LOCAL OFFICE INFORMATION

COUNTY	PHONE	FAX	MAILING ADDRESS	PHYSICAL ADDRESS
Barbour	(304) 457-2780	(304) 457-9824	209 South Main St. Philippi, WV 26416	
Berkeley	267-0100	267-0123	P.O. Box 1247 Martinsburg, WV 25404	433 Mid-Atlantic Park
Boone	369-7802	369-7816	P.O. Box 970 Danville, WV 25053	156 Resource Lane Foster, WV 25081
Braxton	765-7344	765-3694	1920 Sutton Lane Sutton, WV 26601	
Brooke (See Hancock)				
Cabell	528-5800	528-5523	2699 Park Avenue, Suite 100 Huntington, WV 25704	
Calhoun	354-6118	354-7076	P.O. Box 280 Grantsville, WV 26147	404 Main Street
Clay	587-4268	587-2567	P.O. Box 969 Clay, WV 25043	94 Main Street
Doddridge	873-2031	873-3078	115 Main St. West Union, WV 26456	
Fayette	465-9613	465-7288	1400 Virginia Street Oak Hill, WV 25901	
Gilmer	462-7358	462-7383	1493 WV Highway 5, E. Glenville, WV 26351	P.O. Box 639
Grant	257-4211	257-1569	15 Grant St., Suite 1 Petersburg, WV 26847	
Greenbrier	647-7476	647-7486	150 Maplewood Ave. Lewisburg, WV 24901	
Hampshire	822-6900	822-7571	P.O. Box 1736 Romney, WV 26757	HC-64, Box 3622
Hancock	794-3060	794-4169	100 Municipal Plaza, Suite 600 Weirton, WV 26062	
Hardy	538-2391	528-2476	112 Beans Lane Moorefield, WV 26836	
Harrison	627-2295	627-2171	P.O. Box 1877 Clarksburg, WV 26302	633 West Pike Street
Jackson	372-7885	372-7888	2139 Cedar Lakes Road Ripley, WV 25271	
Jefferson	724-2600	728-0529	PO Box 984 Charles Town, WV 25414	239 Willow Spring Drive
Kanawha	746-2360	558-0851	4190 W. Washington St. Charleston, WV 25313	
Lewis	269-6820	269-0544	P.O. Box 1268 Weston, WV 26452	91 Arnold Avenue
Lincoln	824-5811 756-3012	824-7811	P.O. Box 468 Hamlin, WV 25523	8209 Court Avenue
Logan	792-7095	792-7003	195 Dingess Street Logan, WV 25601	

COUNTY	PHONE	FAX	MAILING ADDRESS	PHYSICAL ADDRESS
McDowell	436-8302	436-3248	840 Virginia Ave. Welch, WV 24801	
Marion	363-3261	363-5541	P.O. Box 2590 Fairmont, WV 26555	107-109 Adams Street, Suite 2
Marshall	843-4120	843-4127	400 Teletech Drive, Suite Moundsville, WV 26041	400 Teletech Dr., Suite 2
Mason	675-0880	675-0883	710 Viand St. Pt. Pleasant, WV 25550	
Mercer	425-8738	487-3589	200 Davis Street Princeton, WV 24740	
Mineral	788-5990	788-4367	1585 Cornell St. Keyser, WV 26726	
Mingo	235-4680	235-4668	203 East Third Avenue Williamson, WV 25661	
Monongalia	285-3175	285-3174	P.O. Box 800 Morgantown, WV 26507	114 S. High Street
Monroe	772-3013	772-4372	P.O. Box 678 Union, WV 24983	#174 Route 3 East Union, WV 24983
Morgan	258-1350	258-3794	P.O. Box 597 Berkeley Springs, WV 25411	62 Regal Court
Nicholas	872-0803	872-0832	1073 Arbuckle Road Summersville, WV 26651	
Ohio	232-4411	232-4773	P.O. Box 6165 Wheeling, WV 26003	407 Main Street
Pendleton	358-2305	358-7163	Pendleton Business Center HC 61, Box 18-B, Suite 200 Franklin, WV 26807	
Pleasants	684-9244	684-9245	201 Second Street St. Marys, WV 26170	
Pocahontas	799-2540	799-2560	P.O. Box 25 Marlinton, WV 24954	#2 Edray Business Park
Preston	329-1412	329-1066	P.O. Box 100 Kingwood, WV 26537	410 Kingston Road
Putnam	586-9331 757-7843	757-8799	P.O. Box 560 Teays, WV 25569	3979 Teays Valley Rd. Hurricane, WV
Raleigh	256-6930	256-6932	407 Neville St. Beckley, WV 25801	
Randolph	637-5560	637-0391	1027 N. Randolph Avenue Elkins, WV 26241	
Ritchie	643-2934	643-4098	220 W. Main Street Harrisville, WV 26362	
Roane	927-0956	927-0970	677 Ripley Road, Suite 3 Spencer, WV 25276	
Summers	466-2807	466-2814	320 Summers St., Suite A Hinton, WV 25951	
Taylor	265-6103	265-6107	P.O. Box 29 Grafton, WV 26354	235 Barrett Street
Tucker	478-3212	478-4514	RR 3, Box 45 Parsons, WV 26287	
Tyler	758-2127	758-2587	P.O. Box 563 Middlebourne, WV 26149	210 Main Street

COUNTY	PHONE	FAX	MAILING ADDRESS	PHYSICAL ADDRESS
Upshur	473-4230	473-4207	P.O. Box 460 Buckhannon, WV 26201	Route 3, Box 376-A
Wayne	272-6311	272-5183	Route 2, Box 2532 Wayne, WV 25570	
Wetzel	847-2861	847-7244	110 N. Main St., Suite 201 Webster Springs, WV 26288	
Wirt	275-6551	275-3938	P.O. Box 310 Elizabeth, WV 26143	
Wood	420-2560	420-4884	P.O. Box 1547 Parkersburg, WV 26102	400 5th Street
Wyoming	732-6900	732-8223	HC 72 Box 300 Pineville, WV, 24874	Rt. 97

Historical Caseload Data

Month	Food Stamp Cases	Cash Cases	Combined Cases	Total
January 2008	115,053	1,680	7,753	124,486
February 2008	115,121	1,713	7,558	124,392
March 2008	116,327	1,705	7,701	125,733
April 2008	116,522	1,737	7,780	126,039
May 2008	116,475	1,744	7,698	125,917
June 2008	116,896	1,750	7,650	126,296
July 2008	117,293	1,815	7,733	126,841
August 2008	117,872	1,805	7,935	127,612
September 2008	118,423	1,832	8,146	128,401
October 2008	119,744	1,896	8,286	129,826
November 2008	120,566	1,743	8,237	130,546
December 2008	122,982	1,732	8,369	133,083

Historical Recipient Help Desk Data

			CALL REASONS -- CSR CALL DETAIL				
MONTH	**ARU CALLS**	**CSR CALLS**	**BAL./TRANS INQUIRIES**	**BENEFIT AVAIL.**	**CARD STATUS**	**PIN ISSUES**	**MERCHANT CALLS**
January 2008	296,066	4,678	3,695	164	2,501	137	105
February 2008	273,787	4,318	3,897	106	2,109	121	129
March 2008	293,296	4,552	3,886	147	2,409	146	130
April 2008	295,438	4,397	4,011	180	2,306	126	136
May 2008	291,899	4,515	4,065	173	2,352	139	148
June 2008	289,431	4,389	3,902	153	2,328	114	113
July 2008	297,009	4,616	3,883	163	2,410	67	121
August 2008	312,421	4,572	4,058	215	2,343	60	127
September 2008	313,711	4,918	4,072	218	2,501	87	135
October 2008	327,628	4,804	3,740	185	2,476	105	137
November 2008	335,938	4,546	3,534	325	2,183	61	157
December 2008	354,862	5,053	2,814	229	2,300	97	156

EBT Retailer Information

	Required Status	# of Retailers	Terminal Quantity
EBT ONLY	Enrolled	1088	1191
EBT/LEASE	Enrolled	2	5
INTEGRATED	Enrolled	742	Unknown
MANUAL	Enrolled	12	1
	In Process	8	0

Total Retailers (entire state) **1853**
Total EBT Only Terminals **1197**

As of 12/31/2008

CASH WITHDRAWAL DATA

	CASH ONLY WITHDRAWALS		BALANCE INQUIRY		DENIALS	
MONTH	**ATM**	**POS**	**ATM**	**POS**	**ATM**	**POS**
January-08	10,832	17	1,670	9,105	1,745	64,557
February-08	10,327	23	1,692	9,737	1,953	61,970
March-08	10,900	17	1,814	8,718	1,890	68,394
April-08	11,240	16	1,872	8,948	2,133	67,795
May-08	11,224	21	1,945	8,966	2,110	68,456
June-08	11,160	16	1,793	8,698	1,835	68,569
July-08	11,318	14	1,898	9,036	1,932	69,446
August-08	11,747	30	2,117	8,788	2,336	70,475
September-08	12,166	21	2,137	8,881	1,988	69,941
October-08	12,325	11	2,115	9,005	2,230	71,971
November-08	12,448	14	1,954	8,814	2,107	70,263
December-08	12,306	18	2,069	8,600	2,291	73,607
Total						

Historical Manual Voucher Information Data

Month	Vouchers Added	Vouchers Cleared	Vouchers Expired
January 2008	911	885	38
February 2008	906	882	33
March 2008	1030	1011	27
April 2008	1292	1237	28
May 2008	1316	1284	40
June 2008	1236	1209	34
July 2008	1127	1100	29
August 2008	1252	1169	33
September 2008	1269	1232	58
October 2008	1405	1404	31
November 2008	1422	1408	21
December 2008	1310	1288	22

CARDS ISSUED and REPLACED

MONTH	ORIGINAL	REPLACEMENT	TOTAL
January 2008	2,701	5,182	7,883
February 2008	2,250	4,370	6,620
March 2008	2,531	4,838	7,369
April 2008	2,528	4,813	7,341
May 2008	2,251	4,526	6,777
June 2008	2,392	4,624	7,016
July 2008	2,664	5,125	7,789
August 2008	2,689	4,774	7,463
September 2008	2,869	4,938	7,807
October 2008	2,970	5,107	8,077
November 2008	2,469	4,162	6,631
December 2008	3,028	4,701	7,729
TOTAL FOR TIME PERIOD	31,342	57,160	88,502