

**You can use  
self-service options  
at DTA offices  
starting on  
June 28, 2021**

**Need to talk to a caseworker?  
Call (877) 382-2363  
Monday-Friday 8:15am -4:45pm**

**Request EBT cards online or by  
phone. Cards sent by mail.  
Delivery tracked on DTA Connect.**

## **GET CONNECTED**

**DTA lobbies are open for self-service. Use our phones,  
copiers or kiosks to apply for help or manage your case.**

**Limited DTA staff and interpreters will be available to help.**

### **Contact a Caseworker**



**Call (877) 382-2363  
Mon-Fri 8:15 am-4:45 pm**

### **Submit Verifications**



**Drop off and scan  
your verifications**

### **DTA Connect Kiosks**



**Apply for benefits or  
check your case**



**Department of  
Transitional  
Assistance**

**For More Information:  
Visit [mass.gov/dta](https://mass.gov/dta)  
Follow us on Twitter [@DTA\\_Listens](https://twitter.com/DTA_Listens)**



Need to talk to a caseworker?  
 Call **(877) 382-2363**  
 Monday-Friday 8:15am -4:45pm

Services over the phone and online  
 available in multiple languages

**Connect with  
 DTA today**

### 3 convenient ways to manage your case 24/7

1

Call DTA Assistance Line  
**(877) 382-2363**

2

Visit **DTAConnect.com** on your  
 computer or smartphone

3

Download the  
**DTA Connect Mobile App**

|                                 | DTA Assistance Line | DTAConnect.com | DTA Connect Mobile App |
|---------------------------------|---------------------|----------------|------------------------|
| Apply for SNAP, TAFDC, or EAEDC | ✓                   | ✓              |                        |
| Talk to a Case Manager          | ✓                   |                |                        |
| Request an EBT Card             | ✓                   | ✓              | ✓                      |
| Track EBT Card Delivery         |                     | ✓              | ✓                      |
| Check & Update Case Info        | ✓                   | ✓              | ✓                      |
| Talk to Specialized Staff       | ✓                   |                |                        |
| View and Request Documents      |                     | ✓              | ✓                      |

Learn all you can do on the DTA Assistance Line and DTA Connect by visiting:  
**Mass.gov/ContactDTA**



Department of  
 Transitional  
 Assistance

**For More Information:**  
 Visit **Mass.gov/dta**  
 Follow us on Twitter **@DTA\_Listens**

