**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.

Monday, March 16th through Wednesday, April 1st, low barrier shelters are extending daytime hours and serving meals.

Virginia Williams Family Resource Center is closed for in-person interviews until April 1.

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.

**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.

**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 are closed until April 1.

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

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 starting Monday, March 16 through Wednesday April 1.

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

- Vital records and the Health Licensing and Regulation Processing Center will be in operation from 9:00 a.m.-1:00 p.m. through March 31.

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