



# Laurel, THE DSS CHATBOT

## What Laurel can do:

### Ask, Am I eligible for?

- Food Assistance (SNAP)
- Cash Assistance (TFA)
- Healthcare Programs (excluding Long-Term Services and Supports)

### Get Information about DSS Programs

Chatbot Laurel can explain the services and programs DSS offers, helps you to understand what assistance is available and how to access it.

### Contact Information and Instructions

Provides you with key contact details and instructions for:

- Finding the nearest DSS Resource Center
- Uploading documents via MyAccount
- Submitting documents in person
- Reaching the Benefits Center, including TTY access for hearing-impaired individuals

TAKE BACK YOUR TIME, CHAT ONLINE!



### Application Help

Provides you with links and information to apply for programs and services;

SNAP, TFA, HUSKY, MSP, LTSS, Heating and Utility Assistance and Child Support Services

### Find Answers to Common Application Questions

- How long does it take to complete an application?
- What if the application times out?
- How do I add a program to existing benefits?
- How long will it take to process my application?

### Personalized Help

For those with a DSS Client ID

#### What is needed to access personalized support?

- Client ID
- Year of Birth
- Last 4 digits of SSN

#### Once identity is verified, Chatbot Laurel can recognize you and share:

- Status of your application
- SNAP: Recent monthly payment amount, PRF and Renewal due dates
- CASH: Payment amount, when you'll receive payment, renewal date and extension end date
- Health Coverage: Premium amount (if applicable) and renewal due date
- Document Tracking (last 30 days)

### MyAccount Help

- Reset your username or password
- Create a new account

### PRFs and Renewals Forms

Informs users on:

- What PRFs (Period Report Forms) and Renewals are and how they are different
- How to complete and submit the forms

Available 24/7 on the DSS Website, MyDSS and Connect