



## Update on DC Child and Family Services Agency (CFSA) Operating Status during COVID-19 Emergency

### What is our operating status?

CFSA offices will be closed to the general public beginning Monday, March 16 through the public health emergency. CFSA will continue to provide essential services and duties to ensure the safety of children in the District, including the child abuse and neglect hotline (202-671-SAFE) that will be available to accept reports 24/7.

### How does this impact what we do?

- **Child Abuse and Neglect Hotline and Investigations** - no changes
- **Services to Children and Families** – modified service to ensure child safety, but limit face-to-face contact.
- **Foster Parent/Facility Licensing** – modified service to be communicated on agency website at <https://cfsa.dc.gov/page/foster-home-licensing-and-forms>.
- **Child Protection Registry Clearances** - modified service to be communicated on agency website at <https://cfsa.dc.gov/service/background-checks>.

### How does this impact our physical locations?

**All CFSA facilities will be closed to the public.**

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

In addition to limiting our face-to-face contact, our employees are taking precautions to keep themselves healthy and limit the spread of infections by regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked 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 202-442-6100 or [COVID19.CFSA@dc.gov](mailto:COVID19.CFSA@dc.gov). For more information, please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).