

Frequently Asked Questions

GENERAL

Q: As an older adult, grocery shopping is a huge struggle right now. What can I do?

A: Several food resources are available to older adults in the District who are unable to afford food. Many of these resources (described in the attached webinar) offer home-delivery to older adults. For example, DACL offers home delivered meals and you can order groceries on Amazon using SNAP.

For older adults who do not meet income eligibility guidelines for food access programs, consider if a friend or family member can assist you with going to the grocery store to do your shopping. Many larger grocery stores in the District (such as Giant, Safeway, Harris Teeter and Wal-Mart) allow you to order your groceries online, and pick them up at the store, or offer home-delivery.

If you are uncertain how to go online and order groceries, you can contact D.C. Hunger Solutions to help walk you through the steps.

Q: I'm nervous about go out in public to access food resources, are programs addressing this concern?

A: Yes. Many of the programs discussed today offer home delivery or allow proxies to access food resources on behalf of enrolled older adults.

Q: How can I access food resources if I lack reliable transportation?

A: Many of the programs discussed on the webinar offer home delivery or allow proxies to access food resources on behalf of enrolled older adults.

Q: How can the District continue to offer food and nutrition resources to older adults post-COVID?

A: Many of the food resources discussed in the webinar are permanent programs that operate year-round. The federal Government, District Government, and community organizations continue to dedicate funding and resources to support food access programs for older adults. Capital Area Food Bank also offer a wide range of opportunities for individuals of all ages to volunteer and support efforts to serve older adults.

SNAP (DEPARTMENT OF HUMAN SERVICES & D.C. HUNGER SOLUTIONS)

CONTACT INFORMATION

DHS Call Center: 202-727-5355

D.C. Hunger Solutions: 202-640-1088 or info@dchunger.org

Apply at: <https://dcbenefits.dhs.dc.gov/>

Q: English is my second language; how can I access SNAP?

A: Yes. All vital documents are available in Spanish and Amharic, including the paper and online application. For other language needs, the DHS Call Center is equipped with the Language Access Line, which provides translation and interpretation services for residents who are limited or non-English proficient. This Language Access Line is based out of the DC Office of Human Rights and works with District agencies to eliminate language-based discrimination.

Q: How long will I receive emergency allotments?

A: Currently, the District is approved to receive emergency allotments through the end July. This is done on a month to month basis, so they could extend past July. While emergency allotments are issued they will be automatically added to your account, you don't need to do anything.

Q: Are there work requirements for SNAP?

A: Currently there are not, it is possible this could change in the future. DHS will alert recipients if there is a change to this rule. Work requirements do not apply to adults over the age of 49.

Q: I need help applying, what do I do?

A: Contact D.C. Hunger Solutions at 202-640-1088 and leave a message, we will respond in 1-2 business days, or send an email to info@dchunger.org. We can help you apply, answer questions, or submit case status inquires for case issues.

DEPARTMENT OF AGING AND COMMUNITY LIVING

CONTACT INFORMATION

Information line: 202-724-5626

<https://dacl.dc.gov/service/nutrition>

Q: How do I get screened for meal delivery?

A: If you are 60 years and older, live in DC, and are interested in our meal delivery service, can call our information line, who will then connect you with your corresponding lead agency, or you may call a lead agency directly. The lead agency will then ask you a 10-question nutrition screener to determine nutritional risk. The screening process takes between 15-30 minutes via phone. If you qualify, you are then placed on the meal delivery service within two days.

Q: English is my second language; how can I access meals?

A: Anyone who calls, regardless of what language they prefer, will be able to enroll in our meal delivery service if they are eligible (60 years and older and have attended a congregate meal site or scored as a "high risk" on the nutrition screening). Lead agencies have training and information regarding the access the Language Access Line, which provides translation and interpretation services for residents who are

limited or non-English proficient. This Language Access Line is based out of the DC Office of Human Rights and works with District agencies to eliminate language-based discrimination.

CAPITAL AREA FOOD BANK

CONTACT INFORMATION

Hunger Lifeline (for a referral to emergency food): 202-644-9807

Food Bank Network: <https://www.capitalareafoodbank.org/find-food-assistance/>

Q: How do I prove that I'm financially qualified? Will I be turned away if I don't qualify?

A: For Commodity Supplemental Food Program (CSFP) also known as Grocery Plus, you do not need to present documentation for income qualification. You will self-declare their income, which does not include any documentation other than the signature of the person making the statement.

If you do not qualify for Grocery Plus, there are a myriad of other programs to which CAFB can refer you. CAFB operates a number of programs like Mobile Markets and Community Marketplace of which everyone is qualified and have minimal or no paperwork.

Q: How do I apply for Grocery Plus home delivery & Get Fresh vouchers?

A: To qualify for Grocery Plus, call the Hunger Lifeline and a needs assessment will be completed by a Grocery Plus Coordinator. A determination will be made based on the outcome of the needs assessment.

If you qualify for Grocery Plus, then you are automatically qualified for Get Fresh Vouchers. Vouchers are distributed between June 1 – September 30 at Grocery Plus monthly distributions.

FOOD POLICY COUNCIL

CONTACT INFORMATION

COVID Hotline: 1-888-349-8323 or visit gethelp.dc.gov/coronoavirus.dc.gov/food

Q: How do I find food programs in D.C.?

A: The hotline and online portal help anyone who is in isolation and needs help accessing food or other resources. You can be eligible to receive a week's worth of meals or groceries; pediatric kits including infant formula, diapers, and baby wipes; and personal hygiene kits containing sanitation and personal supplies.

Q: Do I need a referral?

A: No, anyone can call the COVID hotline.

Q: Have any grocery distribution sites run out of bags to given away?

A: At the start of the free grocery distribution program, there were some locations that ran out of groceries. Since that time, the District has worked closely with its community partners to increase grocery bag distribution to accommodate greater numbers of residents at each site and has increased the number of sites.