



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

What is our operating status?

All Department of Employment Services (DOES) program participation is suspended, including trainings, information sessions, testing, and classes through the duration of the public health emergency. We will continue to provide some services as usual.

How does this impact what we do?

- Office of Unemployment Compensation remains operational, with staff on-hand to process unemployment claims, receive unemployment tax payments, and respond to inquiries. Residents can visit the DOES website does.dc.gov, or call the Customer Navigation Center at 202-724-7000, for information on DOES services and to file unemployment insurance claims.
- Office of Workers' Compensation remains operational, with staff on-hand to process workers' compensation claims and respond to inquiries. Residents can submit a claim by visiting the DOES website does.dc.gov.
- Customer Navigation Center remains open to respond to inquiries and provide information Monday - Friday from 8:30 am - 4:30 pm.
- Administrative Hearings Division and Compensation Review Board have suspended all hearings through the duration of the public health emergency.
- Classes and Trainings - all trainings, classes, testing, and information sessions - suspended from March 16 through the duration of the public health emergency.

How does this impact our physical locations?

- The DC Infrastructure Academy (DCIA) and all American Job Centers will be closed from Monday, March 16 through the duration of the public health emergency. Please do not report to DCIA, DOES, an American Job Center or satellite locations.

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 instructed 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 202-724-7000. For more information, please visit coronavirus.dc.gov.