



## Update on the Office of the Attorney General Operating Status during COVID-19 Emergency

### What is our operating status?

Along with the rest of District government, our agency remains operational. While OAG employees are teleworking to the maximum extent, we will continue to provide services.

### How does this impact what we do?

- **Child Support Services** – Modified service. Intake and enforcement services for child support will continue by phone appointment. Child Support can be reached by phone at 202-442-9900 or email at [cssdcustomerservice@dc.gov](mailto:cssdcustomerservice@dc.gov). Child support payments will continue to be processed as usual.
- **Consumer and other complaints** – Modified service. OAG continues to take complaints by phone, email, and online.
  - To report price gouging and other consumer complaints: call 202-442-9828, email [Consumer.Protection@dc.gov](mailto:Consumer.Protection@dc.gov), or fill out our online form.
  - To report workers' rights violations: call 202-442-9854.
  - To report discrimination: call 202-727-3400, email [OAGCivilRights@dc.gov](mailto:OAGCivilRights@dc.gov), or fill out our online form.

### How does this impact our physical locations?

**All Child Support Services Center** – Our physical walk in location is closed until the end of the public health emergency. However, our call center remains open Monday - Friday from 8:15 am – 4:45 pm.

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

Please see [OAG's Consumer Alert](#) to learn how you can protect yourself from price gouging and other scams and protect your rights.

### What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

All OAG employees are teleworking to the maximum extent possible. Our employees are also taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands 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 202-727-3400 or [oag@dc.gov](mailto:oag@dc.gov). For more information, please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).