

Coordinated Entry System – Resource Manual

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To suggest updates to the resource manual, please email cesresourcemanual@gmail.com.

Coordinated Entry System – Resource Manual

Instructions for Assessors

This resource manual is designed to be used as part of DC’s Coordinated Entry System (CES). The CES is a process that streamlines access to homeless assistance services (such as rapid re-housing and permanent supportive housing) , screens applicants for eligibility for these and other programs in a consistent and well-coordinated way, and assesses needs to determine which interventions are the best fit. The CES primarily focuses on linking individuals to housing assistance, but also connects individuals to needed social services as well (employment, income benefits, mental health, health, and substance abuse).

The first step in the Coordinated Entry System is the VI-SPDAT pre-screen assessment. The VI-SPDAT takes about 10 minutes to complete, asks a broad range of questions about a person’s housing history, vulnerability, and service needs, and provides an initial indication of the type of housing assistance a person will likely need: Affordable Housing, Rapid Re-housing, or Permanent Supportive Housing. The questions in the VI-SPDAT can also be used by the assessor to identify other service or resource needs that can be offered to an individual (employment assistance, mental health services, substance abuse services, benefits, health services, etc.).

The manual is divided into three sections – Housing Resources, Services, and General Resources. After the VI-SPDAT assessment, assessors should give individuals resource information based on the assessment. The sections are designed so that they can be printed and given directly to individuals.

Section 1 – Housing Resources

How a person scores on the VI-SPDAT will guide your housing resource recommendations. If an individuals’ assessment indicates:

- Affordable Housing (“DO NOT recommend Housing & Support Assessment at this time”) - they should be given the Affordable Housing Resources section and any population-specific housing resource sections that apply to them (senior housing, veteran housing, etc.).
- Rapid Re-Housing (“Recommend Rapid Re-Housing Assessment”) - they should be given the Rapid Re-Housing section as well as the Affordable Housing Resources and any population-specific housing resource sections that apply to them (senior housing, veteran housing, etc.).
- Permanent Supportive Housing (“Recommend Permanent Supportive Housing/Housing First Assessment”) - they should be given the Permanent Supportive Housing section as well as the Affordable Housing Resources and any population-specific housing resource sections that apply to them (senior housing, veteran housing, etc.)

Section 2 – Services

Based on assessment answers, resource sections on Employment, Mental Health, Substance Abuse, and/or Health should be provided to individuals.

Section 3 – General Resources

Based on assessment answers, resource sections on Benefits, Domestic Violence, Legal Assistance, Food Assistance, and/or Literacy should be provided to individuals.

Section 1 – Housing Resources

Permanent Supportive Housing

The VI-SPDAT assessment you just completed indicates that you would benefit from permanent housing assistance along with support services to help you pursue your goals and be successful in housing.

By completing this assessment through the coordinated entry system, your name will be entered in a housing priority database that will simplify your search for permanent supportive housing programs that might be a good fit for you. Organizations like Pathways to Housing DC, N St. Village, the Veterans Administration, the Department of Human Services, and Open Arms Housing are using the housing priority database to select some of their clients.

The majority of permanent supportive housing providers, however, do not draw their applicants from the housing priority database. Below is a list of permanent supportive housing programs where you can also apply. You should also pursue other affordable housing assistance that is not connected to support services (see Affordable Housing Resources page).

DC Department of Human Services – Permanent Supportive Housing Program

Provides permanent housing and other supportive services to chronically homeless individuals and families.

Eligibility: No income required.

To apply: Complete a Vulnerability Index assessment with the coordinated entry system assessor to apply for this program. Similar to the housing priority database in the coordinated entry system, individuals are selected based on vulnerability and length of homelessness rather than by the order of application. To check your status in their database or find other locations to apply, you can contact Bettie Berkeley at (202) 698-4166.

Pathways to Housing DC

101 Q Street, NE (Suite G) Washington, DC 20002
202-529-2972

Permanent supportive housing for chronically homeless adults living with mental illness. Pathways uses a Housing First model – services are voluntary, participation in substance abuse or mental health treatment is not required, and tenants are not required to be drug and alcohol free.

Eligibility: Pathways operates several different housing programs with different eligibility criteria, but generally consumers must be chronically homeless and living with a mental illness.

To apply: Pathways draws some of its consumers from the housing priority database. A referral is required for other applicants.

Department of Behavioral Health Housing

A number of housing programs are offered for DBH consumers.

Eligibility: Be enrolled in a DBH agency. Other eligibility criteria vary by program.

To apply: Talk to your community support worker at your mental health clinic. Your community support worker needs to help you apply for DBH housing.

N St. Village

1333 N Street, NW

Eligibility: Must be an adult woman 18+ yrs, have a need for housing with embedded supportive services and a commitment to make and maintain improvements in at least one of the following areas: physical health, mental health, substance abuse recovery. Must have an ability to abstain from drugs and alcohol. If in recovery, at least 6 months documented clean time, a willingness to continue abstinence and participate in 12-step programming. Must have a commitment to building relationships with other residents through daily interaction, attendance at community meetings and participation in community events, Documented income and ability to pay monthly rent on time.

To apply: Complete a VI-SPDAT assessment with the coordinated entry system assessor to apply for this program. Individuals are selected based on vulnerability and length of homelessness rather than by the order of application. If you would like to directly participate at N Street Village and consider one of their other programs, attend a Welcome Session on Mondays, Tuesdays, Thursdays or Fridays (not holidays) at 9:15am at Bethany Women's Center at 1333 N Street, NW.

SOME's SROs

SOME operates a number of subsidized Single Room Occupancy (SRO) units with access to supportive services through SOME's social services. In an SRO, you have your own room but share all common living spaces (kitchens, living rooms, bathrooms). You pay 30% of your income for rent. SROs have a shorter waiting list than most other forms of subsidized housing.

Eligibility: Must have stable income (employment or benefits), pay 30% of income towards rent, be drug and alcohol free for 6 months, maintain sobriety while in housing, and be willing to share common areas.

To apply: The intake line for SOME's SROs is not always open, but you find out more information by calling them at 202-797-8806 x1137.

Calvary Women's Services

Sister Circle

317 H Street, NW Washington, DC 20001

202-289-2111

Permanent supportive housing for 10 women who are offered long term support in an independent housing setting.

Eligibility: Women in recovery from drug or alcohol addictions and women with chronic medical conditions like HIV/AIDS and cancer.

To apply: Referral required for entry.

Rachael's Women's Center – Permanent Supportive Housing Program

1222 11th Street, NW Washington, DC 20001

202-682-1005

Permanent supportive housing for adult homeless women. Women live independently, with private rooms and shared common areas. Case management provides ongoing support.

Eligibility: Adult homeless women.

To apply: Call to request a housing application.

New Endeavors by Women

Shelter Plus Care

611 N Street NW Washington, DC 20001

202-682-5825

Permanent housing program for homeless adult women 18 or older and/or families.

Eligibility: Women and/or families must have a history of substance addiction (must be sober for at least 3 months), may possess a minor mental health diagnosis (medication compliant), and/or minor medical disabilities.

To apply: Must be referred by The Community Partnership for the Prevention of Homelessness (TCP) and a face-to-face interview will be conducted. Various documents are required, including a verification of homelessness, income verification, any documentation as it relates to minor children, identification (birth certificate, social security card, and picture ID), TB test results, verification of sobriety, verification of mental health diagnosis (where applicable), psychiatric evaluation (where applicable), psychosocial and/or social history, police clearance.

Rapid Re-Housing

The VI-SPDAT assessment you just completed indicates that you might benefit from rapid re-housing – one-time or time-limited financial assistance with rent and move-in costs along with time-limited support services to help you become self-sufficient (such as employment assistance and assistance connecting to needed resources).

At this time, there are no rapid re-housing providers using the coordinated entry system's housing priority database to find clients. There are also very few rapid re-housing programs for single homeless adults in DC – two are listed below. You should also pursue other affordable housing assistance that is not connected to support services (see Affordable Housing Resources page).

Friendship Place – AimHire and Direct Housing

Friendship Place offers two programs that operate similar to rapid re-housing. AimHire is a job placement program, but also assists with housing placement in the rental market through relationships with landlords and limited financial assistance. Direct Housing works with clients who are not able to work to find housing in the rental market through relationships with landlords, limited financial assistance, and finding options like shared housing.

Eligibility: Anyone is eligible.

To apply:

- AimHire – Contact Jermaine Hampton at 202-248-3537 or visit the Welcome Center Office at 4713 Wisconsin Ave., NW.
- Direct Housing – Contact Laura Woody at 202-364-1419 or visit the Welcome Center Office at 4713 Wisconsin Ave., NW.

Supportive Services for Veteran Families (SSVF)

The VA's SSVF program provides homelessness prevention, rapid re-housing, and supportive services to veterans (individuals and families). It is administered by several nonprofit providers in DC – see list below. Programs provide case management to assist with locating affordable housing, assistance with paying first month's rent and security deposit, and emergency rental and utility assistance to prevent homelessness.

Eligibility: Must be a veteran who qualifies for Veteran Health Benefits and who earns less than 50% of the area median income.

Contacts to apply:

- Bright Beginnings: (202) 842-9090 x106 swatkins@brightbeginningsinc.org
- Community Connections: Marla Peterson (202) 281-2931 mpeterson@ccdc1.org
- Friendship Place: (202) 658-9599
- Pathways to Housing DC: James Davis (202) 557-1129 jdavis@pathwaysdc.org
- Volunteers of America Chesapeake: (703) 341-5077 mporter@voaches.org
- U.S. Veterans Initiative: (202) 734-8276 jsmith-haynie@usvetsinc.org
- Housing Counseling Services: (202) 667-7706 reeneekelly@housingetc.org
- Operation Renewed Hope Foundation: (703) 887-8117

Affordable Housing Resources

Whether your VI-SPDAT assessment indicates that you might benefit from permanent supportive housing, rapid re-housing, or affordable housing only, there are a number of affordable housing resources that you can apply to in DC. Since affordable housing is a major issue in DC, many programs are closed or have long waiting lists. Nevertheless, it would be beneficial to look into any of these resources if finding affordable housing is an issue for you.

DC Housing Authority

1133 North Capitol St., NE

DCHA provides people in need with affordable housing - either through housing vouchers or public housing buildings. The waiting list is now closed, but if you have applied in the past, you can update your application or check your application status online at www.dchousing.org.

Eligibility: No income required, but you must be below a certain income.

Bread for the City's Housing Access Program

Many subsidized units exist in DC outside of the DC Housing Authority system. Bread for the City offers an information session on subsidized housing available in DC, has current information on open waiting lists, has many applications available on-site, and can provide follow-up sessions with help filling out applications. Information sessions are offered at Bread for the City (1525 7th St., NW) every Wednesday at 1:00 PM. Attendees are required to sign in between 9:00AM and 12:45 PM to attend.

Eligibility: Participants must have completed a Bread for the City general intake. Those who have never been to Bread for the City before will first be directed to complete an Intake. No income required, but you must be below a certain income. Some subsidized housing programs that you be 62+ and/or have a disability.

Friendship Place –Aim Hire and Direct Housing

Friendship Place offers two programs to help individuals find affordable housing. AimHire is a job placement program, but also assists with housing placement in the rental market through relationships with landlords and limited financial assistance. Direct Housing works with clients who are not able to work to find housing in the rental market through relationships with landlords, limited financial assistance, and finding options like shared housing.

Eligibility: Anyone is eligible.

To apply:

- AimHire – Contact Jermaine Hampton at 202-248-3537 or visit the Welcome Center Office at 4713 Wisconsin Ave., NW.
- Direct Housing – Contact Laura Woody at 202-364-1419 or visit the Welcome Center Office at 4713 Wisconsin Ave., NW.

SOME's SROs

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Eligibility: Stable income (employment or benefits), pay 30% of income towards rent, be drug and alcohol free for 6 months, maintain sobriety while in housing, and be willing to share common areas.

To apply: The intake line for SOME's SROs is not always open, but you find out more information by calling them at 202-797-8806 x1137.

Emergency Rental Assistance Program - ERAP

Provides emergency assistance to eligible D.C. residents who are facing a housing emergency. A housing emergency is when immediate action is needed to avoid homelessness, to re-establish a home, or to prevent eviction. ERAP can pay up to \$4,250 in overdue rent for up to five months of back rent, late costs/court fees to prevent eviction, security or damage deposits for a new residence, and/or first month's rent. For security deposits and the first month's rent, ERAP can pay up to \$900. ERAP will not pay utilities, mortgage payments, or other housing expenses.

Eligibility: Low income D.C. residents that are disabled, age 60 or older, or the head of a household with a child under 19 may qualify.

Where to apply: You must set up an appointment with one of the organizations below, fill out an application, be interviewed, and provide documents the organization needs to determine if you are eligible. Emergency appointments are generally available if you are a resident of a homeless shelter who has been approved for a unit or if you have received a writ of eviction from the US Marshals.

- Catholic Charities. 220 Highview Place, SE. (202) 574-3442.
- Salvation Army. 1434 Harvard St., NW. (202) 332-5000.
- Housing Counseling Services. 2410 17th St., NW. Suite 100. 202-667-7006.
- The Community Partnership. 33 N St., NE (202) 312-5510.

Community Family Life Services

Milestone Place

4860 Fort Totten Drive, NE Washington, DC 20011

202-635-1744

Single room occupancy residents for single men and women without children. Clients must be at least six months clean and sober if in recovery and able to pass a urine test. Call for more information.

Cost: Pay 30 Percent of Income towards Rent

Willis Green Manor

4425 Nannie Helen Burroughs Avenue, NE Washington, DC 20019

202-397-7886

Single room occupancy, kitchen and bathrooms shared. Services include case management, employment assistance, and recovery support. Residents must be clean for 6 months prior to starting the program. Residents must also have an income. Must have a photo id and a birth certificate.

Cost: Call for more information

Housing for People Living with HIV/AIDS

The Metropolitan Housing Access Program (MHAP) is the centralized entry point for housing services for individuals living with HIV/AIDS in DC. MHAP offers financial assistance, long-term and temporary housing, and housing information and referral services. To apply contact Housing Counseling Services at (202) 667-2681.

Eligibility: Must have HIV/AIDS and be low-income.

Housing for People in Recovery from Substance Abuse

Oxford Houses

Drug and alcohol free residences for those in recovery from drug or alcohol addiction. Houses are self-run by members, and residents are required to share equally in household expenses. You have to apply for membership at each individual house. To find vacancies visit www.oxfordhouse.org

Eligibility: Must be clean and sober, fill out an application for each house applied to, be accepted by 80% of the current members of the community, and be able to share in household expenses.

Samaritan Inns

2523 14th Street, NW Washington, DC 20009

202-667-8831

Residential treatment program for men and women recovering from substance abuse. Single room occupancy also available.

Senior Housing

There are a number of subsidized apartments for seniors in Washington, DC. Applicants apply directly to the senior housing building rather than through the DC Housing Authority. Many of the waiting lists at these buildings are at least one year long and are sometimes closed, but you can call the senior housing buildings to find out about the waiting lists and whether or not you can add your name. It is best to go in person to apply. For a list of senior housing buildings in DC, check with Bread for the City's Housing Access Program (see Affordable Housing Resources page).

SOME's Kuehner House

1667 Good Hope Rd., SE

202-292-4493.

SRO that provides affordable housing for 42 single, senior adults with low incomes. Coupled with supportive services, this wheelchair accessible housing is provided in a drug and alcohol-free environment. Single Room Occupancy (SRO) units share kitchens, bathrooms and washer/dryer units (averaging three persons sharing). Efficiency units have their own kitchens and washer/dryer units. Each resident has a furnished private unit that includes a dorm-sized refrigerator and flat screen television. To apply, call the intake line at (202) 292-4493 to begin the application process.

Eligibility: Must be 60 or older. Must have stable income (employment or benefits), pay 30% of income towards rent, be drug and alcohol free for 6 months, maintain sobriety while in housing, and willing to share common areas.

Veterans Housing

VA Supportive Housing Program – VASH

Permanent housing with supportive services for homeless veterans.

Eligibility: Must be a veteran (not eligible if dishonorable discharge). No income required.

To Apply: By completing the VI-SPDAT assessment, your name has been entered into the housing priority database that the VA uses to select clients for VASH.

Supportive Services for Veteran Families (SSVF)

The VA's SSVF program provides homelessness prevention, rapid re-housing, and supportive services to veterans (individuals and families). It is administered by several nonprofit providers in DC – see list below. Programs provide case management to assist with locating affordable housing, assistance with paying first month's rent and security deposit, and emergency rental and utility assistance to prevent homelessness.

Eligibility: Must be a veteran who qualifies for Veteran Health Benefits and who earns less than 50% of the area median income.

Contacts to apply:

- Bright Beginnings: (202) 842-9090 x106 swatkins@brightbeginningsinc.org
- Community Connections: Marla Peterson (202) 281-2931 mpeterson@ccdc1.org
- Friendship Place: (202) 658-9599
- Pathways to Housing DC: James Davis (202) 557-1129 jdavis@pathwaysdc.org
- Volunteers of America Chesapeake: (703) 341-5077 mporter@voaches.org
- U.S. Veterans Initiative: (202) 734-8276 jsmith-haynie@usvetsinc.org
- Housing Counseling Services: (202) 667-7706 reeneekelly@housingetc.org
- Operation Renewed Hope Foundation: (703) 887-8117

Section 2 – Services

Employment Services

DC Department of Employment Services – DC Works! One-Stop Career Centers

Job seekers receive employment and training assistance, including information on apprenticeships and on-the-job training, case management services for job placement and job search, access to personal computers and fax machines, labor market information, referrals to literacy resources, information on upcoming job recruitment fairs, and Unemployment Insurance assistance. To receive services, bring photo ID, social security card, and birth certificate to one of the city's One-Stop Centers at:

Frank D. Reeves Municipal Center: 2000 14th Street, NW, 3rd Floor. (202) 442-4577. M-F 8:30 - 4:00

CCDC-Bertie Backus Campus: 51751 South Dakota Ave., NE, 2nd Floor. (202) 576-3098. M-F 8:30 - 4:00

Southeast Center: 3720 Martin Luther King, Jr. Ave, S.E. (202) 741-7747. M-F 8:30 - 4:00

U.S. Veterans Affairs (Veterans Only): 1722 I Street, N.W. Room 335. (202) 530-9354. M-F 8:30 - 3:30

AimHire (Friendship Place)

4713 Wisconsin Avenue NW, Washington, DC 20016 (located at Friendship Place) 202.364.1419 x13

AimHire is a team effort led by an employment specialist and supported by a task force of staff, consumers, volunteers, and board members. This team reaches out to the community to connect with potential employers and actually create jobs. *How does the program work?* When someone signs up for Aim Hire we take an individualized approach with them - getting to know the individual by assessing their skills and interests. We work to place the individual in not just any job - but the right job for them, and we continue to support them even after they've started working.

Jubilee Jobs

2712 Ontario Rd, NW (near Columbia and 17th, NW)

Orientation is held at: 1640 Columbia Road, NW (202) 667-8970

Jubilee Jobs specializes in helping job-seekers find entry-level, service sector jobs paying \$8-9.25/hour. Job-seekers first attend an orientation held twice a month. Please call to find out when the next orientation is. During the first week, job-seekers attend individual appointments with a job counselor to evaluate skills and set goals, participate in small group workshops on interview preparation and conflict resolution, and receive one-on-one resume preparation. During the second week, job-seekers are given referrals to pre-arranged interviews and application sites daily. Job counselors offer constructive feedback on the interview process. Once employed, job counselors provide ongoing support for job retention including monthly Job Friends dinners or workshops. After six-months of employment and involvement in Job Friends, job-seekers can work with a Move-up Counselor to find \$9-15/hour jobs.

Intake Process: Job-seekers must first attend an orientation held every other Monday morning at 8:45am (except holidays) at 1640 Columbia Rd, NW in the Festival Center. Please call to see when the next orientation will be held.

Strive DC

715 I (Eye) St., NE (202) 484-1264

Strive DC offers an intensive, 3 week, job readiness training program focusing on interviewing and workplace skills. After completing the training, job counselors are available for assistance with job placement. Interested job-seekers can walk in Monday-Thursday 9:00 am to 5 pm to apply. Applicants should have a state-issued ID and social security card. The job training program takes place Monday-Friday 8:45am-4pm.

Jobs Have Priority

Federal City Shelter (CCNV, 425 2nd Street NW). (202) 393-7117

Services: Job counseling services based out of shelters in DC and Maryland. JHP focuses on helping job-seekers find entry-level positions through job skills assessment, individual and group employment counseling to help with resumes and employment plans, assistance with setting up interviews, and access to retention counselors after finding employment. Classes offered in literacy, basic, education, computer repair, computer usage, and customer service. Some funds available for work-related expenses. Open Monday-Friday 8:00am-4:00pm (closed 1-2pm for lunch). To apply for services, client must participate in orientation, which takes place every Tuesday at 10am. At intake, bring a referral verifying homelessness and Photo ID.

Samaritan Ministry Next Step Program

Three locations: 1516 Hamilton St., NW (202) 722-2280; 1345 U Street SE (202)889-7702; 2207 Columbia Pike. Arlington, VA (703) 271-0938

Job counseling and placement assistance, assistance with resumes and cover letters, mock interviews, access to computers and fax machines for job searching. Intakes are Monday-Friday from 9:00am-11:00am. Program participants must commit to meeting with counselors at least once per week.

StreetWise Partners

1201 Connecticut Avenue, NW (12th Floor) (202) 454-2022

StreetWise provides a free three month career development/mentorship program. Participants are paired with one to two career professionals who serve as their mentors for the length of the program. These mentors provide one-on-one skills training and job search assistance.

Requirements: Applicants must have a high school diploma or GED and no more than two years worth of college credits. *To apply:* Visit www.streetwisepartners.org and click "Apply Now." If selected for an interview, StreetWise Partners will contact you.

SOME Center for Employment Training

2300 Martin Luther King Jr. Avenue, SE (Fourth Floor) (202) 292-4460

Offers courses of study (Medical Administrative Assistant and Building Maintenance Service Technician) in order to prepare students for careers that pay a living wage. In order to apply, applicants must complete an application on Wednesday or Friday between 8:30 a.m. and 4:00 p.m. Applicants need a picture ID, Social Security Card, Birth Certificate and PPD test results valid within one year.

Second Chance Employment Services

*818 18th St., NW, Suite 420 (near 18th and Eye, NW)
(202) 331-7451 or 1-888-331-7451*

Job counseling and placement services for women offered by staff and volunteers with experience in human resources. Placement services include pre-employment counseling, assistance with interview and resume preparation, interview scheduling, accompaniment, and follow-up, and job retention services after clients find employment. Set up an initial appointment by phone or in person.

Senior Employment Resources

Senior Aide Program, Department of Employment Services

Participants work as Senior Aides in public and private nonprofit organizations. They work an average of 20 hours a week and are paid the minimum wage. Senior Aides also receive vocational counseling, job training, job referral assistance, and personal and housing counseling.

DC Department of Employment Services, Senior Aide Office at 609 H Street, NE, or call (202) 698-5700.

National Caucus and Center on Black Aged

NCBA connects seniors with work through two programs: the Senior Community Service Employment Program and the Senior Environmental Employment Program. Applicants are not required to be African American; NCBA is an Equal Opportunity Employer and considers all applicants who are 55 or older.

(202) 637-8400 or (202) 624-1146. 1220 L St, NE, Suite 800.

National Association of Hispanic Elderly

NAHE connects seniors with work through two programs: the Senior Community Service Employment Program and the Senior Environmental Employment Program.

(202) 293-9329. 1015 18th St NW, Suite 401.

Mental Health Services

Core Service Agencies

In Washington, D.C., most mental health care is provided through Core Service Agencies (CSAs). CSAs are mental health clinics where you can meet regularly with a psychiatrist as well as work with a case manager who can help you meet your goals. To get connected with a CSA, call the ACCESS Helpline at 1-888-7WE-HELP (1-888-793-4357). The ACCESS Helpline will help you schedule an intake appointment at the CSA to which they connect you.

What if I'm just looking for counseling?

Apart from CSAs, there are resources to get connected to counseling services.

- Wendt Center for Loss and Healing. 4021 Connecticut Ave NW. Suite 300. Counseling is focused on grief, loss, and trauma. Call (202) 204-5021 for intake. Fees are sliding scale. Wendt Center accepts DC Straight Medicaid or Amerihealth plans.
- GW Community Counseling Services Center. Call (202) 994-8645 for an appointment. Individual counseling services provided. Payment is a sliding scale based on income. 2134 G St. NW.
- SOME: Complete a walk-in intake at Monday-Friday from 8:00-11:00 AM. Arrive by 8:00am. After intake, a social worker will help you make an appointment with a psychiatrist. SOME is located at 60 and 71 O St. NW.
- Unity Health Care provides psychiatric services. Talk to your primary care physician or call (202) 469-4699.

Crisis Mental Health Services

- For emergency psychiatric medications: 35 K St NE, DBH's emergency pharmacy. Intakes happen Monday-Friday from 9 AM -3 PM. Be sure to bring your ID/proof of DC residency and your health insurance card or number. Call (202) 442-4202 with questions.
- Mobile Crisis is the city's team for people in mental health crisis: (202) 673-9300.

Other Helpful numbers

- DC Rape Crisis: 1-202-333-RAPE (1-202-333-7273)
- Suicide Hotline: 1-800-784-2433

Substance Abuse Services

Detox

APRA's Assessment and Referral Center – for intakes to Detox and other drug/alcohol treatment

70 N Street NE (near First and New York Ave NE) (202) 727-8473.

Individuals must verify their DC residency by bringing a DC ID or a referral letter from an agency verifying DC residency. You should bring clothing for a 3 day stay at Detox.

Once admitted, ask your counselor about options surrounding residential treatment. If appropriate, individuals are referred to residential treatment after completing Detox or directly from the Assessment and Referral Center. Individuals are given a choice of programs to attend, including Second Genesis, Salvation Army Harbor Light Center, Community Action Group, Clean and Sober Streets, RAP, Inc, etc.

Residential Treatment

801 East Rehabilitation Program (*men only*)

801 East Building, 2700 Martin Luther King Blvd., SE (St. Elizabeths Hospital Campus)
(202) 561-4014

3-6 month intensive program aimed at helping residents overcome their addictions to drugs and alcohol. Program begins with a 30-day blackout period. After completing the program, residents can enter the 801 East Transitional Program or the network of transitional and permanent housing operated by Catholic Charities. Intake is available Monday through Saturday (excluding Thursday). Interested individuals should contact the Rehabilitation Program directly at 202-561-4014. Applicants must have a TB test (within past six months), police clearance (within past 30 days), and be free from alcohol/drugs for at least 72 hours.

So Others Might Eat (SOME) - Behavioral Health Services

71 O St., NW (near First and O, NW) (202) 797-8806 x.1116

SOME offers a continuum of addiction recovery services to men and women, ranging from outpatient services, a 3-month residential treatment program in West Virginia, transitional housing, aftercare services, and permanent housing. Individuals interested in addictions recovery services should go to SOME at 8am Monday-Friday to complete an intake and determine eligibility. Participants meet with an addictions counselor twice a week and are required to participate in an intensive individualized outpatient program until space is available in the West Virginia program.

Samaritan Inns - Intensive Recovery Program

2523 14th St., NW (202) 328-2433 or (202) 328-1731

28-day, highly structured, residential treatment program for recovery from alcohol or drug abuse. Participants can transition to the transitional and permanent housing offered by Samaritan Inns after completing treatment. If interested, call Mondays through Friday between 10am and 5pm to complete a phone screen. Intake interviews are generally set up the following week. Participants may need to complete detox before entering the program if using alcohol or heroin. Individuals can call Samaritan Inns from detox.

Health Services – Medical

Bread for the City-Medical Care

Northwest Medical Clinic
1525 7th Street, NW Washington, DC 20001
202-265-2400 Main Line
202-386-7020 Patient Appointment Line

To schedule a new patient appointment, call at 9:00am on Monday, Tuesday, Wednesday, or Thursday. Primary medical care for men, women, and children. Clients must make appointments, walk-ins are not accepted.

Cost: DC Alliance, Medicare, Medicaid Accepted

Bread for the City-Medical Care

Southeast Center (Managed by Unity Health Care)
1640 Good Hope Road, SE Washington, DC 20020
202-561-8587 Main Line
202-610-388 Patient Appointment Line

Primary medical care, call to schedule an appointment.

Cost: DC Alliance, Medicare, Medicaid Accepted

Community of Hope – Marie Reed Health Center

2250 Champlain Street, NW Washington, DC 20009
202-232-9022

Hours: Monday/Thursday/Friday 8:30AM-5:00PM; Tuesday/Wednesday 8:30AM-8:00PM

Preventative health care for adults and children, pediatric care, prenatal care, physicals, immunizations, TB tests, free HIV testing, HIV/AIDS medical care and case management, and behavioral health services. Walk-ins are accepted, but patients are encouraged to make appointments.

Cost: DC Alliance, Medicare, Medicaid, Private Insurance Accepted; Payment Plans and Sliding Scale

Community of Hope – Conway Health and Resource Center

4 Atlantic Street, SW Washington, DC 20032
Medical Appointments: 202-540-9857
Administrative Offices: 202-407-7747

Hours: Monday/Thursday/Friday 8:30AM-5:00PM; Tuesday/Wednesday 8:30AM-8:00PM

Preventative health care for adults and children, pediatric care, prenatal care, physicals, immunizations, TB tests, free HIV testing, and HIV/AIDS medical care and case management.

Cost: DC Alliance, Medicare, Medicaid, Private Insurance Accepted; Payment Plans and Sliding Scale

The George Washington University—Medical Faculty Associates

2150 Pennsylvania Avenue, NW Washington, DC 20037
202-741-3000

Comprehensive medical care, call to make an appointment.

Cost: Accepts Medicare, Medicaid, and DC Alliance

Howard University Hospital—Community Health and Family Medicine

Towers Building, 2041 Georgia Avenue, NW Suite 1700C Washington, DC 20060

Phone: 202-865-3200

Medical Arts Building

2139 Georgia Avenue, NW , 4th Floor, Washington, DC 20001

Phone: 202-865-3250

Comprehensive primary care, please call to make an appointment.

Cost: Medicare, Medicaid, DC Alliance Accepted

Perry Family Health Center

128 M Street, NW Washington, DC 20001

202-563-7225 Main Line

202-682-3840 Appointment Line

Hours: Monday-Friday, 8:00am-5:00pm

Comprehensive medical care for adults and children.

Cost: Medicare, Medicaid Accepted

Project WISH—Breast and Cervical Cancer Early Detection Program

899 North Capitol Street, NE, Washington, DC 20002

202-442-5900

For Spanish call (202) 442-9128

Hours: Monday-Friday, 8:15am-4:45pm (Call during office hours to become enrolled)

Provides women with annual Pap tests, pelvic exams, and breast exams. Women who are 50 years and older, who live in DC, have little or no insurance, have limited income, have never had a Pap test or have not had the test in the past five years are eligible for Project WISH. Additionally, women 40 and older can receive breast exams.

Cost: No Fee; free transportation and interpreter services are available

So Others Might Eat (SOME)—Medical Clinic

60 O Street, NW Washington, DC 20001

202-797-8806

Hours: Monday-Friday, 8:00am-4:00pm

Comprehensive medical care, including HIV/AIDS care, podiatry services, lab work, and treatment for diabetes. Patients can walk-in or schedule appointments.

Cost: Based on Income

Unity Health Care: To schedule an appointment with any of Unity clinics, call (202) 469-4699.

All Unity Health Clinics accept Medicaid, Medicare, Managed Care Organizations, DC Healthcare Alliance, and other private insurance plans

Unity Health Care – Anacostia Health Center

1328 W Street, SE, Washington DC 20020

202-610-7160

Hours: Monday-Thursday 8:15am-8:00pm; Friday 8:15am-4:45pm; Saturday 8:00am-2:00pm

Medical Services provided: pediatrics, dermatology, HIV/AIDS services, podiatry, OB/GYN, social service, laboratory services, case management, walk-in services, nutritional education, behavioral medicine, pharmacy, dental, internal medicine

Unity Health Care – Brentwood Square Health Center

1201 Brentwood Road, NE, Washington DC 20018

202-832-8818

Hours: Monday/Thursday 8:15am-8:00pm; Tuesday, Wednesday, and Friday 8:15am-4:45pm

Walk-in hours: Monday-Friday 8:15am-10:00am

Medical Services provided: adult medicine, family medicine, pediatrics, OB/GYN, health education, podiatry, laboratory services, social services, adolescent services, case management

Unity Health Care – Columbia Road Health Center

1660 Columbia Road, NW, Washington, DC 20009

202-328-3717

Hours: Monday-Thursday 8:00am-7:45pm; Friday 8am-4:30pm; Saturday 8am-11:30am

Walk-in hours: same as regular health center hours

Medical Services provided: primary care (family practice)

Unity Health Care – Congress Heights Health Center

3720 MLK, Jr. Ave., SE, Washington, DC 20032

202-279-1800

Hours: Monday-Friday 8:15am-4:45pm

Medical Services provided: adult medicine, pediatrics, ophthalmology, dermatology, HIV/AIDS services, podiatry, OB/GYN, rheumatology, social service, laboratory services, case management, surgery services, dentistry, psychiatry, family planning, WIC (Monday-Thursday), IMA service (Monday-Wednesday)

Unity Health Care – East of the River Health Center

123 45th Street, NE, Washington, DC 20019

202-388-7890

Hours: Monday/Tuesday/Thursday/Friday 8:00am-4:45pm; Wednesday 11:00am-7:30pm

Medical Services provided: pediatrics, cardiology, ophthalmology, dermatology, HIV/AIDS services, podiatry, pulmonary medicine, OB/GYN, rheumatology, urology, social service, laboratory services, case management, surgery services

Unity Health Care – Good Hope Health Center

1638 Good Hope Road, SE, Washington, DC 20020

202-610-7280

Hours: 8:15am-4:45pm

Medical Services provided: pediatrics, cardiology, ophthalmology, dermatology, HIV/AIDS services, podiatry, pulmonary medicine, OB/GYN, rheumatology, urology, social service, laboratory services, case management, surgery services

Unity Health Care – Hunt Place Health Center

4130 Hunt Place, NE, Washington, DC 20019

202-388-8160

Hours: Monday-Friday 8:15-4:45

Medical Services provided: pediatrics, cardiology, ophthalmology, dermatology, HIV/AIDS services, podiatry, pulmonary medicine, OB/GYN, rheumatology, urology, social service, laboratory services, case management, surgery services

Unity Health Care – Minnesota Avenue Health Center

3924 Minnesota Avenue, NE, Washington, DC 20019

202-398-8683

Hours: Monday-Friday 8:15am-4:45pm

Walk-ins are welcome

Medical Services include: adult medicine, OB/GYN services, pediatrics, case management, laboratory services, social services, HIV testing, HIV counseling, HIV treatment, health education

Unity Health Care – DC General Health Center

1900 Massachusetts Avenue, SE, Building 29, Washington, DC, 20003

202-548-6500

Hours: Monday-Friday 8:00am-4:45pm

Dental Hours: Monday-Friday 8:00am-4:30pm; closed from 12:00pm-1:00pm

Medical Services provided: pediatrics, dermatology, HIV/AIDS services, podiatry, OB/GYN, gastroenterology, ENT, pulmonology, nephrology, urology, ophthalmology, general surgery, neurology, infectious disease, psychiatry, cardiology, social service, nutritional education, behavioral medicine, pharmacy, dental, case management

Unity Health Care – Southwest Health Center

850 Delaware Avenue, SW, Washington, DC 20024

202-548-4520

Hours: Monday-Friday 8:15am-4:45pm

Medical Services provided: adult medicine, family practice, internal medicine, pediatrics, specialty care, HIV care, OB/GYN, podiatry, pulmonary medicine, dermatology, health education, dental services, primary medical care, laboratory services, social service, case management

Unity Health Care – Stanton Road Health Center

3240 Stanton Road, SE, Washington, DC 20020

202-889-3754

Hours: Monday-Friday 8:00am-4:45pm

Medical Services provided: pediatrics, dermatology, HIV/AIDS services, OB/GYN, adult medicine, laboratory services, case management, surgery services

Unity Health Care – Upper Cardozo Health Center

3020 14th Street, NW, Washington, DC, 20009

202-745-4300

Hours: Monday/Wednesday 8:30am-8:00pm; Tuesday/Thursday/Friday 8:30am-5:00pm;

Saturday 8:00am-12:00pm

WIC Hours: Monday-Friday 8:30am-5:00pm; Saturday 8:00am-12:00pm

Medical Services provided: primary medical care, adult medicine, family medicine, internal medicine, pediatrics, dental care, restorative dentistry, extractions, dentures, hygiene, specialty care, behavioral medicine, cardiology, HIV care, OB/GYN, podiatry, pulmonary medicine, rheumatology, health education, laboratory services, we can program, social services, adolescent services, case management, WIC

Unity Health Care – Walker-Jones Health Center

40 Patterson Street, NE, Washington, DC 20002

202-354-1120

Hours: Monday/Wednesday/Friday 8:15am-4:45pm; Tuesday/Thursday 8:15am-8:00pm; Saturday 9:00am-1:00pm

Walk-in appointments are available Monday-Friday during regular hours and extended hours Tuesday, Thursday, and Saturday.

Medical Services provided: pediatrics, cardiology, dermatology, HIV/AIDS services, podiatry, pulmonary medicine, OB/GYN, social service, laboratory services, case management, psychiatry, nutrition services, HIV-testing and counseling, family and adult medicine, surgery services

Washington Home and Community Hospice

3720 Upton Street, NW Washington, DC 20016

202-966-3720 (for the Washington Home)

1-866-234-7742 (for hospice care)

Serves older adults and individuals who are terminally-ill with rehabilitation, long-term care, as well as hospice care.

Cost: Varies, Call for More Information

Whitman-Walker Clinics

(Call 202-745-7000 to make an appointment, or email appointments@whitman-walker.org)

Primary medical care is available to anyone regardless of HIV/AIDS status or sexual orientation at the following locations:

Elizabeth Taylor Medical Center

1701 14th Street, NW Washington, DC 20009

Hours: Monday-Thursday 8:00am-8:00pm; Friday 8:00am-6:00pm

Health Services – Dental

Community of Hope Dental Clinic – Marie Reed Health Center

2250 Champlain Street, NW Washington, DC 20009

202-232-6989 clinicinfo@cohdc.org

Hours: Monday/Thursday/Friday 8:30am-5:00pm; Tuesday 11:00 AM – 7:00 PM; Wednesday 10:00 AM – 6:00 PM

Services include comprehensive oral exams, x-rays, dental cleaning, scaling and root planning, fluoride treatment, sealants, restorative work, extractions, and dentures. Call to schedule an appointment.

Costs: DC Alliance, Medicare, Medicaid Accepted; Fees based on income for those without insurance

Community of Hope Dental Clinic – Conway Health and Resource Center

2250 Champlain Street, NW Washington, DC 20009

202-232-6989 clinicinfo@cohdc.org

Hours: Monday/Tuesday/Wednesday/Friday 8:30 am to 6:00 pm; Thursday 8:30 am to 8:00 pm

Walk-in Hours: 8:30am-9:00am; 12:30pm-1:00pm for established patients only; for emergencies only.

Only two emergency patients are seen in the morning and two in the afternoon.

Services include comprehensive oral exams, x-rays, dental cleaning, scaling and root planning, fluoride treatment, sealants, restorative work, extractions, and dentures. Call to schedule an appointment.

Costs: DC Alliance, Medicare, Medicaid Accepted; Fees based on income for those without insurance

So Others Might Eat (SOME) Dental Clinic

60 O Street, NW Washington, DC 20001

202-797-8806 dental@some.org

Hours: Monday-Friday 8:00am-4:00pm

Provides emergency and comprehensive oral care including prevention, basic care, restorations, root canals, extractions, and dentures. Patients should schedule appointments, however walk-ins needing emergency care are accepted to the first four patients of the day.

Cost: Based on Income

Spanish Catholic Center Dental Clinic

1618 Monroe Street, NW Washington, DC 20010

202-939-2402

Hours: Monday/Tuesday/Wednesday/Friday 8:30am-5:00pm; Thursday 8:30am-8:00pm

Emergency Hours (a limited number of patients): Monday-Friday 8:30am-9:00am; 12:30pm-1:00pm

Dental services are available by appointment. Restorative services include oral exams, x-rays, prophylaxis, root canal treatments, fillings, partial dentures.

Cost: Based on Income

To schedule an appointment with any of Unity clinics, call (202) 469-4699.
Have to see medical doctor first at every place except for DC General. If they are already a Unity patient, they can go see a dentist at any Unity clinic.

Unity's Anacostia Health Center

1328 W Street, SE, Washington DC 20020

202-610-7160

Dental Hours: Monday-Friday 7:45AM-4:45PM

Unity's Congress Heights Health Center

3720 MLK, Jr. Ave., SE, Washington, DC 20032

202-279-1800

Dental Hours: Monday-Friday 8:00AM-4:00PM

Unity's DC General Health Center

1900 Massachusetts Avenue, SE, Building 29, Washington, DC, 20003

202-548-6500

Dental Hours: Monday-Friday 8:15AM-10:45AM; 1:00PM-3:00PM

8:15AM-9:00AM will see emergency walk-in patients. First come, first served. Get there around 7:45 to walk-in.

Unity's Southwest Health Center

850 Delaware Avenue, SW, Washington, DC 20024

202-548-4520

Health Center Hours: Monday-Friday 8:15AM-4:45PM

Dental Hours: Monday, Tuesday, Thursday and Friday 8:00AM-2:45PM; Wednesday 8:00AM-12:00PM

Section 3 – General Resources

Benefits

Medicare

Information about Medicare:

- Medicare is a federal health insurance program.
- Medicare is not based on income, although having a low-income offers more assistance
- Medicare has four parts:
 - Part A: Hospital Insurance (Covers hospital inpatient care, skilled nursing facilities, and some hospice and home health care)
 - Part B: Medical Insurance (Covers primary and specialty doctor visits, outpatient care, mental health care, labs, x-rays, medical equipment)
 - Part C: Medicare Advantage, Managed Care Organization (This is optional)
 - Part D: Prescription Drug Coverage
- Medicare **does not** cover dental or vision care.
- There are two plans which help to pay Medicare costs:
 - Qualified Medicare Beneficiary (QMB)-Pays Part B premium, co-pay, and deductible wrap around for Medicare-covered services. Individuals are eligible for this plan if their income falls under 300% of the Federal Poverty Line. There is no asset limit. (Must apply at the Income Maintenance Administration, not Social Security Office—refer to Medicaid section on next page)
 - Low Income Subsidy-Helps with paying for Part D costs. Individuals eligible must have incomes less than or equal to 150% of the Federal Poverty Line and assets less than or equal to \$12,510.

**Important Note about Medicare Part D: It is important to choose the right plan for your medication needs. Those already enrolled in Medicare Part D and those that are low income may change their plan at any time without a penalty. Call 1-800-633-4227 to make sure you are in the plan that is right for you, or visit medicare.gov. Make sure you have a list of your medications with you when you call.

Eligibility Requirements:

- Must be a US Citizen or legal resident for 5 continuous years
- Must be 65 years or older and receive/are eligible for Social Security OR.....
- Individuals under 65 years who are blind or have a disability and have received SSDI for at least 29 months OR.....
- People of any age with End-Stage Renal Disease

How to Apply for Medicare and/or the Low Income Subsidy:

Call the Social Security Administration at 1-800-722-1213 OR.....

Visit: 2100 M Street, NW Washington, DC 20037 **Wheelchair Accessible**

Bring: Proof of income and assets, Picture ID, and proof of Social Security or SSDI

Hours: Monday-Friday 9:00am-4:00pm

Important Phone Numbers for Medicare: Medicare Customer Service: 1-800-633-4227

Medicaid

Information about Medicaid:

- Medical insurance program jointly funded by states and federal government
- Medicaid is based on income and assets
- Low-income older adults age 65 and older with Medicare, may also qualify for Medicaid to help with expenses.
- Medicaid covers:
 - Primary and specialty medical services, including inpatient and outpatient care
 - Labs
 - Prescription Drugs
 - Dental
 - Vision
 - Hearing
 - Mental Health

Eligibility Requirements:

- DC Resident
- Must be a US Citizen or legal resident
- Must have a low-income and low assets

How to apply for Medicaid/Qualified Medicare Beneficiary (QMB):

Visit: DHS Income Maintenance Administration Center

Wheelchair Accessible

645 H Street, NE Washington, DC

202-698-4350

Hours: Monday, Tuesday, Thursday, Friday from 8:15am-4:45pm

Wednesday from 8:15am-7:00pm

Please Bring: Proof of income and assets, Photo ID, Medicare card (if you have one) and Social Security Card (Call before you go to make sure you have all necessary documentation)

Other Important Phone Numbers:

Income Maintenance Administration Customer Service: 202-727-5355

Questions about DC Medicaid: 202-724-5506

Questions about Medicaid Spend Down: 202-698-4202

DC Healthcare Alliance

Information about DC Healthcare Alliance:

- Provides health coverage for uninsured DC residents
- Important program for immigrants and adults without children
- Delivers health services through a managed care model
- Individuals are assigned to a managed care organizations:
- Individuals can change their managed care organization. It is effective on the first day of the following month
- Alliance covers:
 - Free access to primary care, specialty care, and hospital services
 - Dental care at specific clinics
 - Prescriptions are filled at designated clinics
 - Mental Health/Substance Abuse treatments are **not covered** under Alliance

Eligibility Requirements:

- Must be a DC Resident
- Income must be below 200% of the Federal Poverty Line
- Assets for single persons must be less than \$4,000
- Individuals are eligible regardless of immigration status
- Individuals cannot have any other health insurance in order to be eligible for Alliance. (This includes Medicare/Medicaid)

How to Apply for DC Healthcare Alliance:

Visit: DHS Income Maintenance Administration Center

Wheelchair Accessible

645 H Street, NE Washington, DC

202-698-4350

Hours: Monday, Tuesday, Thursday, Friday from 8:15am-4:45pm

Wednesday from 8:15am-7:00pm

Please Bring: Proof of income and assets, Photo ID, and Social Security Card

Call before you go to make sure you have all necessary documentation

Other Important Phone Numbers:

Income Maintenance Administration Customer Service: 202-727-5355

DC Alliance HealthRight Customer Service: 202-218-0380

DC Alliance Chartered Customer Service: 202-408-4720

DC Alliance Unison Customer Service: 888-701-7192

Supplemental Security Income (SSI)

SSI provides a monthly income for older adults and/or individuals who are blind and/or living with a disability. Individuals eligible for SSI are also eligible to receive Medicaid.

Eligibility Requirements:

- Anyone who is 65 years or older, blind, or has a disability
- Must have a low income
- Must have limited resources (Resources are savings, personal property, vehicles, life insurance, etc.)
- Must be a US Citizen or legal resident
- The person's disability must last longer than 12 months, or is expected to result in death
- The person's disability causes the person to be unable to perform "substantial gainful activity" (To explain, the individual cannot work or hold a job because of the disability)

Social Security Disability Program (SSDI)

SSDI provides a monthly income for individuals who meet age and disability requirements. Individuals eligible for SSDI are also eligible to receive Medicare.

Eligibility Requirements:

- Must be a US Citizen or legal resident
- Anyone who is 62 and older who has worked in jobs covered in Social Security (the earliest age you can start receiving retirement benefits is age 62, but you will not receive full benefits until you are at "full retirement age" which varies from 65-67 depending on your birth year.)
- Must have a medical disability causing you unable to work

How to Apply for SSI and SSDI:

Call the Social Security Administration at 1-800-772-1213 on Monday-Friday between 7:00am-7:00pm to schedule an appointment.

OR

Visit the local office without an appointment and wait to speak to a representative:

2100 M Street, NW Washington, DC 20037

Wheelchair Accessible

Hours: Monday-Friday, 9:00am-4:00pm

Please Bring: Proof of income and assets, Photo ID, and Social Security Card

Call before you go to make sure you have all necessary documentation

Bread for the City SSI/SSDI Application Services

Assists clients with applying for public benefits, including SSI/SSDI. By appointment only.

1525 7th Street NW

Washington, DC 20001

Phone: 202-265-2400

Supplemental Nutrition Assistance Program (SNAP/Food Stamps)

- Formerly known as Food Stamps, the SNAP program provides food assistance to those who are low-income and have dependent children OR have a disability OR are 60 years of age or older. The individual must meet income requirements.

Temporary Assistance for Needy Families (TANF)

- Provides cash assistance to low-income families with dependent children. Recipients of TANF must meet income guidelines and other requirements such as child support, employment, and substance abuse treatment compliance.

How to Apply/Receive More Information on SNAP and TANF:

Visit: DHS Income Maintenance Administration Center

Wheelchair Accessible

645 H Street, NE Washington, DC

202-698-4350

Hours: Monday, Tuesday, Thursday, Friday from 8:15am-4:45pm

Wednesday from 8:15am-7:00pm

Please Bring: Proof of income and assets, Photo ID, and Social Security Card

Call before you go to make sure you have all necessary documentation

Other important phone numbers for TANF/SNAP:

1-888-304-9167 for lost, stolen, or damaged EBT cards

Domestic Violence Resources

Calvary Women's Services

1217 Good Hope Rd, SE
202-678-2341

DC Rape Crisis Center

Hotline: 202-333-RAPE (7273)
Counseling, advocacy, and outreach services

District Alliance for Safe Housing (DASH)

202-462-3274
Provides emergency housing for women and children fleeing domestic violence. Various housing programs available.
Cost: Depends on income; call for more information.

House of Imogene

1110-A 6th Street, NE Suite #4 Washington, DC 20002
202-518-8488 imageneshelter@aol.com
Emergency shelter for women and children facing domestic violence. Services include individual counseling and referrals. Six weeks is the maximum stay.
Cost: No Fee

House of Ruth

5 Thomas Circle, NW, Washington, DC 20005
202-667-7001/202-547-2600 houseofruth@houseofruth.org
Has many forms of housing available for women and families.
Call for more information.

The Lighthouse Center for Healing

5321 First Place NE, Washington, DC 20011
202-742-1720
"One-stop-shop" for survivors to access information about counseling, housing, and medical services. Deaf, hard of hearing, or deaf-blind assistance available

My Sister's Place

Contact: PO Box 29596 Washington, DC, 20017
202-529-5261 Office
202-529-5991 Hotline
Emergency and transitional housing for women and their children fleeing from domestic violence.
Cost: Call for more information.

Wendt Center for Loss and Healing

4201 Connecticut Ave. NW, Suite 300, Washington, DC 20008
202-624-0010
www.wendtcenter.org
Providing grief and trauma counseling and ancillary service

Legal Resources

Ayuda, Inc.

1707 Kalorama Road, NW 20009

(202) 387-4848

Website: <http://ayudainc.org>

Legal advocacy: immigration; domestic violence; child custody and support; human trafficking. All services available for those who speak English, Spanish, Polish, Italian, and French.

Bread for the City: Legal Clinic

Northwest Center: 1525 7th Street, NW Washington, DC 20001

202-265-2400 (Northwest Center Legal Clinic)

Southeast Center: 1640 Good Hope Road, SE Washington, DC 20020

202-587-0527 (Southeast Legal Clinic)

Hours: Both centers are open for walk-ins on Monday from 1:00pm-3:00pm

Attorneys assist with legal issues regarding problems with a landlord, being denied public benefits, domestic violence or other family legal problems, such as child custody. Call ahead to make sure that the necessary paperwork is ready before speaking with an attorney.

Cost: No Fee

Catholic Charities: Legal Network

924 G Street, NW Washington, DC 20001

Client Intake Line: 202-628-4263; for Spanish: 202-772-4325

Intake Hours: Monday/Tuesday/Friday 9:30am-12:00pm and 2:00pm-4:30pm; Wednesday/Thursday 9:30am-12:00pm and 2:00pm-7:30pm

The legal network works with the following cases: consumer debt/bankruptcy, employment, family law (including child custody and domestic violence), landlord-tenant/housing issues, public benefits (social security, disability), wills and probate, guardianship, and conservatorship. The Legal Network does not handle Criminal, Fee-Generating or Immigration Legal Services. Call the intake line ahead to make sure that the necessary paperwork is ready before meeting with an attorney.

Cost: Fee is based on income; services may be free for those that meet income guidelines

DC Employment Justice Center

727 15th Street, NW (Second Floor) Washington, DC 20005

202-828-9675

The employment justice center provides legal advice on employment issues, such as workplace injury and discrimination. The justice center does not provide legal representation.

Cost: Services are available for those that meet income guidelines, call for more information

Equal Rights Center

11 Dupont Circle, NW Suite 450 Washington, DC 20036

866-719-4374 (free)

202-234-3062 (voice)

Serves individuals who are victims of housing, employment, disability, and immigrant discrimination.

Cost: No Fee

Legal Aid Society of DC*Main Office*

1331 H Street, NW Suite 350 Washington, DC 20005

202-628-1161

Initial Interview Hours: Monday 12:30pm-6:00pm; Thursday 12:30pm-4:00pm

Greater Southeast Hospital – Domestic Violence Intake Center

328 Southern Avenue, SE, Room 311, Washington, DC 20032

(202) 561-3000

Initial Interview Hours: Monday-Friday 8:30am-4:30pm

Call ahead to make sure all the necessary paperwork is ready before speaking with an attorney.

Cost: No fee for those that meet income guidelines

Legal Counsel for the Elderly (AARP)

601 E Street, NW Washington, DC 20049

202-434-2170

Legal Advice Hotline: 202-434-2120 Call Monday-Friday 9:30am-3:30pm.

Provides legal advice and assistance for adults 60 and older around issues concerning landlord/tenant, denial of public benefits, and consumer law.

Cost: No Fee

Neighborhood Legal Services Program

Providing legal assistance for issues around family law, denial of public benefits, and consumer law. Call ahead to make sure all the necessary paperwork is ready before speaking with an attorney.

NSLP accepts walk-in and telephone intakes Monday, Wednesday, and Fridays from 9:00am-4:30pm.

Three offices in DC:

680 Rhode Island Avenue, NE Washington, DC 20002

202-269-5100

3101 Martin Luther King Jr. Avenue, SE (3rd Floor) Washington, DC 20032

202-678-2000

4645 Nannie Helen Burroughs Avenue, NE Washington, DC 20019

202-399-1346

Cost: No fee for those that meet income guidelines

Our Place DC

1518 K Street NW, Mezzanine, Washington, DC 20005

202-548-2400

www.ourplacedc.org

Providing direct services and advocacy to help formerly and currently incarcerated women return from prison. Services include helping women stay drug and alcohol free, obtaining housing and jobs, gaining access to education, securing resources for their children, and support maintaining physical and emotional health.

The Public Defender Service for the District of Columbia

601 Pennsylvania Ave NW, Suite 110, Washington, DC 20004

202-628-1200

www.pdsdc.org

Providing legal representation and a range of extra legal services for poor people represented by appointed counsel in delinquency and criminal cases. Perform client assessments and mitigation, devise individualized treatment plans, and help clients access appropriate treatment or remedial resources.

University Legal Services

220 I Street, NE Suite 130 Washington, DC 20002

202-547-4747

Provides legal assistance and representation, represents individuals with physical and mental disabilities. Call ahead to make sure that all the necessary paperwork is ready before speaking with an attorney.

Cost: Call for more information

Washington Legal Clinic for the Homeless

1200 U Street, NW Washington, DC 20009

202-328-5500

Provides legal assistance to low income and homeless individuals. Cases include public benefits (Social Security Disability Insurance, Supplemental Security Income, medical assistance, food stamps, and TANF), shelter and housing (shelter placement, conditions and expulsions, public housing, Housing Choice Voucher Program eligibility and terminations, and housing condition disputes), street rights, and consumer debt/credit. Call the legal clinic's main number to find out where intake sites are currently held. Also call to make sure that all the necessary paperwork is ready before speaking with an attorney.

Cost: No Fee

Whitman-Walker Legal Clinic

1701 14th Street, NW Washington, DC 20009

202-939-7627

Hours: Monday-Friday, 9:00am-5:30pm

Walk-in Hours at Elizabeth Taylor: Monday-Friday 9:00am-5:30pm

Provides legal assistance for issues concerning residents of the DC metro area, including those with HIV/AIDS and LGBT issues, such as discrimination, access to health care, public benefits, and immigration. Call during the office hours to complete a telephone interview.

Cost: No Fee, Must Meet Income Guidelines

Meals and Food Assistance

If you have access to a computer, visit www.dcfounder.org. Type in an address and find nearby grocery stores, emergency groceries, free meals, low cost groceries, farmers markets, and stores accepting Food Stamps and WIC .

Hunger Hotline (Capital Area Food Bank): 202-639-9770 – provides information on locations nearby that have food assistance.

Many agencies require proof of residency – bring Photo ID and Proof of Address. If possible, call ahead to see if food is available.

So Others Might Eat (SOME)

71 O Street, NW Washington, DC 20001

202-797-8806

Hours: Breakfast 7:30am – 8:30 am 7 days a week

Lunch 11:30am – 1:00pm 7 days a week

Program includes dining room (breakfast and lunch), clothing room, showers, and health services.

Cost: No Fee

Miriam's Kitchen (in basement of Western Presbyterian Church)

2401 Virginia Avenue, NW Washington, DC 20037

202-452-8926 info@miriamskitchen.org

Hours: Monday-Friday breakfast 6:30am-8:00am, dinner 4:45-5:45; case management 6:30am-9:45am, after breakfast program 8:15am-9:45am, café program Wednesday afternoon 12pm-2:30pm.

Cost: No Fee

Thrive DC

1525 Newton Street, NW Suite G1 Washington, DC 20010

202-737-9311

Hours: Monday-Friday 8:30am-6:00pm

Breakfast at 8:30am-11am for men, women, and children

Dinner 3:00pm-6:00pm for women and children only

Program includes twice daily meals, free showers and laundry, mail, telephone, and computer access, personal care and safety supplies, medicine, and vitamins, transportation assistance, and emergency clothing and blankets.

Cost: No Fee

Literacy

Academy of Hope

601 Edgewood Street, NE #25 Washington, DC 20017

202-269-6623

Adult Education Program, Education Services

Cost: \$30 per term

DC Read Out Loud

202-331-0141

202-727-2431

<http://www.readoutloud.org/>

Martin Luther King , Jr. Memorial Library-Adult Literacy Resource Center

901 G Street, NW Washington, DC 20001

202-727-0321

Library Hours: Monday & Tuesday, 12:00pm-9:00pm

Wednesday-Saturday, 9:30pm-5:30pm

Sunday, 1:00pm-5:00pm

Cost: No Fee

Washington Literacy Classes

1816 12th Street, NW Washington DC, 20009

Basic Reading Skills to DC Residents

Cost: No Fee