

CT DEPARTMENT OF SOCIAL SERVICES
INSIDER
NEWSLETTER FOR COMMUNITY PARTNERS



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Fit the Department of Social Services (DSS) into Your Clients' Lives with Self-Service Options

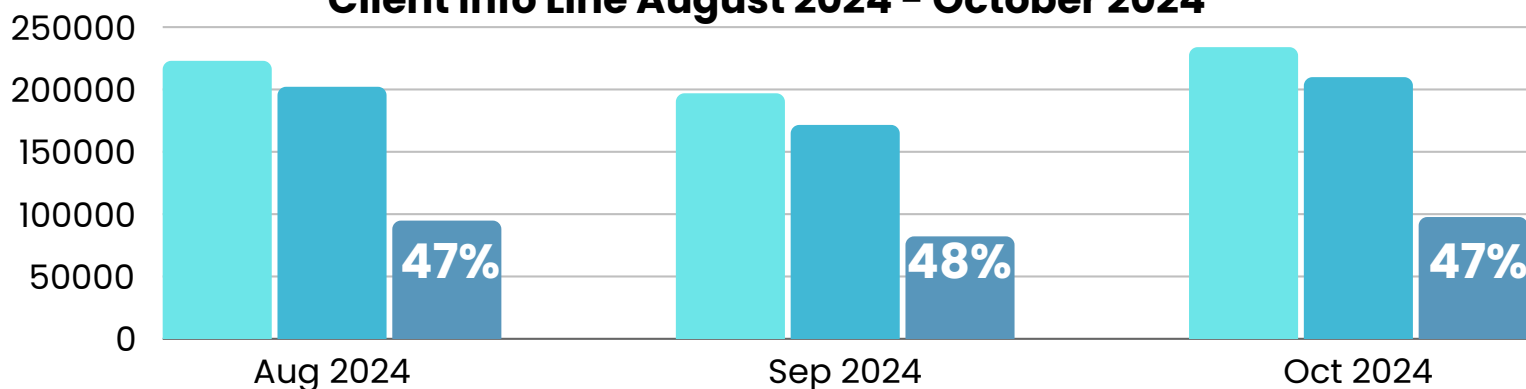
We understand the importance of convenience and efficiency, which is why our self-service options are designed to integrate smoothly into your life.

Our self-service tools are designed to enhance efficiency and convenience for both you and our shared clients. By leveraging these resources, you can seamlessly apply for benefits, complete a renewal, print a proof of benefits sheet or a budget sheet, report a change, and much more.



DSS Gets A Lot of Calls!

Client Info Line August 2024 – October 2024



	AUG 24	SEP 24	OCT 24
Total Calls to the Interactive Voice Response (IVR) System (24 hour period)	222,973	196,936	233,933
Total Calls to the Interactive Voice Response (IVR) System (Business Hours Only)	202,154	171,559	209,882
Total Calls requiring further processing transferred to Benefit Center (BC) Eligibility Staff	94,828	82,172	97,692
% of Calls to IVR Transferred to BC (During Business Hours)	47%	48%	47%

About half of the calls to the IVR are transferred to the Benefits Center (BC) where they can speak to a DSS Eligibility Staff member.

In October, the BC answered 48,516 of these calls. Additionally, 17,489 were further transferred to speak to a subject matter expert.

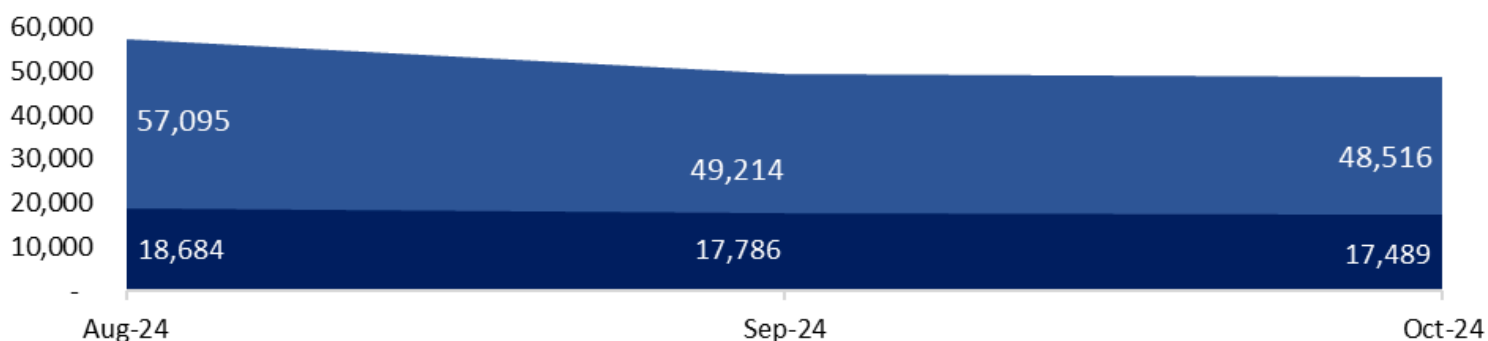
The DSS Benefit Center

The DSS Client Information Line and Benefits Center provides a streamlined customer service process with a statewide toll-free number, **1-855-6-CONNECT**, and a TTD/TTY line at **1-800-842-4524**. An interactive voice response (IVR) system initially screens calls before they are directed to Tier 1 staff workers, who handle general inquiries and provide basic assistance. Calls that require further processing or specialized expertise are transferred to Tier 2, where Eligibility Staff equipped with "One Touch" technology manage more complex issues.



Calls Answered in BC by Tier

■ Tier I ■ Tier II



Approximately 60% of calls are transferred from Tier 1 to Tier 2 for resolution.

This structure ensures efficient service and effective issue resolution for callers.



The Top 3 Reasons People Call DSS

Three of the most common reasons clients call DSS are related to benefit status, verifications, and interviews.

We've highlighted below how clients can avoid the wait and use one of our self-service options to meet their need.



#1: Benefit or Document Status (43%)

- **Avoid the wait:** Clients can access benefit information online through MyAccount and by calling the automated IVR system. MyAccount and IVR are self-service options that optimize efficiency and convenience for clients, facilitating seamless access to services that fit into their schedules 24/7 without ever needing to call.

#2: Status of Verification Sent In (24%)

- **Avoid the wait:** DSS will process verifications submitted within ten (10) business days. Please wait ten (10) days for DSS to process verifications submitted before checking online or calling the automated IVR system. Clients can check their notifications when they log in to their MyAccount online to view notices about their benefits. MyAccount and IVR are self-service options that optimize efficiency and convenience for clients, facilitating seamless access to services that fit into their schedules 24/7 without ever needing to call.

#3: Interview for Application or Renewal (23%)

- **Avoid the wait:** Clients can turn hold time into free time by scheduling a call back for another day up to one week in advance. Clients who use the DSS virtual hold feature and schedule a call back wait less time to connect to an eligibility staff member than clients who do not. Clients can also go online to their MyAccount on MyDSS or ConneCT to update their contact information. DSS will use the information in their MyAccount to contact them when mailing important information and text messaging them before calling.





Avoid the Wait... Use ConneCT!

Helping clients via computer?

DSS would like to reintroduce **ConneCT**, an online platform designed for Connecticut residents to conveniently manage their benefits and services.

ConneCT Features

Through a personalized 'MyAccount' login, users can access a range of features including:

- Apply for benefits
- Complete a renewal
- Complete a SNAP PRF
- Print proof of benefits letters or budget sheets
- Report changes
- Submit documents or other necessary proofs
- Request a fair hearing
- View recent notices
- View current eligibility benefits



ConneCT also offers a Pre-Screening Tool to help residents determine their eligibility for different programs. By inputting information such as age, income, and household composition, potential clients can quickly see which programs they may qualify for.

If eligible, they're encouraged to create their own 'MyAccount' to begin applying for benefits such as medical assistance, SNAP, cash assistance and more. This streamlined process aims to provide residents with an easy and efficient way to access the support they need.

Visit www.connect.ct.gov today!

Try the Interactive Voice Response System

Interactive Voice Response System (IVR)

Interactive Voice Response (IVR) is an automated phone system technology that helps callers to access information via a voice response system of prerecorded messages without having to speak to an agent.

It also gives callers the ability to utilize menu options via touch tone keypad to have their calls routed to subject matter experts.

DSS has a toll-free Client Information Line and Benefits Center where an IVR offers a menu of choices to provide information to a caller without the need to speak with a Benefits Center agent/Eligibility Staff Member and allows an option for callers to self-serve their needs 24/7.

Create a PIN

When a client calls the DSS Client Information Line, if they do not already have one, they will have the option of creating a Personal Identification Number (PIN). The use of a PIN allows access to benefit information without the need to speak with a Benefits Center agent/Eligibility Staff Member. Without a PIN, callers are not able to utilize the full benefits of the IVR and capitalize on the 24/7 servicing it can provide. Creating a phone account (PIN) permits the IVR to release benefit information to only those authorized to receive that information. To reset a PIN please call the Connect Online Services number at **1-877-874-1612**.



Request a call back later in the week!



Call DSS and request a call back for a different day of the week that works better for you and our clients.

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](#)