



DC | DEPARTMENT of
HUMAN SERVICES



DHS is modernizing our computer system for food assistance, cash assistance and other programs. In order to get the new system up and running, we must move the data from the old system to the new one. During the update, there will be **ONE DAY** of **LIMITED SERVICES** in all DHS Service Centers.

Services Available During Limited Services Day:

- Customers can still access all of the benefits on your EBT card, as well as your health benefits.
- Customers are still able to call the number on the back of their EBT card to check their Food Stamp or Cash balance.
- Service Center Staff will be available to accept all paper applications, changes, and verification documents. You will receive a receipt for everything you drop off.
- Service Center Staff will be available to answer many questions, as long as case-specific information stored in the computer system is not required.

For more information about this update, please visit:

dhs.dc.gov

DHS WILL EXPERIENCE A LIMITED SERVICE DAY:

Friday, October 7th

Customers are advised to plan ahead and, if possible, avoid Service Center visits during the **LIMITED SERVICE** day. Staff will not be able to assist with case specific questions during this time.

To reduce the need for visits during **LIMITED SERVICE DAYS**, Service Centers will remain open until 8:00 P.M. on the following days in October:

EXTENDED SERVICE HOUR DAYS
Tuesday, October 11th

Wednesday, October 12th

Thursday, October 13th

**Extended service
hours until 8:00 pm**



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR