

# ESA Operational Status

## Service Centers

*Pick-up/Drop-off only*

### Taylor Street

1207 Taylor Street NW

### H Street

645 H Street NE

### Congress Heights

4049 South Capitol Street SW

Anacostia Service Center & Fort Davis are **temporarily closed**

## Call Center

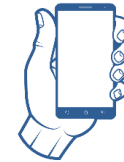
Monday through Friday  
7:30am-4:45pm

**(202) 727-5355**

Lowest wait times:  
Wednesdays & Thursdays

Customers can request an application be mailed

## Applications & Verifications



### Mobile Phone

DC Access Mobile App  
iPhone & Android



### Online

[dcbenefits.dhs.dc.gov](https://dcbenefits.dhs.dc.gov)



### Mail

Department of Human Services  
Economic Security Administration  
Case Record Management Unit  
P.O. Box 91560  
Washington, DC 20090



### In Person

Pick-up or drop-off at one of three open Service Centers

# ESA Food Access Updates

- **Emergency Allotments** continue through Dec
- **P-EBT** working on plan for 2020-2021 SY
  - Families with questions on their P-EBT benefits can visit <https://dhs.dc.gov/p-ebt>

**\$51 million**

in emergency allotments issued to over

**42k households**

**\$33 million**

in P-EBT issued to over

**45k families**

# Public Benefits Update

SNAP/TANF/Cash Assistance	Medical Programs
<i>As of Oct 1</i>	
<p><b>Interviews</b></p> <ul style="list-style-type: none"><li>• Waived</li></ul> <p><b>Recerts</b></p> <ul style="list-style-type: none"><li>• Extended for all TANF and for SNAP customer</li><li>• Recerts for SNAP expected to start back up in March 2021</li></ul> <p><b>Mid-Certs/Interim Contacts</b></p> <ul style="list-style-type: none"><li>• Waived</li></ul>	<p><b>Interviews</b></p> <ul style="list-style-type: none"><li>• Waived</li></ul> <p><b>Recertifications</b></p> <ul style="list-style-type: none"><li>• Waived</li></ul>