



July 7, 2021

**Re: Restarting In-person Case Management**

Dear Program Participant,

During the COVID-19 pandemic, keeping our clients safe has been a top priority for the Department of Human Services (DHS). As the District re-opens, DHS is restarting more in-person activities and services such as meetings with your case manager and home visits.

Starting August 2, 2021, all case managers who have not yet returned to delivering in-person case management services will start those services again. We take your health seriously, and wanted to let you know what we are doing to keep everyone safe during those visits.

The following safety precautions are required during home visits:

- Case managers and clients must wear masks
- Case managers will make sure they do not have symptoms of COVID-19 before visits
- In-home visits can be limited to 15 minutes whenever possible, and some visits may be conducted outdoors or in alternate settings

Your case manager will check with you before visits to make sure no one in your household is having symptoms of COVID-19. If you or anyone in your home are feeling ill, your case manager will find another time for the visit.

If you have any questions or concerns, please reach out to your case manager and/or housing provider.

Stay safe

Rachel Pierre

FSA Administrator