

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES**



Economic Security Administration

DPO Staff,

The Department of Human Services (DHS) provides interpretation and translation services and is committed to serving customers who speak little or no English. If customers encounter difficulty in obtaining services or benefits because of a language barrier, they will contact a Language Access Ombudsman. The Ombudsman will ensure that customers receive proper assistance in their preferred language throughout the DHS benefit process.

The contact information for your Ombudsman by Service Center is listed below. If you have any questions regarding the role of the Ombudsman you may contact Shelby Holley, ESA Assistant Deputy Administrator, Department of Program Operations at (202) 698-4100 or by [email](#).

Service Center	Location	Primary Ombudsman	Alternate Ombudsman
Anacostia Service Center	2100 Martin Luther King Avenue, SE.	Shari Smiley, SSSR 202- 841-1508	Ashley Toon, SSSR 202- 304-7525
Congress Heights Service Center	4049 South Capitol Street, SW.	Marcus Hill, SSSR 202-645-4576	Felicia Watson, SSSR 202- 645-4534
Fort Davis Service Center	3851 Alabama Avenue, SE	Profula Robinson, SSSR 202 - 841-4063	James Wallace, SSSR 202 - 841-0158
H Street Service Center – Main	645 H Street, NE	Deyanira Hall, SSSR 202 – 821-3294	Nicole Davis, SSSR 202- 394-1788
Taylor Street Service Center	1207 Taylor Street, NW	Nubia Gomez, SSSR 202 – 531-1048	Amanda Barahona, SSSR 202– 531-1541
Medicaid Branch	645 H Street, NE	Bershell Thomas, SSSR 202 - 698-4168	NONE
Central Processing Unit	645 H Street, NE	Vanessa Garner, SSSR 202 – 842-0668	Tonia Johnson, SSSR 202– 727-9944