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**Worker Guide PSS-1: State Family Pre-SSI/SSDI (SFPSS)**

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### **1. Program intent**

The intent of the Job Participation Incentive (JPI) is to provide an additional food benefit to help increase the ability of single parents with small children to meet the nutritional needs of their families.

### **2. Program overview**

The JPI benefit provides a \$10 payment per month to SNAP cases with individuals that meet the TANF federal work participation rate by working at unsubsidized employment for an average of 20 hours a week. The incentive is issued through the Oregon Trail (EBT) card connected to the SNAP open case. The benefits have the same USDA restrictions as the monthly SNAP food benefits. The individuals must be single *parents* of a *dependent child* (See OAR [461-001-0000](#)) under six. The individual must meet SNAP citizen or qualified noncitizen criteria and be in the benefit group for SNAP.

By providing this incentive as food benefits, the Department of Human Services (DHS) does not have to count JPI as income for any other DHS program the client is eligible for.

The incentive will allow the department to include these individuals in the TANF federal work participation rate.

Specific Requirements; Job Participation Incentive: [461-135-1260](#)  
Program Benefits: [461-145-0410](#)

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## **B. Initial and Ongoing Enrollment**

1. **Initial loading** of the program was done by Central Office through identification of eligible JPI clients and updates made to enroll these clients in JPI beginning October 2011. The program start date is October 1, 2011, and no benefits may be issued for a time period prior to this date.

2. **Initial enrollment** should occur by staff as they process benefits for SNAP cases. To be enrolled in the JPI program, an individual must:

- Be an eligible adult in a SNAP *benefit group* (see OAR [461-110-0750](#)) and the sole parent of an eligible *dependent child* (see OAR [461-001-0000](#)) under age six in the same SNAP *benefit group*;
- Not be receiving Post-TANF, SFPSS or TANF benefits in the same month. (This is true for all members of the SNAP benefit group);
- Meet citizenship requirements to be an adult in the SNAP *benefit group* (see OAR [461-110-0750](#));
- Be working at an unsubsidized paid employment averaging 20 weekly hours and meeting *federal participation rates* (see OAR [461-001-0025](#)). (For self-employed clients, income must be equivalent to 20 weekly hours at Oregon State minimum wage);
- Provide the department with employer-produced documents of paid, unsubsidized work hours covering a consecutive two-week period that has occurred within the last 60 days; and
- Have reason to anticipate the weekly employment hours will remain the same for the SNAP SRS (see OAR [461-170-0104](#)) reporting period; and
- Report changes as required for SNAP cases in SRS (see OARs [461-170-0010](#) and [461-170-0011](#)).

*Note: There is no formal application process for JPI. Staff are to identify eligible clients as they process SNAP benefits. There is no need to pend or deny JPI.*

3. **Ongoing enrollment** should be determined as SNAP cases are updated:

- Individuals must provide employer-produced documents of paid, unsubsidized work hours each time requested by the department or no later than the last day of the sixth month in conjunction with SRS and recertification; and

- Individuals must continue to meet all criteria listed in section (2) above.

*Note: If a client loses JPI eligibility in a month, the client may apply and, if eligible, receive other TANF-funded benefits.*

#### **4. When to begin JPI payments:**

- Upon receipt of all criteria listed in section 2 above.

*Example: If a client submits hourly verification in October 2011 but paperwork is not processed until November 2011, two months of JPI benefits may be issued. You can go back up to four months if JPI criteria had been met and received by DHS at that time.*

Specific Requirements; Job Participation Incentive: [461-135-1260](tel:461-135-1260)  
Effective Dates; Restored Benefits: [461-180-0130](tel:461-180-0130)

#### **5. Verification of eligibility**

Clients must provide documentation to the department when it is requested. Documentation must be employer verification of work hours or, if income is derived from self-employment, the client must provide verification of self-employment income. Work hours can also be verified through collateral contact, including The Work Number or verbal evidence given by an employer or written evidence given by a third party that has direct knowledge of the hours worked or self-employment income.

*Note: Verbal employer verification and verification of work hours from anyone but employer should be limited and used as a last resort for verification. Narrate, Narrate, Narrate.*

The following are factors that must be verified at initial application, at interim change report, at recertification and when changes occur:

- Hours worked;
- Single parent of a dependent child (OAR [461-001-0000](tel:461-001-0000));
- SNAP eligibility factors as outlined in Family Services Manual (FSM) Chapter 6: [SNAP](#); and
- SNAP SRS reporting requirements during the six-month reporting period.

Specific Requirements; Job Participation Incentive: [461-135-1260](tel:461-135-1260)  
Reporting Changes – Overview: [461-170-0010](tel:461-170-0010)  
Changes That Must be Reported: [461-170-0011](tel:461-170-0011)

## C. Financial Eligibility

### 1. Requirements

To be enrolled in the Job Participation Incentive (JPI), a client must continue to meet SNAP financial eligibility. If a client is making more than the *categorical eligibility* limit, they become ineligible for benefits:

Categorical Eligibility Limit	
Need Group Size	Limit
1	\$1,679
2	\$2,268
3	\$2,857
4	\$3,446
5	\$4,035
6	\$4,624
7	\$5,213
8	\$5,802
Each additional person	\$ 589

### 2. Resource and resource limits

JPI clients do not need to meet resource or resource limit requirements. They should be considered categorically eligible for SNAP.

Specific Requirements; Job Participation Incentive: [461-135-1260](tel:461-135-1260)

### 3. JPI income and payment standards

Clients must submit employer verified hours worked for a two-consecutive-week period. Eligible clients will receive a \$10 JPI food benefit each month as long as they continue to meet SNAP eligibility requirements and enrollment criteria for JPI.

### 4. Program benefits

JPI payments are treated as follows:

- The JPI is issued out as a food benefit and should be excluded for all programs.

Program Benefits: [461-145-0410](tel:461-145-0410)

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## **D. Making Job Participation Incentive (JPI) Issuances**

When a client has been determined eligible for JPI, there are codes that need to be added to both the CM and FSMIS systems. Without proper coding the benefit may not get issued correctly and/or the individual will not help Oregon meet TANF federal work participation rates. The monthly payments are made by entering the correct HH type on FSMIS system. The work participation hours are gathered by entering the correct Case Descriptor and Need/Resource coding on the CM system.

### **1. Make updates to or create a UCMS case:**

#### **(A) Identify UCMS case to use:**

- (1) Open UCMS in P2/M5 status where the JPI eligible individual is listed as a member (ex. AD or NO).
- (2) Inactive UCMS case where the JPI eligible individual is listed as a member and this person was the payee on the case before.
- (3) Create a UCMS case to house the JPI coding.

#### **(B) Update the identified UCMS case with the following codes:**

- (1) JPI Case Descriptor coded on the JPI eligible individual.
- (2) JPI Need Resource coded on the JPI eligible individual. The end date should match the SNAP SRS Reporting date (which is either the SRS period or the recertification period). The amount should reflect the average weekly hours the JPI eligible individual is employed (this entry must be minimum of 20.00). Use the Need Resource to enter the hours – the system will count this as hours, not as a dollar amount.
- (3) Add 'S' to the JS (job status) field of the JPI eligible individual to reflect that this person is in a TANF-related but state-funded program.
- (4) Add last grade completed to the JPI eligible individual – if known. (Do not guess.)
- (5) There must be a child under 6 on this case and that child must have a parent relationship coded. (These cases are not subject to the requirement to cooperate with the department and with the Division of Child Support to establish paternity and pursue child support.)
- (6) Upon saving the UCMS setup you will be required to add or update the TANF Report Data for each individual on the case. (This is required information for reporting the individual's federal work participation hours.)

**2. Make updates to or create FCAS case:**

- (A) ADD JPI HH type to the FCAS case – you may add it at same time as REC and SRS transactions with or without an ADJ ISS. If you are adding at CRT when you are issuing a household's initial month of SNAP benefits, you will need to wait until the following day to add the JPI HH type and issue the JPI issuance together.
- (B) 'N' issuance type is used to track the JPI benefit issuances. They are a separate issuance from a client's regular SNAP benefits. They are not considered a SNAP benefit but they are a food benefit. The 'N' issuance type can be used with either 'I' or 'E' with an ISS transaction code (IN or EN).
- (C) The issuance type works like the 'D' issuance type in that you will need to fill in the amount and the date. For the amount, you will issue increments of \$10, \$20, \$30, and no more than \$40, depending on how many months of benefits you are issuing. In the date field put the month and year of the benefit start month.

**3. Benefit period:**

- (A) There are no prorated JPI benefits. A client eligible for JPI gets the full \$10 for a month and that makes them eligible for the month.

*Note: This is not intended to stop eligibility for TANF, Post TANF or SFPSS. If a client loses their JPI eligibility, the client may apply and meet criteria for those programs within the month of the JPI eligibility.*

*Example: ISS for \$10 added on 10/20/11 means case was JPI eligible from 10/1/11 through 10/31/11.*

Specific Requirements: Job Participation Incentive: [461-135-1260](http://www.dhs.gov/461-135-1260)

## **E. Reporting and Acting on Changes**

### **1. Reporting requirements**

JPI clients must report changes in accordance with SNAP SRS reporting requirements. This means JPI clients must report by the 10<sup>th</sup> day of the month following the month of occurrence:

- When countable income for the filing group exceeds the SNAP countable income limit (130 percent FPL) ([SNAP F.2](#)).

To continue to be eligible for JPI, clients must report and verify work hours every six months using the *Interim Change Report for Supplemental Nutritional Assistance Program (SNAP) and Employment Related Day Care (ERDC)* ([DHS 852](#)) form or the *Application for Services* ([DHS 415F](#)) packet.

The JPI certification period aligns with SRS due date or recertification due date for SNAP. This means it is usually a six-month period. Enrollment could be fewer than six months if a client is enrolled in JPI in the middle of an SRS period. Benefits will not begin again until the client has submitted complete documentation to the department and has been determined eligible for JPI based on enrollment criteria listed in [section B](#) of this chapter.

Specific Requirements; Job Participation Incentive: [461-135-1260](#)  
Reporting Changes - Overview: [461-170-0010](#)  
Changes That Must be Reported: [461-170-0011](#)

### **2. What to do when a client reports a change**

When a JPI client reports a change in the middle of an SRS period, there must be a determination of whether the change affects the client's eligibility for JPI. Changes that affect a client's eligibility for JPI include:

- JPI client lost employment or decreased average weekly work hours to be less than what is needed to meet TANF federal participation rates (20 hours weekly for single parents with children under six);
- The JPI client is no longer the sole parent of a qualifying dependent child;
- The JPI client is no longer receiving SNAP benefits;
- The JPI client no longer has a child under six in their SNAP benefit household.

For a change reported during the certification period that will end JPI eligibility, remove all JPI coding from FSMIS and UCMS and send a timely benefit closure notice to the

client. The effective date of the change is the first of the month following the month in which a timely continuing benefit decision notice period ends.

Workers must act on all changes reported by a JPI client that:

- Are required to be reported for SRS; or
- Are considered *verified upon receipt*. (See [SNAP F.8.](#))

For a change reported at interim reporting or recertification that the department determines causes the client to no longer be eligible for JPI, remove all JPI coding from FSMIS and UCMS. No other actions are needed, including no client notice. The effective date of the change is the month the interim report or recertification period ended.

Specific Requirements; Job Participation Incentive: [461-135-1260](#)  
Reporting Changes - Overview: [461-170-0010](#)  
Changes That Must be Reported: [461-170-0011](#)

### 3. Late, incomplete or nonreporting

Individuals must provide employer-produced documents of paid-unsubsidized work hours each time requested by the department and no later than the last day of the sixth month in conjunction with SRS and recertification.

If a late interim report is processed and the client would have been JPI eligible, retroactive JPI benefits may be issued for up to the previous four months. (The client is eligible for a retroactive JPI payment beginning the month the department received verification of work hours and the client met all other JPI criteria but not to exceed four months.)

If it is discovered that a client failed to report information or a change they are required to report and, as a result, the SNAP benefit group was completely ineligible to receive a SNAP payment and a JPI issuance, the department must file an overpayment against the filing group. The JPI overpayment will be pursued as part of the larger SNAP overpayment in accordance with guidance from *Generic Program Information - C Overpayments and Overpayment rule* (see OAR [461-195-0501](#)).

If a client failed to report a change that made the SNAP benefit group eligible for reduced SNAP benefits but ineligible for JPI, an overpayment for the JPI issuance will not be pursued.

Specific Requirements; Job Participation Incentive: [461-135-1260](#)  
Reporting Changes - Overview: [461-170-0010](#)  
Changes That Must be Reported: [461-170-0011](#)  
Definitions and Categories of Overpayments: [461-195-0501](#)

- (ii) Count progress and outcome incentive payments other than in-kind payments as lump-sum income (see OAR [461-140-0120](#)). Exclude all other incentives.

☞ SEE [CA B.21](#) AND [CA B.22](#) OR OAR [461-145-0120](#) FOR TREATMENT OF SUBSIDIZED WAGES (E.G., JTPA WORK EXPERIENCE AND JOBS PLUS WAGES).

- (g) Exclude incentive food benefits from the Job Participation Incentive (JPI) for all programs. (See OAR [461-135-1260](#).)

*Note: When a person is receiving TANF JOBS Plus, continue to code the TANF grant and the extra JOBS Plus \$10 payment as unearned income.*

- (7) Payments from OSIP-IC are treated as follows:

- (a) In the SNAP program, these payments are counted as unearned income and assets held in a contingency fund (see OAR [411-030-0020](#)) are counted as a resource.
- (b) In all other programs, these payments and funds held in a contingency fund are excluded.

*Note: OSIP-IC is the Independent Choices Program.*

Program Benefits: [461-145-0410](#)

## 57. Radiation Exposure Compensation Act

Radiation Exposure Compensation Act payments are issued to compensate individuals for injuries or deaths resulting from exposure to radiation from nuclear testing or uranium mining.

For all programs, these payments are excluded.

Radiation Exposure Compensation Act: [461-145-0415](#)

## 58. RARE

The Research Assistance for Rural Environments (RARE) is a program administered through the University of Oregon. The program assists rural communities in their efforts to improve their economic, social and environmental conditions. Local communities request the assistance of this program and provide part of the funding. The program is supported through grants from various federal and state agencies. In addition, this program sometimes includes funding from The National and Community Services Trust Act (AmeriCorps).

RARE participants are graduate-level people who reside in the local community. They work in this program for 11 months and receive monthly living stipend and medical health insurance.

The stipend may include funding from the Corporation for National and Community Services (AmeriCorps). The stipend may be counted differently depending on their participation in AmeriCorps. If the RARE participant is also getting funding from AmeriCorps, they will have a signed agreement showing this participation.

With proof of AmeriCorps participation, count the RARE living allowance (stipend benefits) as follows:

- (1) For MAA, MAF, OHP, SAC, SNAP and TANF, exclude these payments.
- (2) For ERDC, count as earned income if paid to a caretaker. If not, exclude it.

National and Community Services Trust Act (NCSTA), including AmeriCorps (other than AmeriCorps VISTA): [461-145-0365](http://www.irs.gov/pub/irs-soi/0365)

**Note:** Ask each RARE participant to provide a copy of the AmeriCorps contract before excluding the stipend income.

Without proof of AmeriCorps participation, count the RARE living allowance (stipend benefits) as follows:

- (1) For all programs except ERDC, count as earned income.
- (2) For ERDC, count as earned income if paid to a caretaker. If not, exclude it.

Assets; Income and Resources: [461-140-0010](http://www.irs.gov/pub/irs-soi/0010)

## 59. Real property

Manufactured, mobile homes, and floating homes and houseboats are treated the same as real property.

Real property is land, buildings and whatever is erected or affixed to the land and taxed as real property.

☞ SEE [CA B.34](http://www.irs.gov/pub/irs-soi/0250) OR OAR [461-145-0250](http://www.irs.gov/pub/irs-soi/0250) FOR TREATMENT OF INCOME-PRODUCING PROPERTY.

☞ SEE [CA B.32](http://www.irs.gov/pub/irs-soi/0220) OR OAR [461-145-0220](http://www.irs.gov/pub/irs-soi/0220) FOR TREATMENT OF PROPERTY USED AS THE GROUP'S HOME.

- (1) The client has the burden of proof of establishing the fair market value of real property. The department may determine the methodology that will most accurately reflect the value. If decided it is the most accurate, fair market value of real property may be determined using the highest value identified by the

## Worker Guide Contacts for Statewide Verification of Assistance

This worker guide is intended to help workers determine if an applicant for assistance in Oregon has already received benefits in another state.

This is a list of central phone numbers or fax numbers that workers can use to find out if a person applying for assistance in Oregon has already received benefits in another state or American territory. If the client has a different phone number for a specific worker in another state or territory, use that number. Please notify the policy unit of any changes to the numbers on this list.

*Note: For fax requests please provide the agency name, program, address, phone number, fax number and the name, social security number, and date of birth for everyone on the case, as well as the date they moved to Oregon.*

<u>State</u>	<u>Phone Numbers</u>	<u>Fax Numbers</u>	<u>Additional Information</u>
<b>Alabama</b>	SNAP: 334-242-1700 MEDICAL: 334-242-5010 TANF: 334-242-1773	TANF: 334-242-0513	SNAP: Phone request only. MEDICAL: Phone request only. TANF: Fax request only.
<b>Alaska</b>	General: 907-465-3360	General: 907-465-3651	Phone or Fax request.
<b>American Samoa</b>	General: 011-684-633-2609		
<b>Arizona</b>	General: 602-542-9935	623-873-4278	Verification requests should now be emailed to: <a href="mailto:AZStateInquiries@azdes.gov">AZStateInquiries@azdes.gov</a>
<b>Arkansas</b>	General: 501-682-8269 General: 800-482-8988	General: 501-682-8978	The receptionist at the general number will forward the caseworker to the appropriate local department.
<b>California</b>	General: 916-651-8848 Option 7	General: 916-651-8866	Phone request preferred to general number. If already aware of city or county to contact, call 916-651-8848, then 1, then 7 Email: <a href="mailto:piar@dss.ca.gov">piar@dss.ca.gov</a> Include city name in email so that California will know where to direct you.
<b>Colorado</b>	SNAP: 303-866-3860 MEDICAL: 800-221-3943		Phone request only.
<b>Connecticut</b>	General: 860-647-1441	General: 860-647-5888	Phone or Fax request.
<b>Delaware</b>	General: 800-372-2022 Option 5	General: 302-571-4901	Fax request on agency letterhead preferred.
<b>District of Columbia (DC)</b>	General: 866-419-1720	General: 202-535-1514	Fax request only. (Call General numbers only to update info.)
<b>Florida</b>	General: 866-762-2237 Option 2		Phone or email request. Email: <a href="mailto:D11_SFL_CallCenter@dcf.state.fl.us">D11_SFL_CallCenter@dcf.state.fl.us</a>
<b>Georgia</b>	General: 800-869-1150	General: 404-463-0093	Email, Phone or Fax request. Email preferred: <a href="mailto:advocate@dhr.state.ga.us">advocate@dhr.state.ga.us</a>
<b>Guam</b>	General: 671-735-7279		Phone or Email request. Email: <a href="mailto:linda.susuico@dphss.guam.gov">linda.susuico@dphss.guam.gov</a> or <a href="mailto:elsa.perez@dphss.guam.gov">elsa.perez@dphss.guam.gov</a> if additional information is required.

<u>State</u>	<u>Phone Numbers</u>	<u>Fax Numbers</u>	<u>Additional Information</u>
<b>Hawaii</b>	TANF: 808-586-5725 SNAP: 808-586-5735 MEDICAL: E. Hawaii: 808-933-0339 W. Hawaii: 808-327-4970  Maui: 808-243-5780	MEDICAL: 808-933-0344 808-327-4975 Kauai: 808-241-2583 808-243-5788 Oahu: 808-586-5718	Phone request only.
<b>Idaho</b>	General: 208-334-5815	General: 208-334-5571	Phone or Fax request.
<b>Illinois</b>	General: 217-524-5007 General: 217-524-4174	General: 217-557-1370	Fax request preferred.
<b>Indiana</b>	General: 317-233-0826	General: 317-233-0828	Phone or Fax request.
<b>Iowa</b>	General: 515-281-6899 General: 515-281-3959		Phone or Email request. Email: <a href="mailto:fbagley@dhs.state.ia.us">fbagley@dhs.state.ia.us</a>
<b>Kansas</b>			<a href="mailto:ebtmail@srs.ks.gov">ebtmail@srs.ks.gov</a>
<b>Kentucky</b>	General: 502-564-7514	General: 502-564-4021	Phone or Fax request.
<b>Louisiana</b>	General: 225-342-2342 MEDICAL: 225-922-1542	General: 225-342-6996	Phone or Fax request.
<b>Maine</b>	General: 207-287-2826	General: 207-287-5096	Fax request.
<b>Maryland</b>	General: 800-332-6347 Option 1, 3 & then option # of benefits department you need to verify		Phone request.
<b>Massachusetts</b>	General: 617-348-8500 General: 800-445-6604 MEDICAL: 800-242-1340, Option 1, 5, 1 or 2 (depending on client's age)		Phone request only.
<b>Michigan</b>	General: 517-373-3908	General: 517-335-6054	Phone or Fax request.
<b>Minnesota</b>	General: 651-431-4001		Phone request only.
<b>Mississippi</b>	General: 800-948-3050 MEDICAL: 601-961-4361	General: 601-359-4550	Fax or email request. Email: <a href="mailto:ea.CustomerService@mdhs.state.gov">ea.CustomerService@mdhs.state.gov</a>
<b>Missouri</b>	General: 573-751-3221	General: 573-751-3677	Phone or Fax request. Email: <a href="mailto:cole.coxix@dss.mo.gov">cole.coxix@dss.mo.gov</a> Note: Missouri's new policy prefers email communication for verifications at the above address. Phone requests will take much longer.
<b>Montana</b>	General: 406-444-9401		Phone request only. (If not answered, leave a voicemail message)
<b>Nebraska</b>	General: 402-471-3121	General: 402-471-9597	Phone or fax request.
<b>Nevada</b>	General: 775-684-0615	General: 775-684-0617	Phone or fax request. Phone request preferred.
<b>New Hampshire</b>	General: 603-271-4238	General: 603-271-4637	Phone or Fax request. * plus written auth from client for fax
<b>New Jersey</b>	General: 609-588-2283	General: 609-631-4507	Fax request only. Attn: Joyce
<b>New Mexico</b>	General: 505-841-7700 General: 800-283-4465	General: 505-841-7754	Phone or fax request.
<b>New York</b>	General: 518-473-6110	General: 518-474-8090	Fax request only, on department letterhead, plus reason for info
<b>North Carolina</b>	General: 866-719-0141 MEDICAL: 919-855-4000	General: 252-789-5395 Medical: 919-715-0801	Call Center email: <a href="mailto:ebt.csc.leads@dhhs.nc.gov">ebt.csc.leads@dhhs.nc.gov</a>

<b><u>State</u></b>	<b><u>Phone Numbers</u></b>	<b><u>Fax Numbers</u></b>	<b><u>Additional Information</u></b>
<b>North Dakota</b>	General: 701-328-2332	General: 701-328-1060	Phone or Fax request.
<b>Ohio</b>	N/A	614-466-1767	<a href="mailto:inquiries@jfs.ohio.gov">inquiries@jfs.ohio.gov</a>
<b>Oklahoma</b>	General: 405-521-2779		Phone request only.
<b>Oregon</b>	General: 503-945-5601	General: 503-373-7032	Fax request only.
<b>Pennsylvania</b>	General: 610-821-6711	General: 610-821-6514	Phone or Fax request. attn: Clerical Dept
<b>Puerto Rico</b>	General: 787-289-7600 x 2613 or x 2609 MEDICAL: 787-765-1230 x 5811	General: 787-289-7614  MEDICAL: 787-250-0900	Phone or Fax request.
<b>Rhode Island</b>	General: 401-222-7000		Phone request.
<b>South Carolina</b>	General: 803-898-0996 MEDICAL: 888-549-0820	General: 803-898-7156	General: Phone or Fax request. MEDICAL: Phone request only.
<b>South Dakota</b>	General: 605-773-3493 MEDICAL: 605-773-4678	General: 605-773-7183	Phone or Fax request.
<b>Tennessee</b>	General: 615-313-5652	General: 615-687-5535	Fax request only.
<b>Texas</b>	When written verification is not needed: 877-787-8999	General: 888-780-8099	Fax request only.
<b>Utah</b>	General: 886-435-7414 (message phone)	General: 801-526-9500	Preferred: Online-Chat. <a href="https://jobs.utah.gov/liferay/">https://jobs.utah.gov/liferay/</a> , then click on "Let's Chat" link. Phone or Fax request.
<b>Vermont</b>	General: 800-287-0589 MEDICAL: 800-250-8427		Phone request only.
<b>Virgin Islands</b>	General: 340-773-2323 General: 340-773-5060	General: 340-773-6121	Phone or Fax request.
<b>Virginia</b>	General: 703-324-7500	General: 703-324-3896	Phone request only. Request to speak to supervisor.
<b>Washington</b>	General: 360-725-4763	General: 360-725-4904	Phone or Fax request.
<b>West Virginia</b>	General: 877-716-1212	General: 304-558-1869	Phone request only.
<b>Wisconsin</b>	General: 608-261-6378 Option 3 TANF: 608-261-6317 Option 2		Phone request only.
<b>Wyoming</b>	General: 307-777-6079		Phone request only.

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