



Human and Community Services Division



Service First Goal

We provide the right service at the right time in the best way possible for Montanans.

What is Service First?

- Main street presence in most Montana communities
- Warm, welcoming and friendly offices focused on customer service
- Efficient work processes and handling of cases
 - Centralized scanning and mail processing
 - Specialization (Long term care/Nursing Home, Fair Hearings)
 - Simplified notices, forms, and policies
- Utilizing technology to support clients during their time of need, the way they choose
 - In person
 - Over the phone (Montana Public Assistance Help Line 1-888-706-1535)
 - Online applications and check my benefits (apply.mt.gov)
- Well trained and supported workforce

Creating a better experience for staff and the people we serve!

For more information
Jamie Palagi. jpalagi@mt.gov