

District Direct Resident Portal

How to Request Proof of Benefits

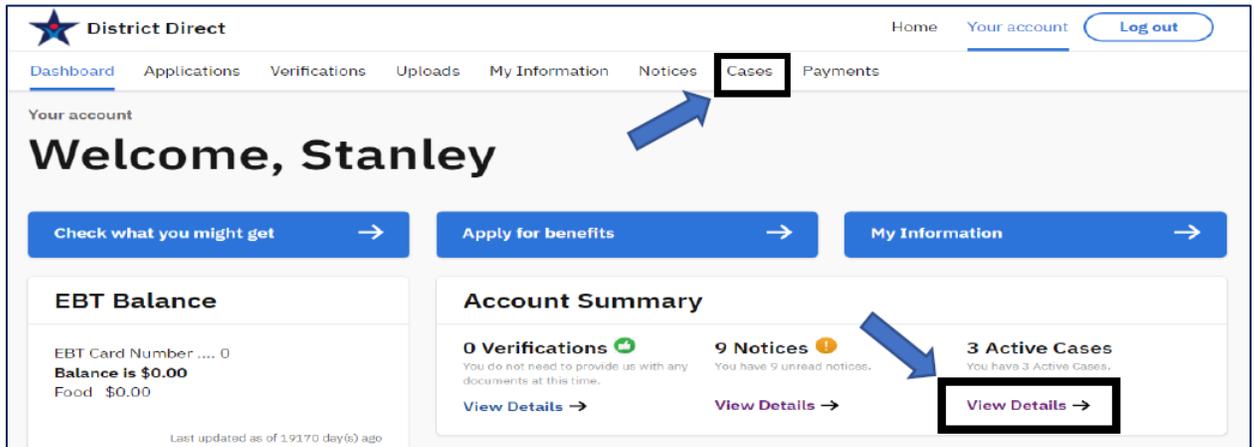
PROCEDURE

How to Request Proof of Benefits in the District Direct Resident Portal

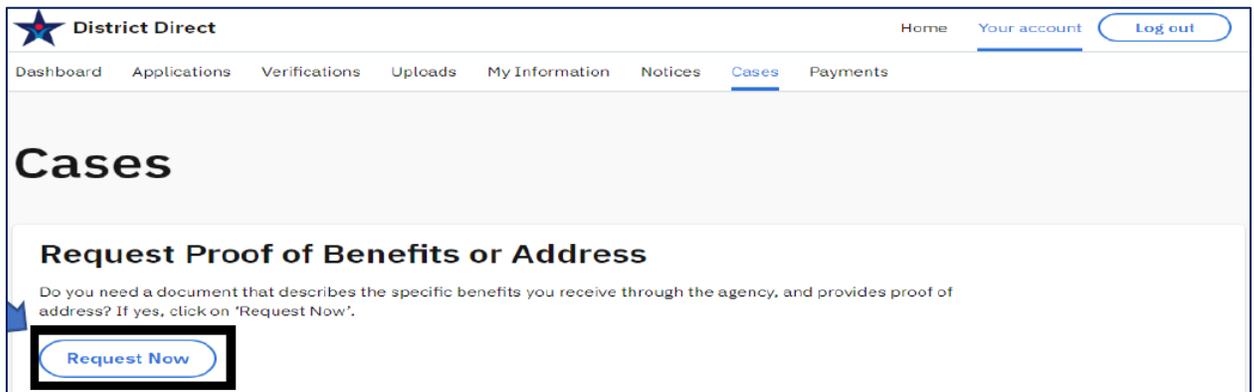
Overview: District residents who are the Primary Applicant and have their District Direct account connected to their benefits case can now request proof of their benefits on the District Direct Online Portal.

STEP-BY-STEP:

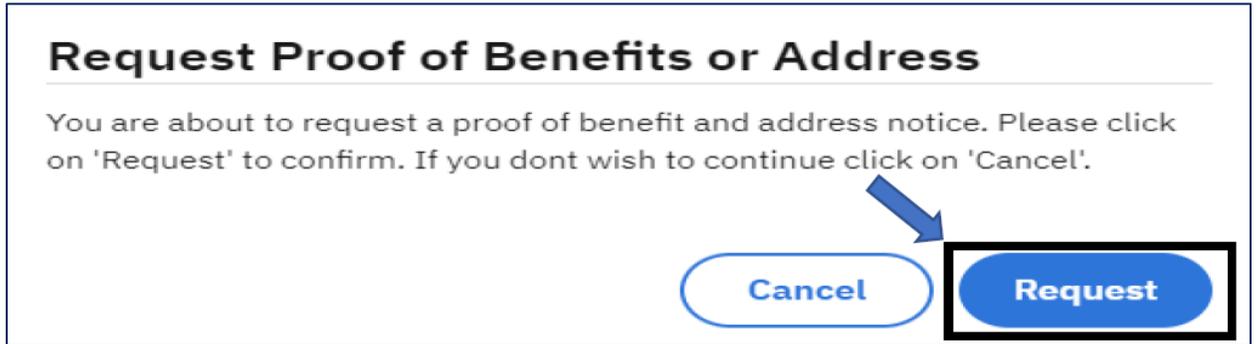
1. On the Dashboard, click the **Cases** tab at the top or click the **View Details** hyperlink under **Active Cases** in the **Account Summary** section.



2. On the Cases page, click the **Request Now** button.

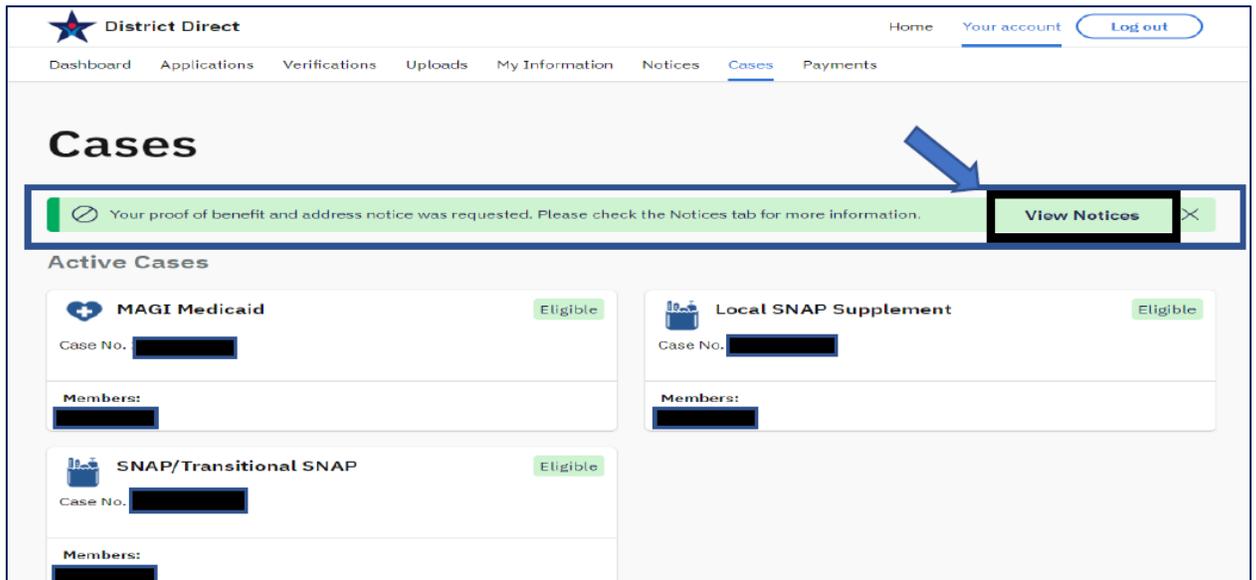


3. On the **Request Proof of Benefits or Address** page, click the **Request** button.

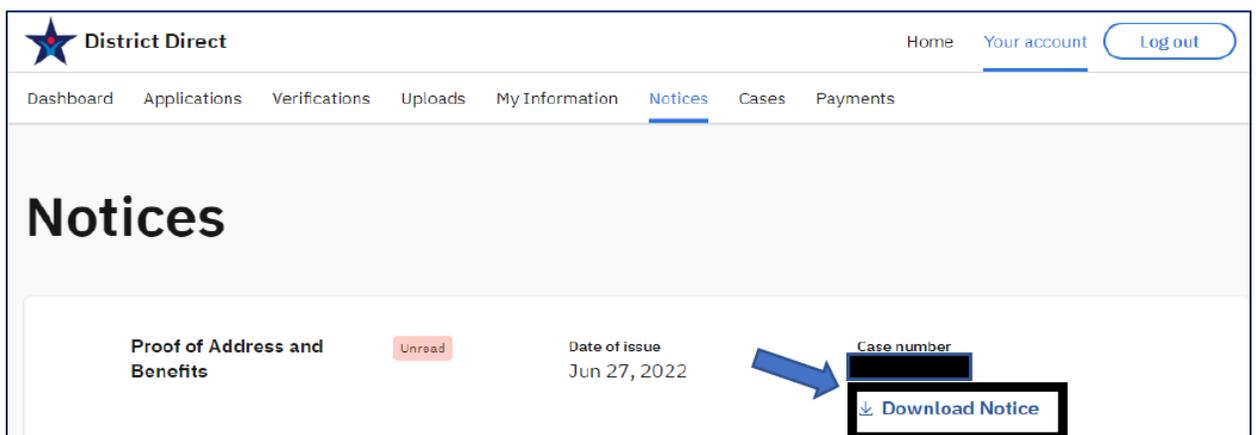


4. On the **Cases** page, a confirmation message displays the Proof of Benefit and Address Notice request.

5. Click **View Notices** to view.



6. On the **Notices** page, click the **Download Notice** button to view the **Proof of Address and Benefits** notice.



7. Sample of customer's notice:

GOVERNMENT OF THE DISTRICT OF COLUMBIA



Notice Date: 06/27/2022 Account ID: [REDACTED]

[REDACTED]

Subject: Proof of Address and Benefits

To Whom It May Concern:

The following person(s) are currently receiving benefits administered by the District of Columbia Department of Human Services (DHS).
[REDACTED]

Supplemental Nutrition Assistance Program (SNAP):

- Monthly Amount Received: \$20.00
- Benefit End Date: October 31, 2023

The following household members are receiving SNAP:
[REDACTED]

The current address that the agency has on file is:
[REDACTED]
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