

DTA Assistance Line

877-382-2363

Language

- 1. English
- 2. Spanish
- 3. Portuguese
- 4. Cantonese
- 5. Vietnamese
- 6. Haitian Creole
- 7. Other Language

Main Menu

- 1. Case Summaries and Transfers to SNAP, TAFDC, and EAEDC Workers
- 2. Domestic Violence Specialists
- 3. Client Assistance Coordinators
- 4. Full Engagement Workers
- 5. Other Options

Call Transfers

Enter Zip Code



Transfer to Staff that serves the area

Other Options

- 1. Report Household Misfortune
- 2. Program Integrity Unit
- 3. Division of Hearings
- 4. Recoveries Unit
- 5. General Information

Authentication Options

- 1. Social Security Number, or
 - 2. Agency ID, or
 - 3. EBT Card Number
- AND
- Year of Birth

SNAP Menu

- 1. Case Summary
- 2. Report Phone Number Change
- 3. EBT Menu
- 4. Income Verification Letter
- 5. Speak with FAW

Client Menu

Authenticated SNAP-only clients with an incomplete task will be automatically transferred to a FAW. All other callers will have the following options:

- 1. SNAP Menu
- 2. EAEDC/TAFDC Menu

EAEDC/TAFDC Menu

- 1. Case Summary
- 2. Income Verification Letter
- 3. EBT Menu
- 4. Speak with Worker

SUMMARY

- Case Summaries include information such as:
- Case status
 - Date last document was received
 - Certification type
 - Reporting obligation
 - Certification due date
 - Monthly benefit amount
 - EBT information

