

# DSS

COMMUNITY PARTNER

# INSIDER

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



May 2024



## Supporting you and your clients throughout the DSS program application journey.

DSS offers a range of programs that clients can apply for, each program may have their own eligibility criteria and verification requirements. To simplify this process, we have created the Client Application Journey and Checklist to outline the general procedure from determining client eligibility to receiving program decisions. We hope that this new addition to our resources will make the client application process smoother and more transparent for everyone involved.

## New Community Partners Resource Page!

We are excited to unveil a new webpage that will host all these valuable resources. Our goal is to create a one-stop destination where you can access all the tools we have shared with you. Together, with the help of these resources and our newly introduced Community Partners Webpage, our goal is to support you in making a positive difference in the lives of our mutual clients.

[Click here to view Community Partners Resources Page](#)

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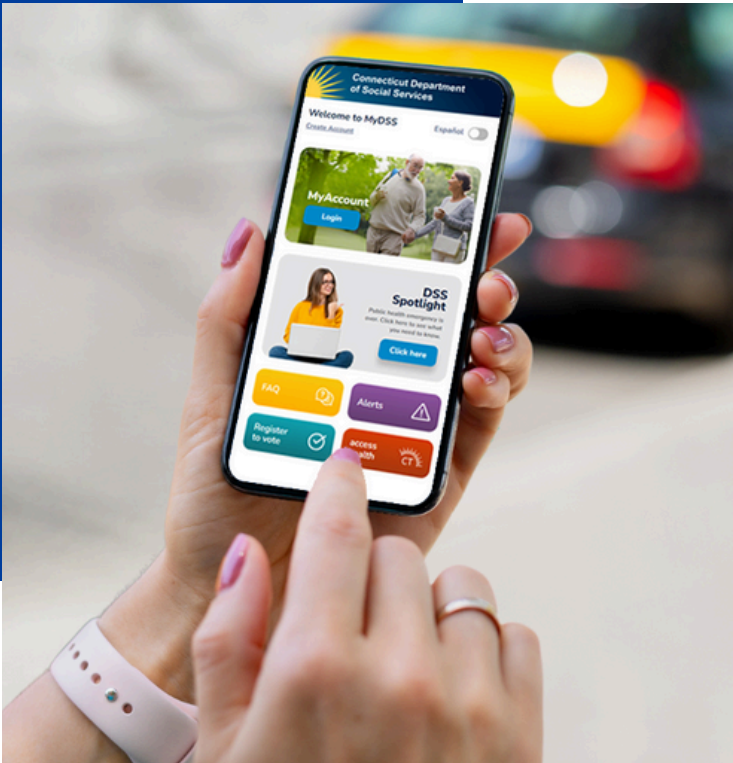
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Helpful Tips Inside!



## MyDSS

Introducing MyDSS, your handy companion for managing your benefits on the go! MyDSS is the mobile-friendly version of the ConneCT online portal, packed with extra features to make your life easier. Simply log in with your 'MyAccount' details to access a range of tools:

- Review your current benefits.
- Check real-time SNAP benefits transactions.
- Report changes easily.
- Complete renewals hassle-free.
- Upload documents on the fly.
- Download your proof of benefits letter whenever you need it.

[Click here to visit MyDSS](#)

## ConneCT Online Portal

The Department of Social Services (DSS) would like to reintroduce ConneCT, an online platform designed for, an online platform designed for Connecticut residents to conveniently manage their benefits and services. Through a personalized 'MyAccount' login, users can access a range of features including applying for benefits, application status tracking, change reporting, and viewing current eligibility benefits all in one place.

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 (formerly known as Food Stamps), cash assistance, and more. This streamlined process aims to provide residents with an easy and efficient way to access the support they need.

[Click here to visit ConneCT](#)

## We want to hear from you!



**This short survey will help DSS get a better understanding of how often our community partners use ConneCT, how useful it is, and what improvements might make it more helpful.**



# Client Application Journey

In our latest issue, we introduced the Client Renewal Journey to provide support for both you and your clients throughout the renewal process. Following its positive feedback, we have now created an additional tool to assist in completing applications. To apply for SNAP, Cash, Medicare Savings, and HUSKY C (Medicaid for the Aged, Blind, and Disabled), visit the DSS website. For applications for HUSKY A (families and pregnant individuals), HUSKY B (children), and HUSKY D (adults aged 19-64), please use AccessHealthCT.

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



## Want to learn more about DSS Programs and Services?



[Click here to view DSS Programs and Services](#)

## Client Application Checklist

The Client Application Checklist provides an overview of steps you and your clients can take to see which programs clients are eligible for and guidance on the general process. The Application Checklist also contains some examples of verification or proofs for income, expenses, and assets. The verifications or proofs requested may vary based on the program.

If you're unsure which verifications or proofs are needed, submit your application to hold the date and we will ask for the information needed for the programs you're applying for

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

# APPLICATION JOURNEY

## 1) GET READY TO APPLY

- Clients can create a MyAccount with DSS online. This is the fastest way to apply for DSS programs. The same username and password can be used in the Access Health Portal for individuals applying for HUSKY A, B, or D.
- For other ways to apply, visit How-to-Apply-for-Services.
- Approved Community Partners can also apply on behalf of their clients. Find more information on becoming a Community Partner online.
- Visit Connecticut's Benefits Eligibility Prescreener to complete the personalized survey to find out about other programs and services offered in CT.

## 2) COMPLETING AN APPLICATION

- Online is the fastest way to complete an application for DSS programs!
- If unable to complete online, applications can be mailed to: DSS Scanning Center, PO Box 1320, Manchester, CT 06045-1320, or dropped off at any DSS Resource Center dropbox.
- Applications for HUSKY Health for families, children, and adults under 65 can be completed online with Access Health CT, or by calling 1-855-805-4325.

## 3) GATHER DOCUMENTS

- DSS tries to verify the information reported on applications using electronic data sources. If we are unsuccessful, we may ask for proof.
- We may be able to process an application faster if proof is sent with it, but don't wait, secure the application date by submitting the application as soon as possible.
- DSS programs like SNAP and Cash require proof of income, assets, expenses, and address, so if they are readily available, send them in with the application. If not, submit the application and we will request further information as needed.

## 4) FOLLOW UP

- Look for a call from us, we may need to complete an interview for SNAP and Cash.
- Keep an eye out for notices from us, we may ask for more documents.
- If we ask for more documents, follow the instructions on how to submit them. Include name and/or client ID on all pages.
- Wait at least 10 days for processing to check the status of or application online.

## 5) DECISION

- Once we complete the application, a notice with the results will be sent out.
- Sign up for electronic notices via online accounts, to be alerted when notices are sent and to view them at any time.
- Don't forget to Update Us with any contact info changes.

# Application Checklist

## APPLICATION JOURNEY

- Check** what programs you may be eligible for by filling out a prescreener survey [online](#)
- Create** a MyAccount [online](#) for the fastest way to apply!
- Gather** documents to provide with the application
- Check** to make sure documents are clear and readable
- Submit** signed application 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 application

## 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, 457b, 403b

### What documents do I need:

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When do I need to submit them by:

### Who do I need to contact for documents:

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### Remember:

- **Start applications for SNAP, Cash, MSP and HUSKY Health for the Aged, Blind and Disabled via [DSS](#); and applications for HUSKY Health for families, children, and for adults under 65 via [Access Health CT](#)**







## 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](#)