The Bowser Administration established the Virtual Family Assistance Center (VFAC) to serve as a collaborative and streamlined system to engage with and assist individuals and families who have lost loved-ones to COVID-19. Trained professionals are providing support in a multitude of areas and ensure individuals receive the resources available to them during this difficult time.

**WHAT SERVICES ARE PROVIDED?**

VFAC staff are ready to provide a listening ear and connect individuals to needed District services and resources. These services include, but are not limited to:

- Burial and funeral assistance
- Delivery of food and other essential items
- Connection to vital records and other documents
- Connection to public benefits for food, employment, health insurance, and cash assistance
- Rental and utility assistance
- Mental health and grief support
- Support for seniors
- Support for students

**HOW IS SOMEONE CONTACTED?**

District staff reach out to next of kin after information is released from the Office of the Chief Medical Examiner. If the staffer does not reach someone, they will leave a message so the individual knows who to call back. All information is kept confidential. To request additional assistance for additional family members, visit [coronavirus.dc.gov/gethelp](http://coronavirus.dc.gov/gethelp) or call 1-888-349-8323.