

Between July 2023 and February 2025, **about 1 in 2 calls** trying to reach a SNAP worker on the DTA statewide Assistance Line (877-382-2363) were automatically disconnected due to high call volume (see [DTA's monthly scorecards](#)).

What to do if you can't reach a DTA worker on the Assistance Line:

- **Check if [DTAConnect can help](#):** Report changes, see notices, get updates, and more. DTA may be able to automatically increase SNAP if you use DTAConnect to report an increase in rent, dependent care, or medical costs.
- **If you recently applied for or are getting SNAP:** Enter your information after selecting your language. If DTA needs to talk to you this may help you get through more quickly.
- **If you are 60 or older:** Call the DTA Senior Assistance Office at (833) 712-8027. Leave a voicemail if wait times are too long.
- **Go to a DTA office during business hours:** Local office information is [here](#).
 - Under federal law you have a right to have your application or Recertification interview in person at a DTA office. If DTA turns you away or you don't get the help you need, contact MLRI at info@masslegalservices.org.
- **Try to call your local DTA office:** DTA local office phone numbers are [here](#). Email MLRI at info@masslegalservices.org if the voicemail is full, or if the local office does not help you.
- **Call the DTA Ombuds:** Call 617-348-5354 and leave a voicemail.
- **Contact a DTA outreach partner:** These organizations may be able to help you reach DTA.
- **Call your State Representative or State Senator:** Ask for help getting your case fixed. Find your Rep and Senator [here](#). You can ask for help from constituent services. This could also help support increased resources for DTA!

Advocacy Tips:

- **Document all attempted calls:** This could be important to show a delay was not your fault! If DTA said they would call you for an interview at a specific time but you did not get the call, email MLRI at info@masslegalservices.org.
- **If you get TAFDC/EAEDC:** Call your assigned case worker directly. Their name and phone number is on your DTA notices and DTAConnect. If you can't reach them, go to or [call the local office](#). If you still don't get help, call the Ombuds at 617-348-5354 and leave a voicemail. You can also call your State Rep or State Senator (above).
- **File an appeal to ask for a fair hearing:** If you think DTA incorrectly denied, reduced, or terminated (cut-off) your SNAP, you have a right to request a fair hearing. If you file the appeal request before the date the termination or reduction goes into effect - unless your SNAP is cut off after a SNAP Recertification - your SNAP benefits should continue at the amount they were at when you filed the appeal, until the appeal is decided. [Here is more information on filing an appeal](#).