

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.



DHS/Economic Security Administration (ESA)



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 **ESA Public Benefits Call Center at 202.727.5355.**

EBT CARDS

Residents will receive new and replacement Electronic Benefits Transfer (EBT) cards via mail. Cards will be sent to the customer's address on record with DHS. Replacement EBT card may be requested by calling 888-304-9167

To update a mailing address, contact the **ESA Public Benefits 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:

Monday - Friday, 7:30 a.m. - 4:45 p.m.

ON-GOING CERTIFICATION REQUIREMENTS FOR PUBLIC BENEFITS

SNAP **Mid-Certifications** and **Interim Contacts** are now required.
Recerts for SNAP and Cash are required for some customers.

Customers will receive an advance notice when it is time to complete an on-going certification requirement.

Mid-Certifications and **Recerts** can be completed electronically (District First mobile app or online benefits portal).

Interim Contacts can be completed by contacting the ESA Public Benefits Call Center 202-727-5355.

CASE MANAGEMENT

ESA will continue Case Management operations on July 12th, and expand to offer families a hybrid of in-person and virtual services based on the presenting needs of each unique family.

CHILD CARE

Childcare applications may be picked-up/dropped off at the Congress Heights Service Center or H Street.

DHS will contact customers via telephone for an interview.

Customers with a voucher requesting reassignment may contact the Child Care Services Divisions at (202) 727-0284.



FAIR HEARINGS

ESA: Customers receiving public benefits may continue to request a Fair Hearing at **(202) 698-4147** or **(202) 698-4133**.

FSA: Customers receiving services within the Homeless Continuum of Care may continue to request a Fair Hearing at **(202) 442-9094** or **(202) 809-4163**.

DHS/Family Services Administration (FSA)



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. Gradual capacity increases will begin in August.

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 will be 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.



DAY 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 **August 2, 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 restored **September 30, 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.

YOUTH DROP-IN CENTERS

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 (with the exception of Sasha Bruce and LAYC).

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

The check-in process will remain intact to include checking in bags, temperature checks, and registration.
The Centers will work through the Unity Health Care partnership to address guests who are exhibiting COVID symptoms, including a fever.

The Centers 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

LAYC Youth Drop-in Center: Remains Open (closed on Fridays in July)

CASE MANAGEMENT VISITS AND ASSESSMENTS

FSA: FSA is requiring in-person CM services starting August 2 for any programs that have not yet resumed in-person visits. Safeguards for home visits, including symptom screening before visits, use of masks, and frequent hand washing will be required. Case managers may also limit the duration of in-home case management visits and/or meet outdoors or in alternate locations where appropriate. *DHS strongly recommends that case managers get vaccinated against COVID-19 as the safest and most effective protection against the virus.*

Additional guidance regarding safeguards was sent to Providers this morning

EMERGENCY RENTAL ASSISTANCE PROGRAM

Residents who need assistance with rental or utility payments should apply at stay.dc.gov.

To qualify for **STAY DC**, you must be a DC renter who meets household income requirements, has a financial hardship due directly or indirectly to COVID-19, and faces housing instability, find more at stay.dc.gov.

Eligible households may receive up to 18 months of assistance with backward or forward rent.

For questions about how to apply or to get connected to your local community based organization for additional help in applying, please call the call center at [833-4-STAYDC \(833-478-2932\)](tel:833-4-STAYDC)



DHS/Office of the Director (OD)



Next Partner Engagement

Next DHS COVID-19 Service Provider & Partner Call:

Thursday, August 19, 2021 @ 2:00 PM:

- Last COVID-19 Service Provider & Partner Update
- DHS and City focusing on reopening stronger!
- Due to positive feedback, we will resume stakeholder engagement in the fall. Stay tuned!

Questions & Answers

Thank you!