

## SOCIAL BENEFITS

**SNAP, TANF, Medicaid, Alliance, and other public benefits** provided by DHS that were set to expire during the coronavirus (COVID-19) Public Health Emergency will be automatically extended. Customers do not need to take any action. Residents applying for new benefits can find the application at **dhs.dc.gov**. Applications can be submitted online, in person, or via fax.

Residents with questions about their public benefits provided by DHS should contact the Call Center at (202) 727-5355 from 7:30 AM - 4:45 PM, Monday - Friday. If you have difficulty completing the public benefits application, need assistance completing an application in another language, or would like a copy mailed to you, please call the DHS Call Center.

If you are providing assistance to a resident interested in applying for public benefits, please communicate the following items to avoid delays:

- Provide an accurate phone number
- Provide an accurate mailing address
- Complete as much of the application as possible
- Submit verification documents along with the application

### **Submitting applications online:**

Residents may submit applications and documents online through the DHS Web Portal. The portal provides District residents an additional way to apply for public assistance benefits (SNAP, TANF, Medical and burial) without needing to visit a service center in person. Residents can visit the DC DHS website at - <https://dhs.dc.gov/service/apply-benefits> and select the DHS Web Portal Option. Residents will need an email address and phone number to apply or submit necessary verification documents.

### **Dropping off applications in person:**

To help support social distancing, three (3) DHS Service Centers remain open for picking up and dropping off public benefit applications and documents. During the COVID-19 Public Health Emergency, new applicants may be contacted by a DHS representative by phone to gather additional information, if necessary, to process an application. It is important for customers to **provide accurate phone numbers** and **mailing addresses** to DHS during this time.

Residents with questions about their public benefits provided by DHS should contact the Call Center at (202) 727-5355 from 7:30 AM - 4:45 PM, Monday - Friday.

DHS Service Centers are listed below and are open 7:30 am to 4:45 pm, Monday - Friday.

- Congress Heights: 4049 South Capitol Street, SW
- H Street: 645 H Street, NE
- Taylor Street: 1207 Taylor Street, NW

Note that the Service Centers at Congress Heights and Fort Davis are presently closed. Please visit <https://dhs.dc.gov/node/117522> to learn more about service center locations and times.

### Mailing applications:

Residents can download a PDF application by visiting <https://dhs.dc.gov/publication/combined-application-benefits>, or request a blank application be mailed to them by calling the Call Center at (202) 727-5355 7:30 AM - 4:45 PM, Monday - Friday. Completed and signed applications can be mailed to:

Department of Human Services  
Economic Security Administration  
Case Record Management Unit  
P.O. Box 91560  
Washington, DC 20090

### Providing verifications:

New applicants and current recipients of public benefits that need to provide verifications to DHS can do so in the following ways:

- Online through the new DHS Web Portal
- Mail
- Drop-off at one of our DHS Service Centers
- **As a last resort**, customers can also email their verifications to one of the following Service Centers

Congress Heights	H Street	Taylor Street
ESASC.Congressheights@dc.gov	ESASC.Hstreet@dc.gov	ESASC.Taylorstreet@dc.gov

### Important:

- Customers should be aware that submit verification documents via e-mail is not secure. Please see the following disclaimer before submitting via e-mail; the following disclaimer should be provided to customers:

“Providing personal information and documents to the District of Columbia (District) Department of Human Services (DHS) Economic Security Administration (ESA) via email is done at your own risk. Emails sent from your personal or business email account may not be secure. This means that there is a possibility that a third-party will intercept that information and use it for malicious purposes such as fraud or identity theft. ESA provides the following alternatives to sending us documents and information via potentially unsecured email, including mailing in documents or dropping them off at a service center.”

- Customers must provide their full name, date of birth, and telephone in the body of the email.

## NEW PROCESS FOR RECEIVING EBT CARDS

EBT cards are how customers receive both SNAP and Cash benefits. As part of the evolving response to COVID-19, **effective Monday, April 20, 2020**, all ESA customers will receive their new and replacement EBT cards via US mail, which will be sent to their address on record with DHS. Customers can accept to receive their EBT cards in the mail within five (5) to seven (7) days. Customers will not need to visit an EBT Office to retrieve their card.

- Beginning April 20th, customers with no fixed mailing address can pick up their EBT card at the EBT Office located at 645 H St., NE. This office will be operating under limited hours:
- Mondays from 7:30am - 4:45pm;
- Wednesdays from 7:30am - 12 noon; and
- Fridays from 7:30am - 4:45pm.

The above hours are subject to change. The EBT Office on Good Hope Road is closed.

- For customers who need to update their mailing address with DHS, please call the Call Center at (202) 727-5355 7:30 AM - 4:45 PM, Monday - Friday.
- For customers who need to request a replacement EBT card, please call 888-304-9167.
- Customers should keep their EBT cards secure, as replacement cards are no longer immediately available.
- For customers whose EBT card is intact, and in their possession, it will continue to work normally with no changes. [dc.gov/publication](https://dc.gov/publication)

## HEALTHCARE SERVICES

- A list of Federally Qualified Health Centers in each ward can be found online at <https://dchealth./federally-qualified-health-centers-dc>. These centers accept Medicaid and will serve all patients, regardless of ability to pay.
- Residents who would like to sign up for Medicaid or other health insurance can call (855) 532-5465 or visit <https://dchealthlink.com/>.

## COVID-19 TESTING

- Information about how to get tested for COVID-19 can be found at: <https://coronavirus.dc.gov/testing>.
- Additionally, residents can call (855) 363-0333.

## HEALTH INSURANCE (MEDICAID, MEDICARE, ALLIANCE, DC HEALTH LINK)

Residents 65 years or younger in need of healthcare insurance can call (855) 532-5465 or visit [dchealthlink.com](http://dchealthlink.com) to obtain coverage, including Medicaid, Alliance, or individual private insurance. Individuals applying for Medicaid can submit their completed application (available at <https://dhs.dc.gov/page/financial-assistance-coverage-families>) via fax at 202- 671-4400 or mail to:

DC Department of Human Services  
Economic Security Administration  
Case Record Management Unit  
P.O. Box 91560  
Washington, DC 20090

Residents 65 years or older who are not already signed up for Medicare can visit <https://www.medicare.gov/> to learn more and sign up. They may also be eligible for Medicaid. These residents should apply by downloading a Combined Application at <https://dhs.dc.gov/publication/combined-application-benefits>, and submitting their completed and signed Combined Application to DHS using the instructions above for social benefits.

**To apply for the Intellectual or Developmental Disabilities (IDD) Waiver Program** contact the Department of Disability Services at 202-730-1700 to schedule an appointment.

**To apply for the Elderly and Persons with Disabilities (EPD) Waiver Program** contact the Department of Aging and Community Living at 202-724-5626 or email at [Ask.ADRC@dc.gov](mailto:Ask.ADRC@dc.gov).

**For individuals living or transitioning to a nursing facility** can submit applications through a DC Medicaid nursing facility provider.

## PHONES AND INTERNET CONNECTION

**SAFELINK WIRELESS®** is a program provided by TracFone Wireless, Inc. To participate in the SAFELINK WIRELESS® service, certain eligibility requirements must be met. These requirements are based on a person's participation in state and Federal support programs, or by meeting the Income Poverty Guidelines as defined by the U.S. Government. SAFELINK WIRELESS® service is limited to one person per household. To learn more visit: [www.safelinkwireless.com](http://www.safelinkwireless.com) or call 1-800-SafeLink (723-3546).

**2 months of free Comcast Internet:** New Internet Essentials customers can receive two free months of Internet service from Comcast. After the first two months, this service is available to all qualified low-income households for \$9.95/month plus tax. Apply by April 30, 2020 by calling 1-855-846-8376 or visiting [www.internetessentials.com](http://www.internetessentials.com).

**Xfinity has opened up hot spots for free wifi access.** You can read more here or check out the [available hot spots](#).

## RENTAL ASSISTANCE

Under the COVID-19 Emergency Amendment Act of 2020, evictions and late fees are prohibited during a public health emergency. However, rental assistance programs remain available.

The Emergency Rental Assistance Program (ERAP) helps income-eligible District residents facing housing emergencies. The program provides funding for overdue rent if a qualified household is facing eviction (including late costs and court fees). The program also supports security deposits and first month's rent for residents moving to new apartments.

Please contact one of the service providers below to apply.

<p><b>Catholic Charities</b> The Southeast Family Center 2812 Pennsylvania Avenue, SE Office (202) 338-3100, or Fax (202) 338-3188 Website: <a href="http://www.catholiccharitiesdc.org">www.catholiccharitiesdc.org</a> Call-in: Monday 9am - 11am (weekly)</p>	<p><b>The Greater Washington Urban League</b> 2901 14th Street, NW, Washington, DC 20009 Office: (202) 265-8200 Fax: (202) 265-6122 <a href="http://www.gwul.org">www.gwul.org</a></p>
<p><b>Housing Counseling Services, Inc.</b> 2410 17th Street, NW, Suite 100 Adams Alley (between Euclid and Kalorama St.) Office (202) 667-7006, or Fax (202) 667-1267 HCS Central Intake Phone (202) 667-7339 Call-in: First business day of each month at (202) 667-7339</p>	<p><b>Virginia Williams Family Resource Center</b> 920 Rhode Island Avenue NE Washington, D.C., 20018 Office (202) 312-5510, or Fax (202) 312-5598 Website: <a href="http://www.community-partnership.org">www.community-partnership.org</a> (Appointments are scheduled on the 3rd Wednesday of each month starting at 9 am by phone call only).</p>
<p><b>Salvation Army</b> National Capital Area Command 1434 Harvard St, NW Suite B, Washington, D.C., 20009 Office: (202) 332-5000, or Fax (202) 332-5156 Website: <a href="http://www.salvationarmynca.org">www.salvationarmynca.org</a></p>	<p><b>The United Planning Organization</b> 2907 Martin Luther King Jr. Avenue, SE, Washington, D.C., 20032 Office (202) 562-3800, or Fax (202) 562-3802 Website: <a href="http://www.upo.org">www.upo.org</a></p>
<p><b>Additional Salvation Army Location</b> The Solomon G. Brown Social Services Center 2300 Martin Luther King, Jr. Avenue, SE, Washington, D.C., 20020 Office (202) 678-9771, or Fax (202) 889-8492</p>	

## UTILITY ASSISTANCE

- Under the COVID-19 Emergency Amendment Act of 2020, disconnection of electric, gas, and water service are prohibited during a public health emergency.
- Low Income Home Energy Assistance Program: DOEE assists income-eligible District households with heating and cooling energy costs through the Low Income Home Energy Assistance Program (LIHEAP). Eligible households may receive energy bill assistance between \$250 and \$1,800 as a one-time regular energy assistance benefit. This benefit is based on household size, total household income, heating source, and type of dwelling. Learn more and register online by visiting: <https://doee.dc.gov/energyassistance>.

- Utility Discount Program: The Utility Discount Program (UDP) assists low-income District residents reduce their utility costs. To qualify, your utility bills need to be in your name and you must meet income guidelines established by the U.S. Department of Health and Human Services. Learn more and apply by visiting <https://doee.dc.gov/node/9402>.
- CRIAC Residential Relief Program: The Clean Rivers Impervious Area Charge (CRIAC) Residential Relief Program provides relief for income-eligible DC Water customers. Learn more by visiting: <https://doee.dc.gov/node/1375571>

## FOOD

For available food resources, visit [coronavirus.dc.gov/food](https://coronavirus.dc.gov/food).

- Children under 18 years old can pick up breakfast and lunch at 29 DCPS sites and select charter Schools across the city. You can find the meal sites on the District’s website: [coronavirus.dc.gov/food](https://coronavirus.dc.gov/food).
- Two of the 29 DCPS sites above will be providing grocery bags at a first come, first serve basis each day. The schedule for meal sites is below:

Mondays	Tuesdays	Wednesdays	Thursdays	Fridays
Brookland Middle School (Ward 5) 150 Michigan Avenue, NE	Kelly Miller Middle School (Ward 7) 301 49th Street, NE	Coolidge High School/Ida B. Wells Middle School (Ward 4) 6315 5th Street, NW	Anacostia High School (Ward 8) 1601 16th Street, SE	Ballou High School (Ward 8) 3401 4th Street, SE
Eastern Senior High School (Ward 6) 1700 East Capitol Street, NE	Stanton Elementary School (Ward 8) 2701 Naylor Road, SE	Woodson High School (Ward 7) 540 55th Street, NE	Kimball Elementary School (Ward 7) 3375 Minnesota Avenue, SE	Columbia Heights Education Campus (Ward 1) 3101 16th Street, NW

- Seniors who need information or assistance should call (202) 724-5626. The call center will conduct a quick assessment and connect you to the appropriate service.
- SNAP: SNAP provided by DHS that were set to expire during the COVID-19 (coronavirus) State of Emergency will be automatically extended. Customers do not need to take any action. Residents applying for new benefits can find the application at [dhs.dc.gov](https://dhs.dc.gov). Applications can be submitted online, in person, fax, or via mail. See “Social Benefit” section above for more details.
- WIC: if you have a pregnant woman, infant, or child under 5 years old in your household, you may be eligible for WIC food benefits. You can learn more about WIC at 202-442-9397 or online at <https://www.dcwic.org/covid-19>.
- There are several organizations providing fresh produce, groceries, and meals during the pandemic. You can find a list of those sites on our District website: [coronavirus.dc.gov/food](https://coronavirus.dc.gov/food)

- The Capital Area Food Bank has a food hotline at 202-644- 9807.
- Please call 311 to be connected to other available food resources.

## MENTAL HEALTH SUPPORT

- Residents over 60 years of age can contact the Department on Aging and Community Living's Talk Line Monday-Friday 8:00am-5:00pm by calling 202-724-5626.
- The Access Helpline has trained professionals ready and able to connect 24 hours a day, 7 days a week. You can reach them at 1(888)7WE-HELP.

## DOMESTIC VIOLENCE SUPPORT

- Call DC Victim Hotline at 1-844-4HELPC to be connected to DC Safe, which is a crisis-intervention agency for domestic violence survivors. Their advocates are working remotely and are on-call 24/7.

## UNEMPLOYMENT AND FINANCIAL SUPPORT

- DC has expanded the eligibility for Unemployment Insurance. If you or someone you know lost a job due to the Coronavirus pandemic, visit the <https://coronavirus.dc.gov/recovery-individuals> for information about how to apply, or call 202-724-7000.
- Capital Area Asset Builders (CAAB), with the support from Capital One Bank, has launched Emergency Savings Plus, an emergency savings program for residents of ward 7 and ward 8. It will give residents access to matched savings incentives to establish an emergency savings account as well as receive financial education classes, credit counseling, and one-on-one financial coaching sessions. Through the end of August 2020, each program participant is incentivized to save \$100 into a savings account and then they can receive a \$300 match from CAAB.
- The Consumer Financial Protection Bureau has advice on how to protect yourself financially during the outbreak - available in English and Spanish.

## RECREATION ACTIVITIES AND RESOURCES FOR KIDS

- As stated in the Mayor Bowser's Stay-at-Home Order, District residents should only leave their homes to engage in essential activities. These activities include:
  - Obtaining medical care that cannot be provided through telehealth;
  - Obtaining food and essential household goods;
  - Performing or accessing essential governmental functions;
  - Working at essential businesses;
  - Engaging in essential travel; or

- o Engaging in allowable recreational activities.
  - As defined by the Mayor's Order, "Allowable Recreational Activities" means outdoor activity with household members that complies with Social Distancing Requirements and includes the sanitizing of any equipment used both before and after the activity. Outdoor activities should not be conducted with persons other than those from one's own household.
  - Examples of allowable recreational activities include: Walking, hiking, running, dog-walking, biking, rollerblading, scootering, skateboarding, playing tennis, golfing, gardening, and other activities where all participants comply with Social Distancing Requirements and there is no person-to-person contact.
- Visit [coronavirus.dc.gov/lifeathome](https://coronavirus.dc.gov/lifeathome) and [coronavirus.dc.gov/page/kids-and-school-resources](https://coronavirus.dc.gov/page/kids-and-school-resources) for fun activities and resources you can take advantage of at home, including exercise videos, activity pages, book clubs, and webinars.
- Be sure to stay in touch with your child's school and teacher who are available to connect you with options for distant learning. To learn more, contact your teacher or visit <https://dcps.dc.gov/coronavirus#distance>.

## SENIORS (RESIDENTS 60+ YEARS OF AGE)

- Seniors who need information or assistance, including with food, should call (202) 724-5626. The call center will conduct a quick assessment and connect you to the appropriate service.

## CHILDCARE

- Most childcare facilities are closed during this time.
- You can connect with your child's school about distance learning resources or check out [coronavirus.dc.gov/page/kids-and-school-resources](https://coronavirus.dc.gov/page/kids-and-school-resources) for stay at home activities and videos.

## TRANSPORTATION

- As stated in the Mayor Bowser's Stay-at-Home Order, District residents should only leave their homes to engage in essential activities. These activities include:
  - o Obtaining medical care that cannot be provided through telehealth;
  - o Obtaining food and essential household goods;
  - o Performing or accessing essential governmental functions;
  - o Working at essential businesses;
  - o Engaging in essential travel; or
  - o Engaging in allowable recreational activities.
    - As defined by the Mayor's Order, "Allowable Recreational Activities" means outdoor activity with household members that complies with Social Distancing Requirements, and includes the sanitizing of any equipment used both before and after the activity. Outdoor activities should not be conducted with persons other than those from one's own household.



- Examples of allowable recreational activities include: Walking, hiking, running, dog-walking, biking, rollerblading, scootering, skateboarding, playing tennis, golfing, gardening, and other activities where all participants comply with Social Distancing Requirements and there is no person-to-person contact.
- **WMATA Metro and Metrobus:** Metro and Metrobuses are operating on limited services. Metrobuses are currently free and all riders should enter through the rear doors. Visit [www.wmata.com](http://www.wmata.com) for a schedule of services.
- **MetroAccess:** MetroAccess is a shared-ride, door-to-door, paratransit service for people whose disability prevents them from using bus or rail. If you think you may need paratransit service, please visit [www.wmata.com/service/accessibility/metro-access](http://www.wmata.com/service/accessibility/metro-access) for eligibility requirements and sign up.
  - o MetroAccess customer service representatives are available 8 am to 4:30 pm at 301-562-5360. Press 2 for trip status, and then press 2 to speak to a customer service representative (TTY 301-588-7535).
  - o Registered MetroAccess customers may also book or cancel trips on the Metro website at <https://www.wmata.com/service/accessibility/metro-access/>. Use your MetroAccess customer ID number to log in. Your password is your eight-digit date of birth (for example, if your birthday is July 2, 1983, your password will be 07021983).
- **MedExpress:** Senior MedExpress is an essential medical transportation for older adults through DC Yellow Cab. District residents, 60-years and older with a medical condition requiring essential life-sustaining appointments, such as chemotherapy or dialysis or appointments for health-related public benefits, are eligible for this service. Medicaid clients are not eligible for the program, and should contact Medical Transportation Management (MTM).
  - o To book a ride call 202-420-7533 and press 1.
  - o To enroll in the program call 202-724-5626.
  - o An Information and Referral Assistance Specialist with Department of Aging and Community Living can assist you with this service Monday-Friday, 8:30am-4:30pm.
- **Medical Transportation Management (MTM):** District of Columbia Medicaid provides free non-emergency medical transportation services to eligible Medicaid beneficiaries that have appointments with Medicaid providers. To use this service, Medicaid beneficiaries must make their transportation service request by contacting MTM 72 hours (three days) before their scheduled appointment. Beneficiaries can call MTM at (866) 796-0601 or (202) 263-4640.
- **Transport DC:** Transport DC is a premium same-day, cost-effective alternative transportation service for WMATA MetroAccess customers. Transport DC provides unrestricted rides for the first 15 days of the month and rides for employment and medical services only during the remainder of the month. Transport DC is still operational and has lifted restrictions on grocery store transportation. The hours of operation are 24 hours a day/7 days a week.
  - o Book your ride by calling 1-844-322-7732 (you must dial "1" from a landline phone).

## BURIAL ASSISTANCE

- The Burial Assistance Program provides a maximum of \$1,000 towards the cost of a burial or \$650 towards the cost of a cremation. Assistance is provided if the deceased is determined eligible and the total cost of the burial or cremation is no more than \$2,000. The total cost of the burial for a deceased person requesting an oversized casket cannot exceed \$3,000. Burials Assistance payments are made directly to the contracted funeral home selected by the decedents next of kin. For more info call ESA Burial Assistance Unit at (202)698-4112 or (202)698-6662.

## CLEANING CLOTHING

- Laundromats, dry cleaners, and laundry service providers are essential businesses and many remain open.