



## Update on District of Columbia Retirement Board Operating Status during COVID-19 Emergency

**NOTICE: The Public Health Emergency is now in effect through April 24; school and government reopen on April 27.**

### What is our operating status?

Our office remains operational, however our staff are teleworking, and DCRB will not be servicing any walk-in members at our offices.

### How does this impact what we do?

- **Benefits Administration** – Modified service. We will continue to process all current monthly payroll cases and scheduled retirement annuities will be paid for those currently receiving an annuity without interruption.
- **Member Services** - Modified service. Due to limited physically present staff and the performance of essential only functions, members will be asked to call DCRB and leave a voice message. DCRB staff will be checking voice mails, responding to members in the order we receive the calls/emails.

### How does this impact our physical locations?

- **DCRB Office** – will be closed to the public and nonessential personnel between March 16-31, 2020.

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

- **Member Transactions and Questions** - Call our Member Service Center line at (202) 343-3272. Members should leave a voicemail message and the calls will be returned. Members may also email us at [dcrb.benefits@dc.gov](mailto:dcrb.benefits@dc.gov) or fax us at (202) 566-5001.
- **Non-Member Questions/Other DCRB Business** - Call the DCRB main phone number at (202) 343-3200 or send your questions to [dcrb@dc.gov](mailto:dcrb@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 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) 343-3200 or [dcrb@dc.gov](mailto:dcrb@dc.gov). For more information, please visit [coronavirus.dc.gov](http://coronavirus.dc.gov).