



ConneCT to New Customer Service at DSS

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, by phone, and in person across the State of Connecticut!

Online Access

- 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.

Phone Access

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

Our new automated 'interactive voice response' telephone system will help DSS clients get the information you need without waiting to speak to an eligibility worker. You will also have the option of speaking to a worker, if you choose, during business hours.

Please use this new, toll-free service instead of the local DSS numbers you have been using. This Client Information Line service is available 24/7. You can also connect 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 Access:

- DSS services are available at 12 field offices statewide. For a list, please visit www.ct.gov/dss and click on Regional Offices.