424-5333	Sylvia Scott A. Anderson, Lead Investigator at: scott.a.anderson@ct.gov WEB: www.ct.gov/dss
	ALL	P: 860-424-5956 F: 860-424-5333	Denise Stygar, Public Assistance Consultant, Department of Social Services, Office of Quality Assurance, Fraud and Recoveries Division at denise.stygar@ct.gov WEB: www.ct.gov/dss
Delaware	FS TANF	P: 302-255-9659 F: 302-255-4425	Charon Davis Delaware Division of Social Services PO Box 906, New Castle, DE 19720 Email: charon.davis@state.de.us WEB: http://www.dhss.delaware.gov/dhss/dss
Florida	All	P: 866-762-2237	Miami Call Center at : D11_SFL_CallCenter@dcf.state.fl.us <i>(You should hear back from them within 5 business days)</i>
Georgia	All	P: 888-295-1769 F: 888-740-9355	DHR Constituent Services at dfcscallcenter@dhr.state.ga.us WEB: www.dhr.state.ga.us
Hawaii	All	P: 808-586-5735 P: 808-586-5732 F: 808-586-5324	Sharen Hashimoto, Supervisor, Investigations Office, Dept. of Human Services at shashimoto@dhs.hawaii.gov (also IPV) Fraud, Eric Weyenberg, Chief Investigator, Investigations Office at EWeyenberg@dhs.hawaii.gov WEB: http://hawaii.gov/dhs
Idaho	All	P: 208-334-5815 F: 208-334-5817 P: 877-456-1233	Idaho Department of Health & Welfare Email at mybenefits@dhw.idaho.gov WEB: www.state.id.us
Illinois	All	P: 217-524-4174 F: 217-557-1370	Email : dhs.webbits@illinois.gov or Samantha Donahue, DHS HelpLine at Samantha.donahue@illinois.gov WEB: www.dhs.state.il.us

STATE	AGENCY	PHONE & FAX	EMAIL/CONTACT
Indiana	All	P: 317-233-0826 F: 317-232-4946	To request case closure: 1-800-403-0864 LaRhonda Forbes, Family & Social Services Administration at LaRhonda.Forbes@fssa.in.gov WEB: www.in.gov/fssa/
Iowa	All	P: 800-972-2017 F: 515-281-6899	Rhonda Peck at rpeck@dhs.state.ia.us WEB: www.dhs.state.ia.us
Kansas	All	P: 785-368-8129 F: 785-296-6960	Debbie Newcomer, SRS, EES Central Office at ebtmail@srs.ks.gov WEB: www.srskansas.org/
Kentucky	FS		CHFS.FoodBenefitsPolicy@ky.gov Web: http://cfc.ky.gov
	MA		DFS.Medicaid@ky.gov
	TANF		FSSBK-TAP@ky.gov
Louisiana	FS TANF	P: 225-342-2342 F: 225-342-6996	Cara (Yvette) Shield, Program Specialist Louisiana Department of Social Services, at cara.shields@la.gov WEB: www.dss.state.la.us/
	MA	P: 888-342-6207	
Maine	FS MA TANF	F: 207-287-1899 F: 207-287-1858 F: 207-287-3455	Brenda Vigue at brenda.vigue@maine.gov or Paula Casoria at paula.casoria@maine.gov or Joanne Dall at Joanna.Dall@maine.gov WEB: www.maine.gov/dhhs/OIAS/foodstamps/index.html
Maryland	FS TANF	P: 410-767-7965 F: 410-333-6581	Alexandra Brown, Maryland Department of Human Resources at: abrown10@dhr.state.md.us WEB: www.dhr.state.md.us/how/cashfood/fstamp.htm
Massachusetts	FS TANF	P: 617-348-5397 F: 617-348-5479	Susan Mathias, MA Department of Transitional Assistance at: susan.mathias@state.ma.us Prefer Fax Only WEB: www.state.ma.us/DTA
Michigan	All	P: 517-373-3908 F: 517-335-6236	Dhs-icu-customer-service@michigan.gov WEB: www.michigan.gov/dhs Fraud Hotline: 1-800-222-8558

STATE	AGENCY	PHONE & FAX	EMAIL/CONTACT
Minnesota	All	P: 651-431-4001 F: 651-431-7547	Rene Marquette, PARIS Specialist, Minnesota Dept. of Human Services Email: Renee.E.Marquette@state.mn.us Please use the Out of State Verification line at 1-651-431-4001 or FAX request to 1-651 431-7547
Mississippi	All	P: 800-948-3050 P: 601-359-4810 F: 601-359-4435	Send an email to: ea.CustomerService@mdhs.ms.gov WEB: www.mdhs.state.ms.us
Missouri	FS TANF	P: 573-751-8959 F: 573-522-4333	Correspondence and Information Unit Email at: Cole.CoXIX@dss.mo.gov WEB: www.dss.mo.gov
Montana	All	P: 406-444-9401 F: 406-444-2547	Mollue Gauer at: mgauer@mt.gov WEB: http://www.dphhs.mt.gov/
Nebraska	FS	P: 402-471-9392 F: 402-471-9597 P: 402-471-9243	Michelle Buresh, Program Specialist, Nebraska Department of Health & Human Services at: michelle.buresh@nebraska.gov , or Jill Schreck, Administrator I (Back-up) at: Jill.schreck@nebraska.gov
	MA	P: 402-471-3603 F: 402-471-9597	Donna Barrows, Program Specialist, Nebraska Department of Health & Human Services at: donna.barrows@dhhs.ne.gov
	TANF	P: 402-471-6792 F: 402-471-9281	Dennis Ellis, Program Specialist, Nebraska Department of Health & Human Services at: dennis.ellis@dhhs.ne.gov
Nevada	FS MA	P: 775 684-0615 F: 775-684-0617	Theresa Vaughn, Dept of Health & Human Services, Division of Welfare and Supportive Services at: tvaughn@dwss.nv.gov Alternate numbers: 775-684-7200 – Press 1, then 3, then 4 or 702-486-1646 – Press 1, then 3, then 4 WEB: http://dwss.nv.gov
New Hampshire	All	P: 603-271-4238 F: 603-271-4472	Joy M. Tyrrell Family Services/SOPS_Brown Department of Health & Human Services at : jmtyrrell@dhhs.state.nh.us WEB: www.dhhs.state.nh.us
New Jersey	FS TANF	F: 609-631-4507	FAX Requests on your agency's letterhead to the "Out-of-State Inquiry Unit" Web: www.state.nj.us/humanservices
	MA	P: 800-356-1561	Web: www.state.nj.us/humanservices

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New Mexico	All	P: 505-827-7263 F: 505-827-7203	Jennifer Salazar, Constituent Services Liaison Income Support Division Directors Office, at: jennifera.salazar@state.nm.us WEB: http://www.hsd.state.nm.us/isd/fs.html
New York	All	F: 518-474-8090	FAX Request on your agency's letterhead to the "Out-of-State Inquiry Unit" WEB: http://www.dfa.state.ny.us For Fraud Issues ONLY: Larry Pittz, Dir. Program Integrity, NYS OTDA, Riverview Center, 4th Floor, 40 N Pearl St, Albany, NY 12243 Phone: (518) 487-1076 or Fax: (518) 402 0121 Email: larry.pittz@otda.state.ny.us WEB: http://www.dfa.state.ny.us
North Carolina	FS TANF	P: 866-719-0141 F: 252-789-5395	Must fax request Dss.efshd@dhhs.nc.gov The request should be on agency letterhead and must include: <ul style="list-style-type: none"> • Name • Date of Birth • Social Security Number • Programs included in request • Your agency's contact information WEB: www.dhhs.state.nc.us www.dhhs.state.nc.us/dss/local/
North Dakota	FS	P: 701-328-2064 F: 701-328-1060	Arlene Dura, Department of Human Services at: adura@nd.gov , or Melissa Miller, Department of Human Services at: melmiller@nd.gov WEB: www.nd.gov/dhs/services
	MA	P: 701-328-2332 P: 800-755-2604 F: 701-328-1544	Nadine, Medicaid Services Division - DHHS dhseap@state.nd.us
	TANF	P: 701-328-3513 F: 701-328-1060	Sandy Albrecht, Department of Human Services at: Albrecht@nd.gov or Carol Cartledge, Department of Human Services at: ccartledge@nd.gov
Ohio	All	P: 614-466-4815* P: 614-466-1767	Please contact the county of previous residence. Click here for a listing of counties. WEB: www.state.oh.us/odjfs If you do not know the county, go to http://ohio.hometownlocator.com/cities/ and enter the members address.

STATE	AGENCY	PHONE & FAX	EMAIL/CONTACT
Oklahoma	FS	P: 405-521-3444 F: 405-521-4158	SNAP inquiries to SNAP@okdhs.org Kathy Wright, Program Manager, email: Kathy.Wright@okdhs.org WEB: www.okdhs.org
	MA	P: 405-521-3679	Sandra
	TANF	P: 450-521-4391	Sherry
Oregon	All	P: 503-945-5600 F: 503-373-7032	<i>Fax request w/ client's name, SSN & DOB</i> WEB: http://www.oregon.gov/DHS/assistance/index.shtml
Pennsylvania	All	P: 717-783-2985 P: 717-783-7342 F: 717-787-6765	Use this contact first: Fax (717) 705-0040 Email: ra-dpwoimnet@state.pa.us Please send out-of-state requests by fax or secure email. Allow 3 to 5 work days for a response. Deborah Bailey, Department of Public Welfare at: debailey@state.pa.us WEB: http://www.dpw.state.pa.us/
Rhode Island	All	P: 401-462-3014 F: 401-729-8756	Randy Rosati, Acting Administrator, Management Operations at: rosati@dhs.ri.gov If Mr. Rosati is unavailable, email npellegrino@dhs.ri.gov WEB: www.dhs.state.ri.us
South Carolina	All	P: 803-898-0996 F: 803-898-7156 P: 800-768-5700	Sandy Allen, Division of Family Assistance at: Sandra.allen@dss.sc.gov South Carolina Department of Social Services, Family Assistance hotline. WEB: www.state.sc.us/dss/
South Dakota	FS TANF	P: 877-999-5612 P: 605-773-3493 F: 605-733-7183	Dept. of Social Services at FoodStamps@state.sd.us WEB: http://dss.sd.gov/foodstamps/
Tennessee	FS TANF	P: 615-743-2000 P: 615-313-4708 F: 615-687-5535*	Tennessee Department of Human Services, Family Assistance Service Center *Must Fax Request. WEB: www.state.tn.us/humanserv/
Texas	FS TANF	P: 877-787-8999 P: 512-206-4805 F: 888-780-8099*	* Must Fax Request. Online Submission Form: txheart.dhs.state.tx.us/heartwebextr/hhscOmd Allow 3 to 5 work days for response. WEB: www.hhsc.state.tx.us
Utah	FS TANF	P: 866-435-7414 Option 2	Dept. of Workforce Services at: CBT@utah.gov WEB: www.Jobs.utah.gov/edo/Contact.asp
Vermont	All	P: 800-479-6151	Call Center, Economic Services Benefits Service Center WEB: www.ahs.state.vt.us

STATE	AGENCY	PHONE & FAX	EMAIL/CONTACT
Virginia	All	P: 804-726-7380 F: 804-726-7357	Nancy Hewitt, Virginia Department of Social Services, Division of Benefit Programs at: nancy.hewitt@dss.virginia.gov WEB: http://www.dss.virginia.gov/benefit/foodstamp.html
Washington	FS TANF	P: 360-725-4763 F: 360-725-4904 P: 360-664-5767* F: 360-438-7172*	Customer Relations services to csdcru@dshs.wa.gov *Fraud only to: John S Bumford, Director, Division of Fraud Investigations at: bumfojs@dshs.wa.gov WEB: http://www1.dshs.wa.gov/
West Virginia	All	P: 304-558-8290	Request to speak to the Worker of the Day or email to: DHHRbcfbenefitver@wv.gov WEB: www.wvdhhr.org/
Wisconsin	FS MA	P: 608-261-6378 Option 3 F: 608-267-2269	DHSCARESCallCenter@wisconsin.gov WEB: http://dhs.wisconsin.gov/ Applicants/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
	TANF	P: (608) 264-1656 F: 608-327-6125	Email at dcfw2helpdesk@wisconsin.gov WEB: dcf.wisconsin.gov/w2/callcenter/default.htm
Wyoming	All	P: 307-777-5846 P: 307-777-6082 P: 307-777-7290 P: 307-777-6076 P: 307-777-5841 F: 307-777-6276	Annette Jones at Ajones@state.wy.us Alternates: Ann Bowen Ellen Sevall at: eseval@state.wy.us , For FS, Alice Sullivan at: asulli@state.wy.us For TANF, Corrine Ostermiller at: cjohns@state.wy.us WEB: http://dfsweb.state.wy.us/foodstampinfo.html
Puerto Rico	FS TANF	P: 787-289-7645 P: 787-289-7600 Ext. 2638 F: 787-289-7614	To speak with staff in English, contact Carmen at 787-289-7609 jearivera@adsef.gobierno.pr
Washington, D.C.	All	P: 202-535-1421 F: 202-535-1455	Valerie Sanderlin, DC Department of Human Services at: Valerie.sanderlin@dc.gov , or Lesa Lee at: Lesalee@dc.gov WEB: www.dhs.dc.gov

STATE	AGENCY	PHONE & FAX	EMAIL/CONTACT
Guam	FS TANF	F: 671-734-5910	Elsa Perez at Elsa.perez@dphss.guam.gov WEB: http://dphss.guam.gov
Virgin Islands – St. Thomas	FS TANF	P: 340-774-2399 F: 340-777-5449	Terry F. Lynch, Financial Programs Division, Department of Human Services at: tlynch@dhs.gov.vi or graacei@yahoo.com
Virgin Islands – Christian St. Croix		P: 340-443-2323	
Virgin Islands – Frederiksted St. Croix		P: 340-772-0085	