



Update on Department of Human Services Operating Status during COVID-19 Emergency— as of March 23, 2020

What is our operating status?

Along with the rest of District government, our agency remains operational. We will continue to provide essential service, however, there may be changes to how some services are provided. Residents may call (202) 671-4200 or dhs.covid19@dc.gov to learn more about DHS' operating status, programs, and services.

How does this impact what we do?

- **Shelter Hotline and Transportation**—The Shelter Hotline and transportation to emergency shelter will be provided to anyone experiencing homelessness in the District. Residents needing transport to shelter should call the Shelter Hotline at (202) 399-7093 or 311 at any time of the day or night.
- **Access to Emergency Shelter**—All low barrier shelters, family shelters, and shelters that serve youth will remain open. Low barrier shelters will remain open during the day and serve lunch.
- **Drop-In Centers**—The Downtown Day Services Center and the Adams Place Day Center will be closed. Zoe's Doors and Sasha Bruce Youth Drop-In center, both for youth, will remain open.
- **Eligibility for Public Benefits**—Customers who receive Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid, Alliance, and other public benefits provided by DHS, do not need to take any action at this time to continue receiving existing benefits that would otherwise expire on March 31 or April 30 - those benefits will be automatically extended. For new applications, please go to dhs.dc.gov or visit a Service Center to pick up a blank application. Applicants can drop off completed applications for benefits at DHS Service Centers and may be contacted by phone as necessary to complete the eligibility process. Residents with questions about their benefits should contact the Call Center at 202-727-5355 from 7:30 am - 4:45 pm.
- **Child Care**—Childcare applications and documents can be dropped off at the Congress Heights or Taylor Street Service Centers. Staff will call customers for an interview. Recertifications will be automatically processed and valid for 60-90 days. If a customer with a voucher is requesting a reassignment, it will be processed through the customer's selected childcare provider. An office visit is not necessary.
- **Case Management**—Case management services will continue to be provided across DHS programs by phone or video whenever possible.

How does this impact our physical locations?

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- **Economic Security Administration Service (ESA) Centers**—remain open Monday - Friday from 7:30 am - 4:45 pm for customers to pick up and drop off public benefits applications and documents.
- **The Virginia Williams Family Resource Center**—is conducting Assessments for Homeless Services via phone and is closed for in-person interviews through the duration of the public health emergency. Families seeking access to homeless services should call the Shelter Hotline at (202) 399-7093 or 311 at any time of the day or night.
- **The Downtown Day Services Center and Adams Place Day Center**—closed from until, Monday, April 27.

What else are we offering to meet your needs?

- **Low Barrier Shelters**—DHS is extending daytime hours and serving lunch at low barrier shelter and hypothermia locations at Malcolm X Opportunity Center and King Greenleaf Rec Center starting Monday, March 16, through the duration of the public health emergency.
- **Family Shelters**—Families seeking access to homeless services should call the DC Shelter Hotline at (202) 399-7093 or 311 at any time of the day or night.
- **Homeless Service Outreach**—Outreach Workers are continuing to provide services to people experiencing homeless with a focus on welfare checks, connection to medical support, and providing life-saving supplies such as hand sanitizer, blankets, etc.
- **Case Management**—Case management services will continue to be provided across DHS programs by phone or video whenever possible.
- **EBT Cards**—New cards will continue to be distributed through the existing locations at 1649 Good Hope Road SE and 645 H Street NE.
- **Administrative Hearings and Investigative Interviews**—Customers receiving public benefits may request a Fair Hearing at 202-698-3955 or 202-535-1182. Clients receiving homeless services within the Continuum of Care (CoC) may request a Fair Hearing at 202.442.9094.
- **Benefit Related Questions**—Benefit-related questions will be directed through the call center at (202) 727-5355.

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) 671-4200 or dhs.covid19@dc.gov. For more information, please visit coronavirus.dc.gov.