**SNAP E&T (ABAWDs/MWPs)**

* If you are applying for or re-applying for food stamps and have been directed by DCF to contact CSBFV **to comply with a sanction** or
* If you have been instructed to contact CSBFV for a work registration activity.

**WT (TANF/Cash Assistance/TCA)**

* If you need to comply with a sanction
* If you have been instructed to contact CSBFV for a work registration activity
* If you need information regarding Upfront Diversion
* If you have received a message in OSST to set up a WT appointment
1. Contact Internal Customer Solutions (ICS) for sanction compliance information by email **ICSdocumentation@careersourcebfv.com** **(preferred method)** or by phone at **321-394-0655**.

2. Please provide the following information

* Full Name
* SSN or Case #
* Phone # with area code
* Email address
* Nature of your call or email (Leave a brief message)

If you leave a voicemail, please be sure to speak slowly and clearly, providing all information listed above. If we cannot hear you, this may delay or impede our ability to respond or provide the appropriate information.

**OSST CLIENT SITE WORK REGISTRATION STEPS IN OSST:** <https://osstclient.deo.myflorida.com>

**TECHNICAL ISSUES with OSST:** If you are having trouble logging into OSST, com contact technical support at 855-212-0880 or customerinfocenter@commerce.fl.gov

For questions about the status of your SNAP or TANF benefits, you will need to contact DCF by phone or view your MyAccess account as they are the issuing agency.

DCF Contact Information: 1-866-762-2237

DCF Fax Number: 1-866-866-4342 or 1-866-735-2469