

DSS

COMMUNITY PARTNER

INSIDER

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



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DSS is here to support you every step of the way during the clients' journey.

Using self-service options can be empowering for both you and your clients. To maximize the benefits of these tools, having access to supportive resources for guidance is crucial. This edition emphasizes sharing resources such as the Client Renewal Journey and Renewal Checklist to assist you and your clients in navigating the renewal process.

From assisting you in understanding your clients' benefit journey to equipping you with the necessary tools and resources to offer exceptional service, DSS is committed to being your reliable partner.

The EBT Skimming Scam: What You Should Know

EBT skimming, phishing, and cloning scams are on the rise. DSS has put together a list of actions recipients can take to protect their benefits from being stolen.

[Click here to view Beware of EBT Skimming Flyer](#)

In this Issue

[Beware of EBT Skimming](#) Page 2

[Client Renewal Journey & checklist](#) Page 3-5

[Becoming a Community Partner](#) Page 6



Helpful Tips Inside!

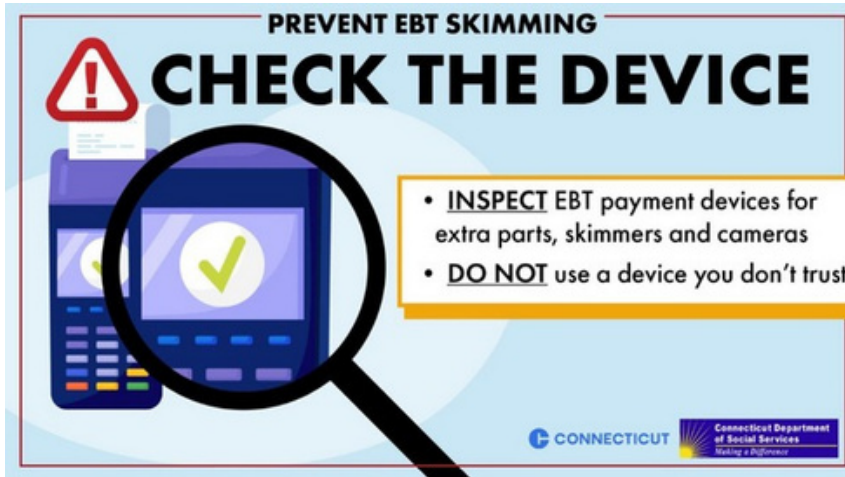


BEWARE OF EBT SKIMMING!

EBT skimming, phishing and cloning scams are on the rise. Skimming occurs when devices are illegally placed on ATMs or store card readers to record EBT card numbers and PINs. The stolen data is then used to create fake EBT cards to steal benefits. For more information visit: [SNAP-replacementbenefits](https://www.ct.gov/dss/snap-replacementbenefits)

WHAT ACTIONS CAN CLIENTS TAKE?

- DSS recommends all EBT card holders change their PIN the night before benefits are to be deposited. Benefits are deposited based on last name:
 - A-F first day of the month
 - G-N second day of the month
 - O-Z third day of the month
- To change a PIN call EBT Customer Service at 1-888-328-2666.
- Avoid simple PINs like 1234 or 0000.
- Keep PIN and card number a secret and cover the keypad when entering PIN on a card reader.
- DSS and EBT customer service will NEVER ask for your EBT PIN.
- Check EBT balance and transactions regularly at MyDSS to identify unauthorized charges.



Victims of EBT card skimming, cloning or other fraudulent scams should contact EBT Customer Service at 1-888-328-2666 to change their PIN immediately or order a new card. Victims of theft should request a replacement of stolen SNAP benefits,

within thirty (30) days at:

[DSS-replacementbenefits.ct.gov](https://www.ct.gov/dss/snap-replacementbenefits.ct.gov)

Please note that State of CT Regulations DO NOT allow for the replacement of CASH benefits.





Client Renewal Journey

The Client Renewal Journey is a new resource designed to assist you and your clients during the renewal process.

The Client Renewal Journey helps coordinate the renewal steps by providing valuable tips about starting the renewal process, gathering necessary documents, submission procedures, follow-up notifications, and renewal decision notifications.

[Click here to view the Client Renewal Journey](#)

Client Renewal Checklist

The Client Renewal Checklist is a new tool designed to assist you and your clients during the renewal process.

This tool allows you to identify possible proofs needed and who to contact to obtain the proofs to be submitted with the renewal.

The Client Renewal Checklist is a valuable tool that sets you and your client up for successfully maintaining eligibility.

[Click here to view the Client Renewal Checklist](#)

Need Help Submitting an Online Renewal?



[Click here for more helpful videos on using our online tools](#)

RENEWAL JOURNEY



1) GET READY TO RENEW

- Make sure contact information is up to date to get important information from DSS.
- About 45 days before the renewal is due, check for the renewal packet in the mail, or online, if signed up for paperless notices.
- Gather the documents needed to provide with the renewal. Find out what may be needed to submit with the renewal here.
- Online with MyDSS is the fastest way to renew, so set up an account today!

2) COMPLETE YOUR RENEWAL

- Complete renewals right away, either online or by mail, even if there are no changes. Make sure to sign, date, and submit the renewal timely so there is no gap in benefits!
- Make sure paper copies or pictures of proofs being submitted are clear and readable.
- When submitting paper documents, make sure to write the client ID and/or case number on all the pages.



3) SUBMIT

- The fastest way to renew is online with MyDSS
- If unable to renew online, mail the renewal form and documents to DSS in the envelope provided. Or,
- Drop off the renewal form and documents in the drop box at any DSS Resource Center.



4) FOLLOW UP

- Look for a call from us, we may need to complete an interview.
- Keep an eye out for notices from us, we may ask for more documents.
- If we ask for more documents, submit them right away on MyDSS.
- Wait at least 10 days to check the status of documents online!



5) DECISION

- Once we complete the renewal, look for a notice with the results.
- Sign up for electronic notices with MyDSS.

Renewal Checklist

RENEWAL JOURNEY

- Look** for the renewal about 45 days before your renewal is due
- Review** the info on the prefilled renewal
- Note** any changes on the renewal
- Sign** and date the renewal
- Gather** documents to provide with the renewal
- Check** to make sure documents are clear and readable
- Submit** signed renewal and documents online, by mail in the envelope provided, or at a DSS office drop box
- Look** for a notice from DSS asking for more information and/or a phone interview
- Submit** any additional information requested by DSS
- Wait** 10 days before checking the status of your renewal

WHAT I MAY NEED TO PROVIDE

- Proof of income:**
 - 1 months' worth of pay stubs
 - 4 weeks of unemployment income
 - 3-month profit and loss statement for self-employment
 - a letter from your former employer stating your last date worked and last date paid
 - 3 months' child support income
 - pension or VA benefits
- Proof of expenses:**
 - current rent receipt
 - copy of lease
 - current mortgage statement
 - current utility bills
 - current daycare costs
 - current out of pocket medical expenses
 - monthly child support payments
- Proof of assets:**
 - current bank statements
 - current life insurance policy cash value
 - cash on hand, stocks, savings certificates
 - 401k, IRA

What documents do I need:

When do I need to submit them by:

Who do I need to contact for documents:



Remember:

- gathering documents may require time, make sure to be prepared

- the fastest way to complete a renewal is online with [myDSS](#)
- write your client ID and case number on all documents





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

Did you know?



You can print common DSS applications, forms and brochures.

[Click here to view common forms](#)