



## Ohio Direction Card

- Customers will use the card at all magnetic stripe swipe (debit/credit) card terminals in the state of Ohio.
- The card will have your name on it to easily identify it as yours.
- Cards will be mailed directly to your home.
- Customer service will be available to you 24 hours a day, seven days a week.
- To check your food card balance, log onto [www.ebt.acs-inc.com](http://www.ebt.acs-inc.com).
- Customer Service: 1-866-386-3071



## Fairfield County Job and Family Services Mission Statement

To protect children and elderly, encourage family stability, and promote self-reliance for a stronger community.



Fairfield County  
Job & Family  
Services

Corey Clark, Director  
239 West Main Street • Lancaster, Ohio 43130  
(740) 687-7889 • [fjfs.org](http://fjfs.org)

Customers may request a county conference or a state hearing with the Ohio Department of Job and Family Services regarding their food assistance benefits.

Operated under the direction of the  
Fairfield County Board of Commissioners:  
Steven A. Davis • Jeff Fix • David L. Levacy

Updated 10/13/21

## The Ohio Direction Card Fairfield County SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM



Fairfield County  
Job & Family  
Services



## SNAP - Supplemental Nutrition Assistance Program

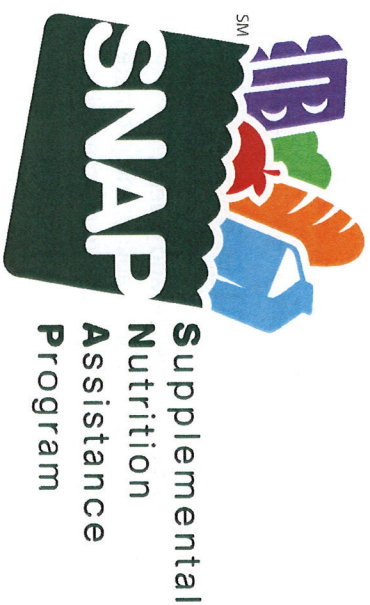
The SNAP/Ohio Direction card can be used anywhere in Ohio as well as other states. This makes it easier for you to access your food assistance benefits in the event of moving or in emergency situations.

Your name is embossed on the card to help you identify your card in a multi-assistance group household.

Your card will be sent to you by mail. Once your card is received you will be instructed to call customer service and select a four digit PIN. Once you select your PIN number, you can use your card immediately.

Benefits do not have to be used prior to the end of the month. Benefits will continue to accrue.

**DO NOT GIVE YOUR PIN NUMBER TO ANYONE.**



### What are the advantages?

You will be able to use the same terminal other debit/credit card users use which will not identify you as a "food assistance" customer.

### What do you need to do?

Make sure your case worker has accurate mailing information for you. All cards that are undeliverable will be returned to the vendor. If you do not receive your card you may contact our office to verify your correct mailing address. An incorrect address will cause a delay in receiving your card. It is very important that you do not lose your card. It may take up to 10 working days for you to receive a requested replacement card by mail.

Please contact customer service if you need to receive a replacement card, your card is damaged, lost, or to check your account balance.

### Customer Service Phone Number:

1-866-386-3071

Safe Children • Stable Families • Strong Community

### What can I purchase with my Ohio Direction Card?

- All foods intended to be eaten at home
- Items that carry a nutrition fact label
- Seeds and plants intended to grow food

### Your Ohio Direction Card is not authorized to make the following purchases:

- Items that carry a supplement facts label and are classified by the FDA as supplements
- Alcohol and tobacco products
- Paper products
- Vitamins
- Medicines
- Pet products
- Cleaning supplies
- Foods ready to be eaten in the store
- Foods sold to be heated while you are in the grocery store



### Nondiscrimination Statement:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. For additional information, visit [www.FCFS.org](http://www.FCFS.org).