



Update on Department of Human Services Operating Status during COVID-19 Emergency

What is our operating status?

Along with the rest of District government, the Department of Human Services (DHS) remains operational. We continue to provide essential services, however, there are some changes to how some services are provided. Residents should call (202) 671-4200 or go to 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 are closed throughout the duration of the public health emergency. Zoe's Doors and Sasha Bruce Youth Drop-In center, both for youth, 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 April 30 - those benefits will be automatically extended. To complete a new application for public benefits, please visit the DHS website at dhs.dc.gov/service/apply-benefits or contact the Call Center at (202) 727-5355 to request an application via mail. Applicants may drop off completed applications at one of the following DHS Service Centers: H Street, Taylor Street, and Congress Heights; 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 continue to be provided across DHS programs by phone or video whenever possible.

How does this impact our physical locations?

- **DHS Service Centers** – The H Street, Taylor Street and Congress Heights Service 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 Anacostia and Fort Davis Service Centers are **closed**.
- **The Virginia Williams Family Resource Center** – Closed for in-person interviews until throughout the duration of the public health emergency. Assessments for Homeless Services will be conducted via phone. 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 through the duration of the public health emergency.

What else are we offering to meet your needs?

- **Low Barrier Shelters** – DHS has extended daytime hours and is serving lunch at low barrier shelters and hypothermia locations at Malcolm X Opportunity Center and King Greenleaf Rec Center.
- **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 Services Outreach** – Outreach Workers are continuing to provide services to people experiencing homeless with a focus on welfare checks, connection to medical support. They are also providing life-saving supplies such as hand sanitizer, blankets, etc.
- **Case Management** – Case management services continue to be provided across DHS programs by phone or video whenever possible.
- **Electronic Benefits Transfer (EBT) Cards** – Effective Monday, April 20, all ESA customers will receive their new and replacement EBT cards via US mail, which will be sent to their address on record in their ESA case. To update your mailing, call the Call Center at (202) 727-5355.
- **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 by calling the Office of Administrative Hearings at (202) 442-9094 or the Supervisory Homeless Services Coordinator at (202) 698-4283 or (202) 809-4163.
- **Benefit Related Questions** – Benefit-related questions will be directed through the call center at (202) 727-5355.
- **Emergency Rental Assistance Program** – During the COVID-19 (coronavirus) public health emergency, the Emergency Rental Assistance Program (ERAP) continues to provide services and assist District residents. Customers may call providers directly regarding existing requests or to apply for new assistance. All appointments will be conducted via phone.

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.