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

### What is our operating status?

Along with the rest of District government, our agency remains open. However, we have made changes to how services are being provided through April 27, 2020.

### How does this impact what we do?

- **Intake Procedures for Vocational Rehabilitation Services** – People can file an on-line application for vocational rehabilitation services at [https://dda.dc.gov/mcis/rsa\\_intake\\_outside/rsaintakeform.asp](https://dda.dc.gov/mcis/rsa_intake_outside/rsaintakeform.asp). 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**– People wishing to apply for service coordination services from the Developmental Disabilities Administration should call 202-730-1700. The community liaison will reach out to them via telephone to begin the process for completing the agency Front Door Tool and schedule a later date to follow up for an in-person appointment.

### How does this impact our physical locations?

- **250 E Street, SW**– remains open Monday - Friday from 8:30 am – 5 pm

### 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 is equipped to 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 supports are 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](https://coronavirus.dc.gov).