

24/7 Availability

EVA can answer common questions 24/7

I might call you about
your benefits or case
updates!

It's really me it's not a scam!

Fax
Number

Where to
drop off
paperwork

Office address



Who's EVA

Your DSS-ES Virtual Assistant

Have you heard me yet?! Since May, EVA has answered nearly **1 in 3 calls** to our department, helping with simple questions like office hours, addresses, and SNAP benefit information, and way more!!!

This saves staff time so they can focus on what matters most—*helping families.*



Call me anytime at
(315) 435 - 2700



Meet EVA

Our new AI Customer Service Assistant at DSS!



Hello from EVA!

EVA is our automated phone assistant who helps connect you to the right department and answers basic questions about your benefits.

You can speak to EVA in your preferred language — just start talking, and she'll adjust automatically! No need to press any buttons or say "English" or "Spanish" — she'll recognize what you say.

EVA is safe, secure, and here to help you 24/7.
If you hear her, it's not a scam — it's DSS-ES helping you stay informed.