

Help Us to Help You – Have Your Client ID Ready

Skip Steps !!
Your Client ID Gets You to the Right Help!

Step 1.

Have Your Client ID Number



Call DSS



Welcome & Language Selection



Informational Messages



Step 2.

Do You Have Your Client ID #?



No



Press 1, 2, 3, 4 or 5 To Enter Into Correct Option



Yes



Special Program



We Can Tell if You Are on a Special Program Like TFA, Long Term Services and Supports, or Community Options

Your Call Will Go Directly to a Specialized Agent

If You Are Not on a Special Program, You Will Be Asked to Select from 3 Choices

1



SNAP Phone Interview

2



Self-Service: Eligibility & Document Status

3

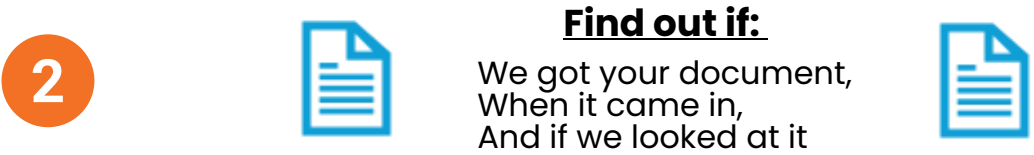


Eligibility & Benefits Questions

Help Us to Help You – Have Your Client ID Ready

Skip the Wait!!
Use our self-service phone system to check your benefits, documents, and more – anytime. Just have your **Client ID** ready!

Step 3.



Still Have Questions?



You Can Speak to a DSS Agent!