

# DSS

COMMUNITY PARTNER

# INSIDER

<https://portal.ct.gov/dss>



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## Fit 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 proof of benefits sheet or a budget sheet, and much more. Check out the [Convenient Self-Service Options](#) section of the newsletter for more details on how these self-service options can elevate the client experience and optimize communication.



Helpful Tips Inside!

# Convenient Self -Service Options



## ConneCT

Helping clients using a computer?  
ConneCT is a convenient online portal that allows you and clients to:

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



[Click here to visit www.connect.ct.gov](http://www.connect.ct.gov)

## MyDSS

Assisting clients using mobile device or tablet?  
MyDSS can help by providing a mobile friendly version of ConneCT to:



- Complete a renewal or SNAP PRF
- Print Proof of Benefits letters or budget sheets
- View recent notices
- Update client Information
- Report changes
- Check EBT account balances

[Click here to visit www.mydss.ct.gov](http://www.mydss.ct.gov)

For technical support using  
ConneCT or MyDSS call

**1-877-874-1612**

Monday - Friday

8:30 AM- 5:00 PM

## 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.

## Need Help?

[Click here for helpful video guides for using MyDSS and ConneCT](#)

[Click here for a list of frequently asked questions](#)

**Helpful tip:** When completing an application, renewal, or reporting a change, have documents ready to upload directly using MyDSS or ConneCT.



## Mailing documents?



Did you check that:

- ✓ The client ID, client first and last name included on all pages?
- ✓ All forms are signed?
- ✓ Contact information is up to date?

[If yes to all the above,](#)  
[Click here to generate a cover sheet](#)

## Need to Report a Change?

**Clients need to report changes of income, assets or circumstances within ten (10) days.**

### **Increase or decrease in income?**

Clients should provide proof of changes in pay or hours, employment status, inheritance, lottery, changes in pension, or any other change.

### **Increase or decrease in expenses?**

Clients should provide proof of higher costs like rent, mortgage, utilities, child support, alimony or medical expenses.

### **Change in household members?**

Clients should notify DSS of any changes affecting household size, such as births, deaths, or anyone moving in or out of the household.

### **Changes in contact information?**

Help clients stay connected with helpful reminders and notices from DSS by ensuring their phone number, email, and address are current.



## 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.

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

[\*\*DSS.PartnerSignUp@ct.gov\*\*](mailto:DSS.PartnerSignUp@ct.gov)

## Did you know?



You can print common DSS applications, forms and brochures.

[Click here to view common forms](#)