**DTA Assistance Line Phone "Tree"**

**Here are some tips when calling the DTA phone system:**

* To reach **a DTA worker** for clients who do not have or do not know their SSN, we suggest either pressing 6 (for different languages) or waiting on the line then pressing “9” for help. If you need to reach a worker after entering SSN/year of birth, press “2” for an interview or “9” for a case manager.
* **Most of the time** you can press \* to repeat options or # to return to the previous menu. This does NOT work when in the “4 data fields” section of the IVR. There is no option to press “0” to skip the menu and reach a person.

**Steps to follow when calling the DTA Assistance Line:**

1. Call **1-877-382-2363**
2. **Select Language**
   * 1 for English
   * 2 for Spanish
   * 3 for Portuguese
   * 4 for Cantonese
   * 5 for Vietnamese
   * 6 for a different language (to be put into the queue to speak with a worker)
3. **Follow the IVR options as described below:**

\*the number in the box = the button to press to select that option

**1- Current/former clients or recently applied for benefits**