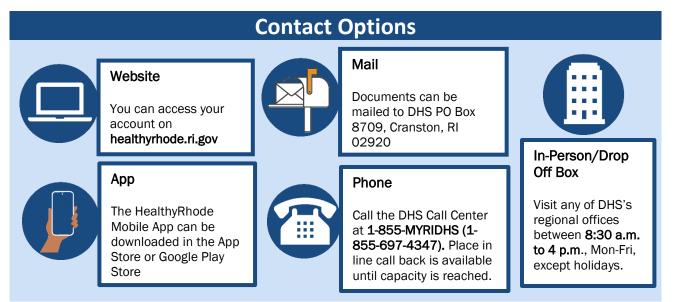


Rhode Island Department of Human Services What's The Best Way to Reach Us?

The RI Department of Human Services (DHS) can be reached in multiple ways depending on your specific need. See the best way to contact us below:



Star next to icon indicates preferred contact method.

| If I want to: | | Best Ways to Connect | |
|--|---|---|--|
| Application Support | Submit an Application | | |
| | Check Application Status | | |
| | Submit Requested Documents | | |
| Appointments | Complete an Interview | | |
| | Have a Walk-In Appointment* | DHS will call you for your interview. To reschedule, contact the Call Center. | |
| | Schedule an Appointment | | |
| Recerts, Interim and Change Report Support | Document Submission | Changes can also be reported via the Call Center. | |
| EBT Questions | Check My EBT Balance; Report a Lost or Stolen Card | Call <u>ebtEdge</u> at 1-888-979-9939 or dial 1 when prompted at 1-855- MYRIDHS. | |
| Case Information | Request Proof of Benefits; Confirm Receipt of my Documents; Update Contact Information; Inquire About Change in Benefits | Call Center self-service options give you access to case information and more. | |
| Customer Reminders | What Documents Were Requested? | Sign up for text messages through the Customer Portal (HealthyRhode.ri.gov), the HealthyRhode Mobile App, or when you speak with a DHS staff member. | |
| | When is my Interview Date? | | |
| | When is my Interim or Recertification Due? | | |

*Walk-in availability is based on office capacity.

Have More Questions?

Visit our website: <u>www.dhs.ri.gov</u> Call: 1-855-MY-RIDHS (1-855-697-4347) Mon, Tue, Thu, Fri, except holidays, from 8:30AM-3:00PM

DHS Office Locations

Each of the offices listed have secure drop boxes available to submit applications, forms and other documents. Offices marked with † symbol indicate the availability of a document scanning center to submit documents securely and easily.

| + Providence | †Pawtucket | *Woonsocket | *Warwick |
|----------------------------------|--|-----------------------------------|--|
| 1 Reservoir Avenue, | 249 Roosevelt Avenue, Pawtucket | 219 Pond Street, Woonsocket | 195 Buttonwoods Avenue, Warwick |
| + Providence | *South County | Newport Regional Family Center | Administrative Offices |
| 125 Holden Street, Providence | 4808 Tower Hill Road, Suite G1, Wakefield | 31 John Clark Road, Middletown | Louis Pasteur Bldg. 25 Howard Ave., Cranston |

*These locations have drop boxes located outside, which can be accessed 24/7. DHS staff check drop boxes Monday-Friday, except holidays, at least once a day.

Outreach Vendors

Outreach vendors can help customers learn about application processes, eligibility requirements and more.

| SNAP | | | | |
|--------------------------------------|---|--|--|--|
| Center for Southeast Asians | One Neighborhood | | | |
| (CSEA) | Builders | | | |
| Main: 401-274-8811 | Main: 401-351-8719 | | | |
| Connect 4 Health/Lifespan | RI Alliance of Boys and | | | |
| (patients only) | Girls Club | | | |
| 401-606-4720 | 401-434-6776 | | | |
| connectforhealth@lifespan.org | Ext. 203 | | | |
| Genesis Center Main: 401-781-6110 | United Way of RI Main: 211 Main: 401-519-0360 Seniors/Disabled: 401- 462-4444 | | | |

| RI Works | | | | | | |
|--|---------------------------------|------------------------|--|--|--|--|
| Comprehensive Community Action Program | Equus Workforce Solutions | SSTARBIRTH | | | | |
| Main: 401- 467-9610 | Main: 401- 462-8915 | Main: 401- 463-6001 | | | | |

Community Partners

Community partners are available to answer non-case specific, DHS program questions. These partners also provide additional support and resources for programs and services they offer.

| Comprehens Community Program 311 Doric A Cranston 401-467-96 | Action venue, | Blackstone Valley CAP 32 Goff Avenue, Pawtucket 401-723-4520 BVCAP community center 210 West Ave, Pawtucket 401-475-5071 | Tri-County Community Action Agency 1126 Hartford Avenue, Johnston 415 Tower Hill Rd., North Kingstown 33 Maple Ave., North Providence 401-223-0954 | Community Care Alliance One Social St., Woonsocket 401-235-7000 |
|--|------------------|--|--|---|
| Westbay Community Action 487 Jefferson Boulevard, Warwick 401-732-4660 | | Community Action Partne Providence County 518 Hartford Avenue, Pro 85 Atlantic Ave, Provid 401-273-2000 | vidence | |