



# Update on Office of the Deputy Mayor for Health and Human Services Operating Status during COVID-19 Emergency—Updated March 23, 2020

## What is our operating status?

Along with the rest of District government, our agency will continue to operate at full capacity. However, there may be changes to how services are provided.

## How does this impact what we do?

- **Encampment** Engagement Protocols- The number of cleanups conducted during this time will be reduced and limited to trash collection only (we will not be asking residents to move their belongings). Our team will continue to monitor the situation as it evolves and respond to immediate health or safety risks that may arise. We will keep our scheduled posted on [dmhhs.dc.gov](http://dmhhs.dc.gov).
- **Outreach Services** - DMHHS' Outreach Navigators will continue to engage residents staying in encampments with a focus on welfare checks, connection to medical support, and providing life-saving supplies such as hand sanitizer, blankets, etc.

## How does this impact our physical locations?

- **DMHHS Office** - The office will be closed Monday, March 16<sup>th</sup> through the duration of the public health emergency.

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

- **Constituent Concerns** - The DMHHS office line will remain open and available to address constituent concerns and questions at 202-727-7973.

## 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 202-727-7973 or [dmhhs@dc.gov](mailto:dmhhs@dc.gov). For more information, please visit [coronavirus.dc.gov](http://coronavirus.dc.gov).