



Cuyahoga Job and Family Services issues warning of phone scams targeting SNAP recipients

September 14, 2020

CLEVELAND – The United States Department of Agriculture (USDA) has issued a warning of scammers using text messages to try and obtain personal information. The text messages inform the recipient they have been selected to receive food stamps or SNAP.

Cuyahoga Job and Family Services (CJFS) will never ask you to send personal information via text message. CJFS sends text alerts to customers who have signed up to receive updates on their case via text, however, these messages will never ask you to send your personal information to us via text.

Official text messages from our agency will include information about the status of your case or updates about programs we offer. Our agency will always direct you to our web site at www.benefits.ohio.gov or to our Eligibility Contact Center at 1-844-640-OHIO between 8 a.m. and 4 p.m. Monday through Friday for more information or to inquire about the status of your case.

CJFS will only ask you to submit documents to us in one of the following ways:

- Via email at JFS-Cuyahoga-MIPC@jfs.ohio.gov
*Please send PRC Applications to Cuy-PRC-Application@jfs.ohio.gov.
- Online: www.benefits.ohio.gov
- Fax: Official correspondence mailed to customers may include a fax number to submit documentation, you may fax documentation to fax numbers included on official agency correspondence.
- In person at one of our Safe and Secure drop box locations:

Virgil E. Brown 1641 Payne Ave. Cleveland, OH 44114	Westshore 9830 Lorain Ave. Cleveland, OH 44102	Quincy Place 8111 Quincy Ave. Cleveland, OH 44104	Old Brooklyn 4261 Fulton Parkway Cleveland, OH 44144	Jane Edna Hunter 3955 Euclid Ave. Cleveland, OH 44115
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The official warning issued from the USDA states:

Be aware of a scam using texting to obtain your personal information. The text might say you were chosen to receive food stamps or SNAP. If you do not know if a request for information about SNAP is real or not, contact your local SNAP office.

Never share personal information with individuals or organizations that you do not know. Personal information includes your social security number, bank

information, or SNAP electronic benefits transfer card or PIN number.

If you think the text is a scam, do not reply at all. Just delete.

If you believe you have received a suspicious message you should report it to the Cuyahoga County Scam Squad at 216-443-7226.

If you believe you are the victim of identity theft, contact your local police department regarding procedures for filing a report. You may also file a consumer complaint online with the Federal Trade Commission (FTC) at <https://www.ftc.gov>. FTC is the federal agency responsible for protecting consumers from identity theft scams.

This institution is an equal opportunity provider. Visit <https://www.fns.usda.gov/cr/fns-nondiscrimination-statement>. Cuyahoga Job and Family Services provides access to an interpreter at no charge to customers who are limited – English proficient and individuals with impaired vision and/or hearing.