



# The Department on Disability Services Operating Status during COVID-19 Emergency

## What is our operating status?

Through the duration of the public health emergency, employees of DDS will work remotely to provide essential support services to residents with disabilities. Residents with disabilities interested in receiving supports from our agency can call 202-442-8400 to schedule an intake appointment. In-person appointments will resume after the public health emergency has been lifted. Appointments will be scheduled on a first-come, first basis.

## How does this impact what we do?

- **Intake Procedures for Vocational Rehabilitation Services** – DC Residents with disabilities can file an on-line application for vocational rehabilitation services at <https://bit.ly/2TRHexP>. We will schedule an intake appointment and advise them of next steps via telephone.
- **Disability Determination Division** - Disability Determination staff will be teleworking and will communicate with people about pending eligibility determinations for SSI and SSDI via telephone.
- **Intake Procedures for People with Intellectual Disabilities** – DC Residents with disabilities wishing to apply for service coordination services from the Developmental Disabilities Administration should call 202-730-1700. The community liaison will contact them to begin the process and schedule a date to follow up for an in-person appointment.

## What else are we offering to meet your needs?

- **On-site Assistance** – DDS will maintain a small staff to address necessary issues on-site, and to respond to any people who come into the office seeking services.
- **Enhanced Use of Technology** – Our staff will maintain ongoing meetings through the use of virtual tools such as Webex, agency conference lines, and Skype to support people with disabilities.
- **Support to Providers** – We are working closely with providers to ensure that all necessary resources and support is provided in a fiscally responsible manner to ensure quality services are maintained.

## What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

## Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-442-8400 or [dds@dc.gov](mailto:dds@dc.gov). For more information, please visit [coronavirus.dc.gov](http://coronavirus.dc.gov).