

The Information & Referral/Assistance FAQ Sheet

How do I get a case manager/social worker?

Call Information & Referral/Assistance at 202-724-5626.

What services do case managers/social workers offer?

- Assistance filling out public benefits applications and applying to long-term programs and supports.
- Linking to short-term housing, home repair/housekeeping, and financial supports to avoid eviction and/or homelessness.
- Connecting to transportation, nutrition, and socialization services.

How do I apply for Medicaid?

DHS Public Benefits Call Center at [\(202\) 727-5355](tel:2027275355) from 7:30 am–4:45 pm, Monday–Friday. Learn more at dhs.dc.gov/service/medical-assistance.

How do I apply for Medicare/QMB?

Contact the State Health Insurance Assistance Program at 202-727-8370.

How do I apply for SNAP?

District residents ages 60+ or people with disabilities ages 18–59 should call the Information & Referral/Assistance line at 202-724-5626.

How do I apply for Cash Assistance (TANF)? *

Contact the DHS Public Benefits Call Center at [\(202\) 727-5355](tel:2027275355) from 7:30 am–4:45 pm, Monday–Friday. Learn more at dhs.dc.gov/service/supplemental-nutrition-assistance-program-snap

What's the process to get a Home Health Aide? *

Apply for the Elderly and Persons with Physical Disability Waiver (EPD Waiver) at dacl.dc.gov/service/epd-waiver.

What is DACL's role when applying for the EPD Waiver?

DACL's Medicaid Enrollment Unit (ME) helps individuals interested in enrolling in the Elderly and Persons with Physical Disabilities Waiver (EPD). This unit provides streamlined access to the EPD Waiver program by assisting with application coordination and submission, and linkage to EPD Waiver case management.

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What is the EPD Waiver?

The EPD Waiver program allows DC residents, who would otherwise require nursing home care, to receive services and supports while living in their home or in assisted living communities. If you need help with activities of daily living such as eating, dressing, toileting, and bathing, then the EPD program may be of help to you.

How do I check the status of my EPD Waiver?

Contact DACL's information and Referral Assistance Unit at (202) 724-5626 or email epdwaiver.dacl@dc.gov.

I don't live in DC. Can I get the EPD Waiver?

No, you must be a DC resident to apply for the EPD Waiver. To see what assistance is available, contact your local Department of Aging by using the elder locator at 1-800-677-1116 or eldercare.acl.gov/Public/Index.aspx

I want my child/friend to get paid to provide care for me, what do I do?

You must be approved for the EPD Waiver, then request Services My Way through your EPD Waiver Case manager.

My ConnectorCard is not working, what do I have to do?

Contact the connector card team at 202-420-7534 or via email at connectorcard@dcyellowcab.com

Why haven't I have received my new card from Yellow Cab?

You will have to use the funds from your previous card before the new one is issued.

I want transportation to my doctor's appointments. Can you help me?

Please call the Information & Referral/Assistance unit at 202-724-5626 for transportation options.

What resources does DACL offer for Housing?

DACL is not a housing placement agency. However, DACL can provide a housing packet, housing website info and/or phone number's to local shelters/agencies.

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What assistance does DACL offer for Home Repairs?

DACL does not provide home repair assistance. Call the Information, Referral, & Assistance unit at 202-724-5626 for resources outside of DACL.

What resources does DACL have for HVAC?

Clients can contact the Department of Energy and Environment's Weatherization Assistance Program at (202) 299-3316.

Can you refer me to a life insurance/homeowners insurance company?

DACL does not make recommendations for life or homeowner's insurance. If you need assistance with Medicare or QMB, please reach out to the SHIP unit at 202-727-8370. Learn more at dacl.dc.gov/service/health-insurance-counseling.

Can you put me in a nursing home?

DACL does not place people in nursing homes.

Does DACL provide financial assistance?

No, DACL does not provide financial assistance. Call the Information & Referral/Assistance unit at 202-724-5626 for resources outside of DACL.

How do I volunteer with DACL?

Contact DACL's External Affairs and Communications unit by emailing dacl.communications@dc.gov.

What services does DACL offer for seniors and individuals with disabilities?

DACL has a wide variety of services for seniors and individuals with disabilities. For more information on our services and resources, please contact the Information/Referral & Assistance unit at 202-724-5626.

What nutrition services are available, and how do I get them?

To hear the nutrition that would best fit your needs, please contact our Information & Referral/Assistance unit at 202-724-5626.

I need a lawyer, does DACL provide them?

No, but DACL can refer you to [Legal Counsel for the Elderly](#), [Bread for the City](#), [Legal Clinic](#), or [DC Bar](#).

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