

DSS Service Modernization: ConneCT Is Here

The Department of Social Services has launched our service modernization initiative - called 'ConneCT' - to provide applicants, clients and the general public with better access to the federal and state programs we administer.

DSS is now available online (www.connect.ct.gov), on the phone (1-855-6-CONNECT), and in person (at 12 offices (www.ct.gov, click on Regional Offices).

Online:

- Current DSS clients can visit www.connect.ct.gov to set up **online accounts** (called 'MyAccount') and get benefit information without visiting or calling their local DSS office.
- Clients and the general public can also visit www.connect.ct.gov to check on food, cash and medical service eligibility through a **handy pre-screening tool** (called 'Am I Eligible?').
- The ConneCT online portal is also available on the main DSS webpage at www.ct.gov/dss.

By Phone:

- DSS now has a **single, statewide toll-free number** for client access. To reach our **Client Information Line & Benefits Center**:
 - **Call 1-855-6-CONNECT (1-855-626-6632)**
 - **(TTD/TTY 1-800-842-4524 for persons with speech or hearing difficulties)**
 - Follow the prompts to get the information you need.
 - Please use this new, toll-free service instead of the local DSS numbers.
- Our new automated 'interactive voice response' telephone system will help DSS clients get the information they need without waiting to speak to an eligibility worker. This Client Information Line service is available 24/7.
- Clients will also have the option of speaking directly to a worker in our Benefits Center by following the phone menu prompts, Monday through Friday, between 7:30 a.m. and 4 p.m.
- The Benefits Center is staffed with workers dedicated to answering your questions, processing change requests and providing you with information about other resources.

In Person:

- Just as in the past, DSS services are available at 12 field offices. For list, please visit www.ct.gov/dss and click on Regional Offices.

Applying for DSS Services:

- **Applications can be sent in one of the following ways:**
 - **Fax** to (860) 812-0022; or
 - **Mail** to:
DSS ConneCT Scanning Center
PO Box 1320
Manchester, CT 06045-1320
- Applications are available at www.connect.ct.gov and at www.ct.gov/dss (click on Clients/Applicants).
- For further information, please visit www.ct.gov/dss, www.connect.ct.gov , or call 1-855-6-CONNECT.