

COVID-19 DV ECONOMIC SECURITY FAQs

If you fear for your life, please call 911. If you are in a crisis and need assistance please call the DC Victim Hotline to speak with an advocate at 1-844-4HELPDC (1-844-443-5732).

Question:

- **What will happen if my benefits expire during this public health emergency?**
 - **Answer:** DHS has stated in its COVID-19 status report that customers who receive SNAP, TANF, Medicaid, Alliance and other public benefits do not need to take any action to continue to receive benefits that would expire on March 31st or April 30. Your benefits will not expire until further notice. Please visit dhs.dc.gov if you are filing a new application or visit a Service Center.

Question:

- **I don't have public benefits. How do I apply for public benefits like SNAP?**
 - **Answer:** For new applications for Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid, Alliance, or other public benefits, please visit dhs.dc.gov. You can currently apply online for most public benefits. Residents with questions about their benefits should contact the Call Center at (202) 727-5355 from 7:30 a.m. – 4:45 p.m.

Question:

- **Due to the public health crisis, I'm unable to work. What benefits are available for workers dealing with staffing changes?**
 - **Answer:** On March 17th, the DC Council passed emergency legislation, the COVID-19 Response Emergency Amendment Act of 2020. As a result, unemployment compensation benefits have been expanded to help even more workers who become fully or partially unemployed due to the COVID-19 crisis.
 - This includes job losses from: Quarantine or self-quarantine of a worker; closures as required by the Mayor or health department; and/or voluntary quit by a worker whose employer fails to follow a public safety order of the Mayor or health department.

Question:

- **How do I apply for unemployment benefits? Do I need documentation when applying?**
 - **Answer:** To apply for unemployment compensation in DC, contact the DC Department of Employment Services at (202) 724-7000 or online at <https://www.dcnetworks.org/vosnet/Default.aspx>
 - Any worker who experiences COVID-19 related job loss or loss of income should attempt to document the job loss to the best of their ability – for example, with a doctor's note, written guidance from the Mayor or health department, or email or letter from their employer describing the lay-off or temporary shut-down of the workplace.

Question:

- **My unemployment insurance application was denied. What can I do?**
 - **Answer:** If you are denied unemployment compensation in DC, you have a right to appeal this decision within 15 days by filing a hearing request. Contact the DC Office of Administrative Hearings at (202) 442-9094 or oah.dc.gov.
 - If you are wrongfully denied unemployment compensation in DC, contact our partners at Legal Aid at (202) 628-1161 or by completing an [online intake](#) to apply for free legal help.

Question:

- **Due to the schools being closed, I'm worried about feeding my children. Where can we find additional food resources?**
 - **Answer:** DC Public Schools has meal sites across the city and is available for all students and other families in need. You can go to the site that is closest to you, even if your child does not attend that school. Updated location sites for students and seniors can be found here: <https://coronavirus.dc.gov/mealsites>

Question:

- **What other food and basic necessities resources are available during the public health crisis?**
 - **Answer:** Martha's Table, in partnership with DC Health and Capital Area Food Bank, is offering pre-bagged groceries (fresh fruits and veggies) at D.C. Public School & D.C. Public Charter School sites located in Ward 7 and 8. To see up-to-date information on Grab and Go sites across the District, visit our friends at DC Hunger Solutions: <https://www.dchunger.org/home/covid-19-food-resources/>

On March 11, 2020, Mayor Muriel Bowser issued a state of emergency and a public health emergency to respond to COVID-19. This means that DC is changing the normal way of doing things to try and slow down the spread of the Coronavirus so less people get sick. We put together these frequently asked questions or FAQs to help you understand how things are working during this state of emergency. This information was put together on March 18th.

For the latest information on the District Government's response to COVID-19 (Coronavirus), please visit coronavirus.dc.gov.

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