

# THE DEPARTMENT OF HUMAN SERVICES, ALONG WITH OTHER DISTRICT AGENCIES, IS RE-OPENING IN-PERSON SERVICES FOR RESIDENTS STARTING JULY 12. SEE WHAT'S CHANGING BELOW.

Essential services continue to be delivered to residents. Most government operations will now be performed in public buildings but under modified operations.

**The Department of Human Services (DHS) continues to provide critical services to residents during the re-opening.**

## ACCESS TO SHELTER

Low-barrier, emergency, family, and youth shelters remain open. Low barrier shelters will continue to extend daytime hours and serve grab and go meals.

### The Virginia Williams Family Resource Center

will continue conducting assessments for Homeless Services via phone AND open for in-person interviews on limited capacity.

As part of a phased re-opening of VWFRC, the center will **operate at 50%** of its pre-pandemic capacity, meaning a maximum of **30 guests** are permitted in the center at given time. Entry will be permitted on a first-come, first-served basis. If there are **30 guests** in the building, families are advised to call the hotline to receive service over the phone.

### Families and individuals

seeking access to homeless services may call the DC Shelter Hotline at **202.399.7093**, **Monday through Sunday, 8:00 a.m. - 12:00 a.m.** or call **311** after hours.

## DROP-IN CENTERS

### Adams Place Day Center

As part of a phased re-opening of Adams Place Day Center, the center will **operate at 50%** of its pre-pandemic capacity, starting **July 26, 2021**. Meaning a maximum of **40-50 guests** will be permitted in the center at any given time. The temporary hours of operation will be **Monday through Friday, 9:00 a.m. - 5:00 p.m.** Full capacity will be restore **August 9, 2021**.

### The Downtown Day Services Center

The Downtown Day Services Center now offers walk-in services to guests with no appointment required. This marks a return to its pre-pandemic service model. The Center hours of operation are **Monday through Friday, 9:00 a.m. - 5:00 p.m.**

As part of a phased re-opening of walk-in services, The Center will **operate at 30%** of its pre-pandemic capacity, meaning a maximum of **40 guests** are permitted in the Center at any time. Entry will be permitted on a first-come, first-served basis. Guests will be provided with a wristband that must be worn while in the Center.

Available walk-in services include showers, laundry, medical treatment, computer access, electronic/mobile device charging, housing case management, employment counseling, harm reduction services, and other vital services. Full capacity lunch services will continue **Monday through Friday, 11:00 a.m. - 1:00 p.m.** as well as weekend meals.

The Center will continue to practice COVID safety protocols. All guests are required to wear a mask in the Center. **Social distancing will be required.**

The security check-in process will remain intact to include bag and body wand, temperature checks, and registration. The Center will work through the Unity Health Care partnership to address guests who are exhibiting COVID symptoms, including a fever. The Center will closely monitor the health and safety of our guests and staff during this initial phase of re-opened walk-in services. Plans are to further expand walk-in capacity to **75% in July 2021** and **100% in August 2021**.

**Zoe's Doors Youth Drop-in Center:** Remains Open

**Sasha Bruce Youth Drop-in Center:** Remains Open

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## NEW APPLICATIONS FOR PUBLIC BENEFITS

Residents applying for public benefits may complete an online application at [dhs.dc.gov](https://dhs.dc.gov) or visit the **Anacostia, Congress Heights, or H Street Service Centers**. The **Fort Davis and Taylor Street Service Centers** are temporarily closed until further notice for renovations. Public Benefits questions may also be directed to the Call Center at **202.727.5355**.

## FAIR HEARINGS

Customers receiving public benefits may continue to request a Fair Hearing at **202.698.3955** or **202.535.1182**. Residents receiving Homeless Services within the Continuum of Care may continue to request a Fair Hearing at **202.442.9094**.

## CASE MANAGEMENT VISITS AND ASSESSMENTS

In-person case management services will begin again with limited capacity at the discretion of the customer.

## MID-CERTIFICATION OR RECERTIFICATION OF PUBLIC BENEFITS

Re-certs for SNAP benefits are now required. Use the District First mobile app to update your contact information to be notified when it's your turn to recertify. Complete your recertification application as soon as possible. **Don't wait!**

## EMERGENCY RENTAL ASSISTANCE PROGRAM

Residents who need assistance with rental or utility payments should apply at [STAY.DC.Gov](https://STAY.DC.Gov). To qualify for **STAY DC**, you must be a renter or housing provider in the District who is at risk, or has a tenant at risk, of not paying rent or utilities on a residential dwelling. An applicant's total 2020 annual household income, as set by the U.S. Department of Housing and Urban Development, may not exceed designated levels according to household size. Eligible households may receive up to **12 months** of assistance going back to **April 1, 2020**, and **3 months** of assistance for future payments at a time for a total of **18 months** of assistance.

## EBT CARDS

Residents may receive new and replacement Electronic Benefits Transfer (EBT) cards via mail. Cards will be sent to the customer's address on record with DHS. To update a mailing address, contact the **Call Center at 202.727.5355**.

Residents without a fixed mailing address may visit EBT Offices at **645 H Street NE** and **1649 Good Hope Road SE** to receive their EBT cards. Office hours are as follows:

### H STREET LOCATION:

**Monday, 7:30 AM – 4:45 PM; Wednesday, 7:30 AM – 12 noon; Friday, 7:30 AM – 4:45 PM**

### GOOD HOPE ROAD LOCATION:

**Tuesday, 7:30 AM – 4:45 PM; Thursday, 7:30 AM – 4:45 PM**

## CHILD CARE

Childcare applications may be dropped off at the Congress Heights Service Center where in-person interviews will be conducted on a limited capacity. Customers may continue providing interviews via phone. Recertifications are automatically processed and valid for 60-90 days. Customers with a voucher requesting reassignment may contact the selected childcare provider.