

# PROTECT YOUR BENEFITS!

## WHAT IS HAPPENING?

The District asking you to recertify or complete your mid-cert/interim contact in the month it is scheduled. DC is reinstating normal certification procedures for Food and/or Cash Assistance benefits that had been waived between March and August 2020 in response to the COVID-19 Public Health Emergency. **District residents who receive a notice to complete a required action must do so as soon as possible in order to continue receiving benefits.** Don't Wait Until Its Too Late!

## WHAT SHOULD YOU DO?

- 1) Complete the required action in your notice and provide any verification as soon as possible.
- 2) Complete an interview, if required.

**Are you unsure if you've received a notice? Download the DC Access Mobile App and review your notices!**

## DHS REPRESENTATIVES WILL CALL YOU FOR YOUR INTERVIEW

DHS reps will call Food and/or Cash Assistance recipients to complete the interview over the phone if you completed your forms and one is required. Make sure your phone number and mailing address are up to date by calling 202-727-5355 or updating them via the DC Access mobile app. **Failure to attend an interview may result in delay or denial of your benefits.** You are responsible for rescheduling a missed interview and for providing verification information.

Visit [DHS.DC.GOV/PAGE/BENEFITS-DHS](https://dhs.dc.gov/page/benefits-dhs) to learn about the criteria to qualify for benefits.

# Submit Certification Forms Remotely

**Recertifications, mid-certifications, and verifications can be submitted in any of these ways:**

## DC Access Mobile App

Download the DC Access Mobile App from the Google Play or Apple App Store today!

-  Apply for food, cash and medical assistance
-  Upload verification documents
-  View benefit payment information
-  View push notifications for notices
-  Recertify your food and cash benefits
-  View the app in English, Spanish, and Amharic
-  Update household and personal information



For more information, visit [dhs.dc.gov/DCAccess](https://dhs.dc.gov/DCAccess).

DC Access works on Apple and Android mobile devices, and features convenient services for District residents receiving food, cash and medical assistance.



**DC ACCESS mobile app**  
on the [Apple](#) or [Google Play](#) Store



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



**DHS Service Center**  
[Locations](#)



**Mail**  
Dept. of Human Services  
ESA – Case Record Mgmt Unit  
P.O. Box 91560  
Washington, DC 20090

**For Help, Call the DHS Call Center at 202-727-5355**