

District Direct Mobile Application

How to Request Proof of Benefits

PROCEDURE

How to Request Proof of Benefits in the District Direct Mobile App

Overview: District residents who are the Primary Applicant and have their District Direct account connected to their benefits case can now request proof of their benefits on the District Direct Mobile Application from the "Cases Screen" by selecting the option to "Request Proof of Benefits or Address" then clicking the link "Request Now."

STEP-BY-STEP:

1. From the Cases screen, click **Here**.



2. Click the Request Now button.



3 Once complete, click the **Request** button.



4. You can view or download the document on the District Direct Mobile App **Notices** screen.



5. Sample of customer's notice:

GOVERNMENT OF THE DISTRICT OF COLUMBIA	
\star	DHCF Department of Health. Sent Finance
Notice Date: 06/27/2022	Account ID:
Subject: Proof of Address and Benefits	
To Whom It May Concern:	
The following person(s) are currently receiving b Department of Human Services (DHS).	enefits administered by the District of Columbia
 Supplemental Nutrition Assistance Program (SNA Monthly Amount Received: \$20.00 Benefit End Date:October 31, 2023 The fellowing household membrase measuring and the second secon	AP):
	SNAF.
The current address that the agency has on file is: Washington, DC 20020	
Should you have any questions, please contact the DHS Call Center at (202) 727-5355. If you are Hearing Impaired, you may call TTY/TDD 711 (855) 532-5465.	
Sincerely,	
DC DEPARTMENT OF HUMAN SERVICES	