

MONDAY, MARCH 16TH THROUGH MONDAY, APRIL 27TH, THE DISTRICT OF COLUMBIA GOVERNMENT IS OPERATING UNDER A MODIFIED STAFFING PLAN.

Essential services continue to be delivered to residents and some government operations will be performed fully remotely, and at public buildings but under modified operations.

The Department of Human Services (DHS) will continue to provide critical services to residents accordingly:

ACCESS TO SHELTER

Low-barrier, emergency, family, and youth shelters will remain open.

Low barrier shelters are extending daytime hours and serving meals.

Virginia Williams Family Resource Center

is closed for in-person interviews.

Families seeking emergency shelter should call the **DC Shelter Hotline** at **202.399.7093** or **311**, 24 hours a day, 7 days a week.

SHELTER HOTLINE AND TRANSPORTATION

The Shelter Hotline is open.

Free transportation to emergency shelter is available to anyone experiencing homelessness in the District by calling the Shelter Hotline at **202.399.7093** or **311**.

OUTREACH

Outreach workers are continuing to provide services to people experiencing homelessness with a focus on welfare checks, connection to medical support, and providing life-saving supplies such as hand sanitizer, blankets, etc.

DROP-IN CENTERS

Zoe's Doors Youth Drop-in Center will remain open.

Sasha Bruce Youth Drop-in Center will remain open.

The Downtown Day Services Center and the **Adams Place Day Center**.

APPLICATIONS FOR NEW PUBLIC BENEFITS

DHS Service Centers will be open for customers to pick up and drop off applications and eligibility documents only. All forms and inserts are also available at **dhs.dc.gov**.

Benefit-related questions will be directed through the call center at **202.727.5355**.

MID-CERTIFICATION OR RECERTIFICATION OF PUBLIC BENEFITS

Customers who receive Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid, Alliance, and other public benefits provided by DHS, do not need to take any action at this time to continue receiving existing benefits that would otherwise expire on March 31 or April 30. Those benefits will be automatically extended.

FAIR HEARINGS

During the District's COVID-19 State of Emergency status, customers receiving public benefits may request a Fair Hearing at **202.698.3955** or **202.535.1182**. Clients receiving homeless services within the Continuum of Care (CoC) may request a Fair Hearing at **202.442.9094**.

CASE MANAGEMENT VISITS AND ASSESSMENTS

Case management services will continue to be provided across DHS programs by phone or video whenever possible.

PLEASE CONTINUE TO VISIT **CORONAVIRUS.DC.GOV** FOR THE MOST UP-TO-DATE INFORMATION, LATEST NEWS, AND RESOURCES TO SHARE WITH THE COMMUNITY.

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CHILD CARE

Child care applications and documents can be dropped off at the Congress Heights or Taylor Street Service Centers. Staff will call customers for an interview.

Recertifications will be automatically processed and valid for 60-90 days.

If a customer with a voucher is requesting a reassignment, the request may be processed through the customer's selected child care provider.

No office visit is necessary.

EBT CARDS

New cards will continue to be distributed through the existing locations at 1649 Good Hope Road, SE and 645 H Street, NE.

RESOURCES

Homeless Day Centers & Meal Sites:

- **Miriam's Kitchen**
2401 Virginia Avenue NW
- **N Street Village Women's Day Center**
1333 N Street NW
- **So Others Might Eat (SOME)**
71 O Street NW
- **Salvation Army Social Services Center**
2300 Martin Luther King SE
Birth certificates, IDs, food, clothing, and furniture assistance.
Thursday | 9:30 a.m. - 3:00 p.m.

Low Barrier Shelters:

- DHS will extend daytime hours and serve lunch at low barrier shelter and hypothermia locations at **Malcolm X Opportunity Center** and **King Greenleaf Rec Center**.

RESOURCES

Behavioral Health

- The 24-hour telephone access to a mental health clinician and 24-hour suicide prevention lifeline as **1.888.793.4357** is available always and is ready to serve.
- The Community Response Team will continue to respond to adults in psychiatric crisis in the home or community for counseling and transportation to emergency treatment if needed.

DC Health

- DC Health Vital Records office will be open to the public, by appointment only, on Monday and Thursday from 9 am – 1 pm until further notice. To make appointment, visit: <http://appts.dcvsim.com/> or call **202.442.9289**.

Remote ordering options for Vital Records services are available at <https://dchealth.dc.gov/vital-records>.

STOP THE SPREAD OF GERMS!

Stay home
when sick



Cover your
cough or sneeze
with a tissue



Dispose of
tissue after use



If you don't have a
tissue, cough or
sneeze into your
upper sleeve



Wash hands, multiple times
a day, with soap and water
for at least 20 seconds



Avoid touching
eyes, nose, and
mouth with
unwashed hands

