



## Update on Department of Department of Employment Services (DOES) Operating Status during COVID-19 Emergency

### What is our operating status?

All Department of Employment Services (DOES) program participation is suspended, including trainings, information sessions, testing, and classes through Tuesday, March 31, 2020. We will continue to provide some services as usual. However, there will be changes to how other services are provided.

### How does this impact what we do?

- Office of Unemployment Compensation remains operational, with staff on-hand to process unemployment claims, receive unemployment tax payments, and respond to inquiries.
- Office of Workers' Compensation remains operational, with staff on-hand to process workers' compensation claims and respond to inquiries.
- Customer Navigation Center remains open to respond to inquiries and provide information Monday - Friday from 8:30 am - 4:30 pm.
- Mayor Marion Barry Summer Youth Employment Program participants that have not yet certified, will be notified by email, text on how to submit certification documents via the portal. Certification has been extended until April 15, 2020.
- Administrative Hearings Division and Compensation Review Board have suspended all hearings until after March 31, 2020. They will resume on or after April 1, 2020
- Classes and Trainings - all trainings, classes, testing, and information sessions - suspended from March 16-31, 2020. They will resume on or after April 1, 2020.

### How does this impact our physical locations?

- The DC Infrastructure Academy (DCIA) and all American Job Centers will be closed from Monday, March 16 - Tuesday, March 31, 2020. Please do not report to DCIA, DOES, an American Job Center or satellite locations.

### What else are we offering to meet your needs?

- Unemployment Insurance Benefit Claims - Residents can visit the DOES website [does.dc.gov](https://does.dc.gov), or call the Customer Navigation Center at 202-724-7000, for information on DOES services and to file unemployment insurance claims.
- Workers' Compensation Claims - Residents can submit a claim by visiting the DOES website [does.dc.gov](https://does.dc.gov).

### What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each

other and residents. Employees have been instructed to let their supervisor know immediately if they feel sick.

### Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-724-7000. For more information, please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).