

DSS Client Representative System for Overdue Public Assistance Applications

September 2010

Each regional DSS office has a client representative system in place to address emergency situations for applicants. **The client representative is responsible for addressing problems on overdue applications satisfactorily within two working days.**

The client representatives for each office are:

Northern Region

Hartford: Silvana Flattery (860) 723-1111
Manchester: Linda Roache (860) 647-5901
New Britain: George Chamberlin (860) 612-3457
Willimantic: Albert Williams(860) 465-3547

Southern

New Haven: Ron Roberts (Debra Keeton-Via) (203) 974-8245
Middletown: Peter Bucknall (860) 704-3111
Norwich: Cheryl Parsons (860) 823-5078

Western

Bridgeport: Patrick Hearn (203) 551-2894
Danbury: Isabel King (203) 207-8911
Stamford: Evelyn Balamaci (203) 251-9311
Torrington: John Souchuns (860) 496-6960
Waterbury: Marva Perrin (860) 597-4111

The client representative will contact the Family Support Team in the Department's Central Office (860-424-5540) if he or she is not able to address the problem at the local level.

Assistance will be granted to clients in emergency situations within two working days if the case record has sufficient information to establish their eligibility for assistance.

When the required verifications or other information necessary to establish eligibility is not contained in the case record, and this is the result of the Department's error, the Department must make extraordinary efforts to obtain the required information or verification.

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Extraordinary efforts normally involve an attempt to verify, by telephone, factors for which documentary evidence is typically secured. Examples include calling a bank to verify an account balance, calling an employer to verify wages or termination of employment, or calling an insurance company representative to verify the cash value of a life insurance policy.

It is understood that confidentiality restrictions may deter the agency from securing information in this manner, but an attempt must be made. If the agency is unable to secure the verification despite these efforts, assistance may not be granted.

The stipulated agreement defines emergency cases as those in which an applicant is in need of, and not receiving, essential benefits from some source that our agency normally provides.

Emergency situations include, but are not limited to, cases in which:

- 1. Immediate medical treatment is required and no medical card is available,**
- 2. There is no money and there is a threat of serious harm as a result, or**
- 3. There is no deliverable fuel to heat a home and that fact presents an immediate threat.**

Emergency situations include those where an emergency currently exists, as well as those in which an emergency will exist within a short period of time.

Finally, the Department makes every effort to inform clients that benefits issued in emergency situations normally will be available within two days of authorization, and that clients needing a new EBT card may pick it up in the regional office within two working days of the benefits being authorized.

Please note that the client representative system applies to the timely processing of applications. It is not meant to supplant existing procedures for handling emergency cases that have not reached the application processing deadline.