

THE DISTRICT OF COLUMBIA GOVERNMENT IS OPERATING UNDER A MODIFIED STAFFING PLAN THROUGHOUT THE CORONAVIRUS (COVID-19) PUBLIC HEALTH EMERGENCY.

Essential services continue to be delivered to residents. Some government operations are performed fully remotely and at public buildings but under modified operations. **The Department of Human Services (DHS) continues to provide critical services to residents during the public health emergency.**

ACCESS TO SHELTER

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

Low barrier shelters are extending daytime hours and serving meals.

The Virginia Williams Family Resource Center

is conducting Assessments for Homeless Services via phone. The Center is closed to the public for in-person interviews.

Families and individuals seeking access to homeless services may call the **DC Shelter Hotline** at **202.399.7093** from **8 a.m. - 12 a.m., Monday - Sunday**, or call **311** after hours.

SHELTER HOTLINE AND TRANSPORTATION

The Shelter Hotline is open. Free transportation to emergency shelter is available to anyone experiencing homelessness in the District by contacting the Shelter Hotline at **202-399-7093** from **8 a.m. - 12 a.m., Monday - Sunday; or, 311 after hours.**

OUTREACH

Outreach workers continue 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 remains open.

Sasha Bruce Youth Drop-in Center remains open.

The Downtown Day Services Center

is open by appointment-only for essential services for residents experiencing homelessness. To schedule services contact

202.674.2365 (9 a.m. - 5 p.m.) or email ddsc@pathwaysdc.org

Adams Place Day Center is closed.

NEW APPLICATIONS FOR PUBLIC BENEFITS

Residents applying for public benefits may visit dhs.dc.gov to complete an online application, or visit the H Street, Taylor Street, or Congress Heights Service Centers to pick up and/or drop off a public benefits application and/or eligibility documents. Public benefits questions may be directed to 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 in the District, do not need to take any action at this time to continue receiving existing benefits. Those benefits will be automatically extended as follows:

- **SNAP and TANF:** extended through August 2020
- **Medicaid:** extended through September 2020.

FAIR HEARINGS

During the District's COVID-19 Public Health Emergency, 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 are 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, and staff will call customers for an interview. Recertifications are automatically processed and valid for 60-90 days. Customers with a voucher requesting reassignment, may contact the selected child care provider. An office visit is not required.

EBT CARDS

Effective **Monday, April 20**, ESA customers will receive new and replacement Electronic Benefits Transfer (EBT) cards via US 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.

Customers 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

***Hours are subject to change**

EMERGENCY RENTAL ASSISTANCE PROGRAM

During the coronavirus (COVID-19) Public Health Emergency, the **Emergency Rental Assistance Program (ERAP)** continues to provide services and assist District residents. Customers may call providers directly regarding existing requests or to apply for new assistance. All appointments will be conducted via phone.

RESOURCES

Homeless Day Centers & Meal Sites:

- **Downtown Day Services Center**
1313 New York Avenue NW
To-go bagged lunches served from 11 AM – 1 PM, 7 days a week; vital services (shower, laundry) **by appointment only**
- **Miriam's Kitchen**
2401 Virginia Avenue NW
Breakfast: 7:00 a.m. - 8:00 a.m.
Dinner: 4:30 p.m. - 5:30 p.m.
Monday - Friday
- **HIPS Drop-in Center**
906 H Street NE
Monday, Wednesday and Friday:
Grab-and-go meals from 11:00 a.m. - 1:00 p.m.
- **So Others Might Eat (SOME)**
71 O Street NW
Bagged meals "to go" available daily from 7:30 a.m. - 9:30 a.m.

RESOURCES

Behavioral Health

- The 24-hour telephone access to a mental health clinician and 24-hour suicide prevention lifeline at **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.dcvssims.com/> or call **202.442.9289**.
- Remote ordering options for Vital Records services are available at <https://dchealth.dc.gov/vital-records>.

DISTRICT'S COVID-19 HOTLINE

Starting Monday, April 13, residents that are homebound because of COVID-19 can request support from the District for food and other essential items.



Call:

1-888-349-8323



Online:

coronavirus.dc.gov/gethelp