

MARCH 2025

CT DEPARTMENT OF SOCIAL SERVICES

INSIDER

NEWSLETTER FOR COMMUNITY PARTNERS



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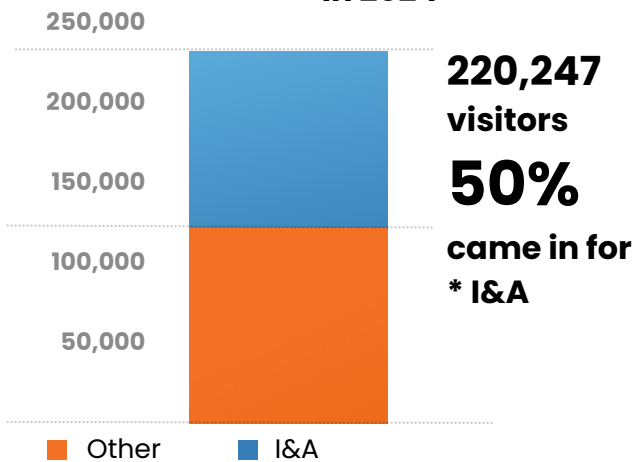
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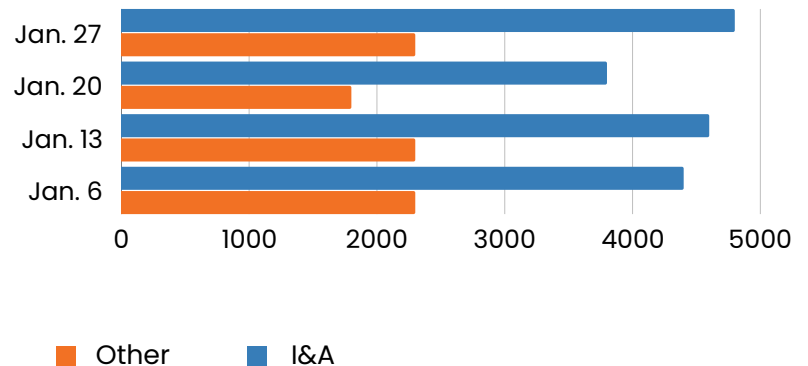
DSS Gets A Lot of Visitors



**Total Visits to DSS Resource Centers
in 2024**



**DSS Resource Center Weekly Visitors
January 2025**



I&A (Information and Assistance is any questions about benefits and services offered by DSS or are seeking an update on their benefits)

Resource Centers with the Most Traffic



Paging System Now Available at DSS Resource Centers!

The Department of Social Services is excited to announce that we have a new paging system in support of our efforts to enhance the experience of those visiting the DSS service centers.

This new system is designed with two main goals in mind: improving the wait time and providing a more discreet, comfortable environment.

A More Relaxed Waiting Experience

Waiting can be stressful, which is why we're implementing pagers at all our DSS resource centers. After visitors check in at the window, those needing to meet with a staff person will be given a pager, the pager will buzz and ring when it's their turn to be seen. This will eliminate the uncertainty of waiting and wondering.

Discreet and Convenient

In addition to improving the flow of service, the pagers offer a more private way of notifying clients. Instead of calling out names, the pager will provide a personal alert, helping visitors feel more at ease during their visit. It's one small change that can make a big difference in how you experience our services.

We're confident this new system will make waiting more efficient, comfortable, and less stressful.



The Top 3 Reasons People Visit DSS

In 2024, 220,247 clients checked in at one of our 12 DSS Resource Centers. Client visitor data shows that 50% of people that come into an office are coming in because they have questions about benefits and services offered by DSS or are seeking an update on their benefits. According to a poll of our frontline staff, clients visit an office for information about DSS programs, to get an update on benefits, or to drop off paperwork.

Clients with internet or phone access can avoid the lines and do these things online or using DSS's automated phone system.

#1: Information about Department of Social Services (DSS) Programs and Services

Avoid the wait:

See the revamped [**Department of Social Services website**](#) for information about our programs and services. Clients also have a quick and easy way to find out if they might be able to get help with food, medical and cash assistance with Connect - Pre-Screening tool. The tool takes about 15 minutes and asks about a client's household, income and expenses.

#2: Case Status

Avoid the wait: Clients can use [**MyAccount**](#) to receive case updates such as checking to see if the DSS received documents, if submissions have been reviewed and if anything is still needed for the DSS to process their application. Clients can also receive case information by calling our automated Interactive Voice Response (IVR) system at **1-855-626-6632**. Clients can receive personalized account information using their Personal Identification Number (PIN). If they do not have a PIN, they are provided an opportunity to set one up while using the IVR system. These options are designed with our clients' convenience in mind and allow clients to access their case on their own schedule. Clients can also get to [**MyAccount**](#) from the MyDSS app.

#3: Dropping Off Forms

Avoid the wait: Clients have options to drop off applications and verifications. Verifications are any documents a client may need to provide to have a determination made on their case. Clients can use the pre-paid business reply envelopes provided with every request for information and application. The pre-paid envelopes go to the DSS Scanning Center at

PO Box 1320, Manchester, CT 06045

Clients with internet access also have the flexibility to upload documents from a home device or while on the go using their mobile phones. Clients can submit verification documents at any time by using the secured drop boxes located in front of each DSS Resource Center.





MyDSS is the mobile-friendly version of the ConneCT online portal, packed with extra features to make your life easier. DSS households who already access ConneCT can use the same MyAccount login to access a range of self-service options.

MyDSS reduces phone calls to the Resource Center and minimizes the need for in-person visits to obtain benefit status or details. Additionally, DSS can receive information more rapidly with this system.

Need Help?

[View MyDSS Video Guides](#)

MyDSS Features

Assisting clients using a mobile device or tablet? You can use MyDSS to:

- Check real-time EBT card balances
- Push notification and alerts from DSS
- Complete SNAP Periodic Report Forms
- Complete renewals for SNAP, cash or medical programs
- Upload pictures of verification documents
- Quickly open copies of notices
- View and download proof of benefits (Budget sheets)
- Report changes in household situation or contact information

For technical support using MyDSS or ConneCT, call:

1-877-874-1612

Monday – Friday
8:30 AM– 5:00 PM

CONNECT WITH US ON SOCIAL MEDIA!



Stay informed by receiving the most recent information, helpful tips, and valuable resources.

Click the icons below to connect with us!



How Do I Become a Community Partner?

Through the DSS Community Partner program you can help Connecticut residents apply for benefits at access points in their community.

Current community partners include residential care homes, nursing homes, town social service agencies, and advocacy groups.

If you are interested in becoming a community partner, please email

DSS.PartnerSignUp@ct.gov

Did you know?



You can print common DSS applications, forms and brochures.

[Click here to view common forms](#)