Introduction to District Direct

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mail:

Food and Nutrition Service, USDA

1320 Braddock Place, Room 334 Alexandria, VA 22314; or

fax: (833) 256-1665 or (202) 690-7442; or

email: FNSCIVILRIGHTSCOMPLAINTS@usda.gov

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Ending hunger in the nation's capital

Topics to Be Covered

❑Introductions/Background

❑Application and Certification Processes

❑District Direct

 ❑Creating and Connecting an Account

 ❑Overview of Services

 ❑Why Use District Direct?

❑Q+A

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Introductions and Background

❑ Introduction to D.C. Hunger Solutions

❑ Introduction to District Direct

❑ Introduction to SNAP, TANF, and Medical Assistance

D.C. Hunger Solutions

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Introduction to D.C. Hunger Solutions

❑ Founded as an initiative of the Food Research and Action Center in 2002, D.C. Hunger Solutions seeks to create a hunger-free community and improve the nutrition, health, economic security, and well-being of low-income District residents by:

  ❑ Improving public policies to end hunger, reduce poverty, promote nutrition, and increase the availability of healthy, affordable food in low-income areas;

  ❑ Maximizing participation in all federal nutrition programs; and

  ❑ Educating the public about both the stark reality of hunger's existence in the midst of plenty and the real opportunities for effective solutions.

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Introduction to District Direct

❑ District Direct is the D.C. online benefits portal.

    ❑ You can apply for and learn more about SNAP, TANF, and medical assistance.

    ❑ You can also check notices, upload verifications, make changes to your address and circumstances, recertify, and view payments.

Introduction to SNAP

❑The Supplemental Nutrition Assistance Program (SNAP) is a federal nutrition program that provides monthly benefits on an EBT card to eligible individuals. It can be a useful tool to help households pay for groceries and maximize their budgets.

❑SNAP can be used at most stores that sell food. It can be used to purchase non-prepared foods, as well as plants and seeds to grow your own food.

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Introduction to TANF and Medical Assistance

❑ Temporary Assistance for Needy Families (TANF) is a federally-funded program that provides cash assistance payments to low-income families with children and promotes job preparation and employment

❑ District households can apply for a variety of medical assistance programs depending on their circumstances via District Direct. They can be considered for Medicare, Medicaid, DC Healthcare Alliance, Immigrant Children's Program, and retroactive medical assistance

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SNAP Application and Recertification Process

❑Prescreening

❑Ways to Apply

❑Required Documents

❑Mid-Certifications and Recertifications

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Prescreening

❑ Before completing an application, you should prescreen households for eligibility. To do this, you can use D.C. Hunger Solutions' SNAP calculator at dchunger.org/calculator.

    ❑ Questions about household size, income, expenses, and potential deductions will show a preliminary estimate of eligibility and benefit size.

    ❑ Note: the calculator is just a preliminary assessment of eligibility. Only DHS can determine eligibility and benefit levels.

Ways to Apply

❑ After determining potential eligibility, you can apply in a few ways.

- ❑ Online on the District Direct website (https://districtdirect.dc.gov/) or on the District Direct mobile app.
- ❑ D.C. Hunger Solutions can help households fill out the application over the phone.

❑ In-person or via fax or mail after completing a paper application.

- ❑ D.C. Hunger Solutions can submit an application on behalf of a household.
- ❑ Applications can be mailed or dropped off at any open ESA Service Center.
- ❑ Try to keep a copy of your application in case it is lost by a Service Center.

<u>Verification Documents</u>

❑Proof of Identity

❑Proof of D.C. Residency

❑Proof of Social Security Number

❑Proof of Income

❑Proof of Shelter Expenses

❑Proof of Medical Expenses (for older adults and people
  with disabilities)

❑Proof of Dependent Care Expenses

❑Proof of Immigration Status (if not a U.S.-born citizen)

Mid-Certifications

❑A mid-certification is a process in which households must complete a form with simple questions about any changes in circumstances.

   ❑ Households can complete this form online or by mail
   ❑ This will need to be completed every 5-6 months for most households
   ❑ Households MUST complete and return this form, even if nothing has changed.
   ❑ Households should attach proof of any changes

❑An interim communication will be sent to households with 24-month certification periods reminding them to report any changes.

Recertifications

❑A recertification is a process in which households must complete a form at the end of their certification period to continue receiving benefits.

    ❑Certifications are 12 months for most households or 36 months for households made up of older adults or people with disabilities who have no earned income.

    ❑Households will receive a notice from ESA 60 days prior to the end of their certification period.

    ❑This form can be completed online, on the mobile app, or on paper.

District Direct

❑Creating an Account

❑Connecting an Account

❑Overview of Services

❑Pros of District Direct

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District Direct

Creating an Account

❑First and Last Name

❑Email (optional)

❑Username

❑Password

    ❑8-20 characters

    ❑One uppercase letter

    ❑One lowercase letter

    ❑One number

    ❑One special character

To register for an account, fill in the new account information required below. You must complete all fields.
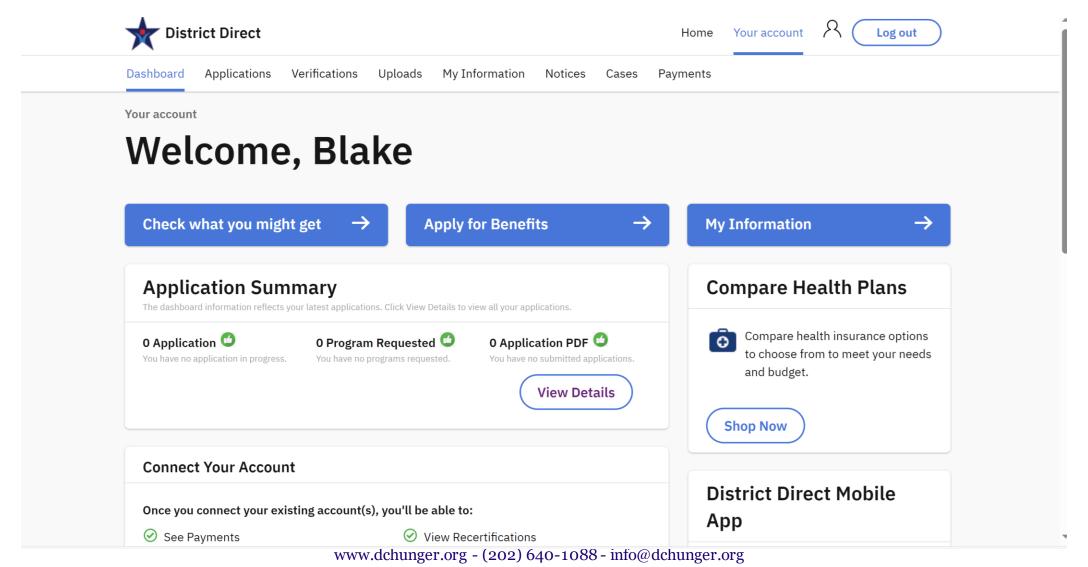
First Name

Last Name

Email (optional)

Username   ☐ Use Email Address

Entering your email address will make it easier to recover your password if you ever forget it.

Password

Confirm Password

☐ I agree to the terms and conditions.

Create Account

Connecting an Account

❑ First and Last Name

❑ Date of Birth

❑ Sex

❑ One of the following:
  - ❑ Social Security Number
  - ❑ Person Reference Number (connected to DHS, can be found on letters from DHS or by calling/going to service center)
  - ❑ Medical ID number (connected to medical assistance, usually begins with "70" or "79")

Connect Account

Enter information for the primary client on the application or case.

First Name Required

Last Name Required

Date of Birth Required
MM/DD/YYYY

Sex Required

Please select a value

Select SSN or Person Reference Number or Medical ID number Required

○ SSN

○ Person Reference Number

○ Medical ID

Submit

<u>Dashboard</u>

⭐ **District Direct**

Dashboard   Applications   Verifications   Uploads   My Information   Notices   Cases   Payments

Your account

Welcome, Blake

| Check what you might get → | Apply for Benefits → | My Information → |

Application Summary

The dashboard information reflects your latest applications. Click View Details to view all your applications.

0 Application 👍
You have no application in progress.

0 Program Requested 👍
You have no programs requested.

0 Application PDF 👍
You have no submitted applications.

(**View Details**)

Compare Health Plans

🩺 Compare health insurance options to choose from to meet your needs and budget.

(**Shop Now**)

Connect Your Account

Once you connect your existing account(s), you'll be able to:

✅ See Payments   ✅ View Recertifications

District Direct Mobile App

www.dchunger.org - (202) 640-1088 - info@dchunger.org

Banners

⊘ You have outstanding verifications that can cause your case to be closed or application denied.

Upload Verifications

| Check what you might get | Apply for benefits → | My Information → |

Address Details

Account Summary

Applications

My Applications

Applications In-Progress

You have no applications in-progress at this time.

Submitted Applications

SNAP
Date Submitted: 11/1/2023

Health Benefit Exchange Authority

Privacy Policy

Department of Health Care Finance

Privacy Policy

Department of Human Services

Privacy Policy

Follow Us

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Uploading Information

‹ Back

Uploads

On this page, you can upload many kinds of documents, including your verification documents once your application is submitted.
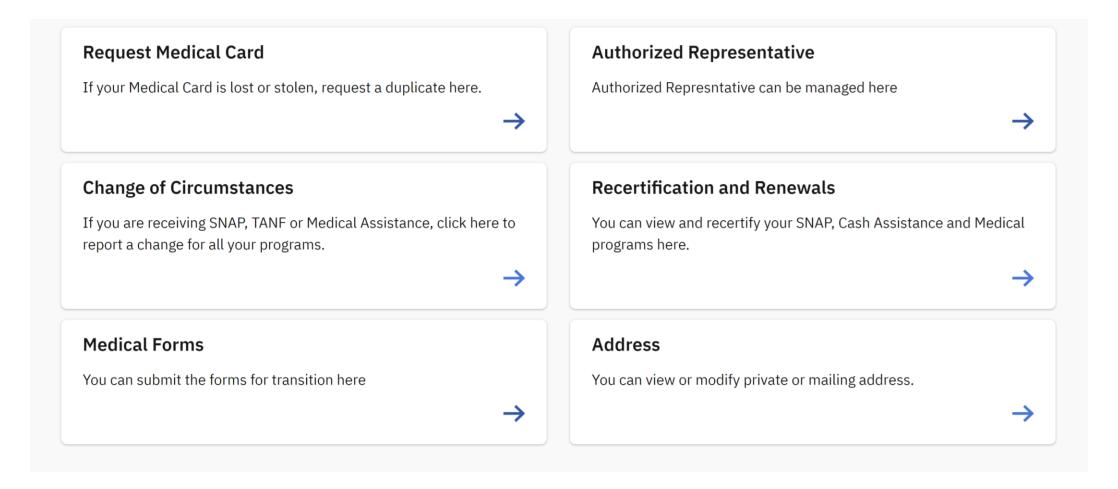
If you are trying to upload verification documents for an application you just submitted you can upload them here. If the system has alerted you that you have outstanding verifications use the verification link to upload the required documents.

If you like to upload a document, click on the 'Upload a Document' button and you will be able to provide a document on the next page.
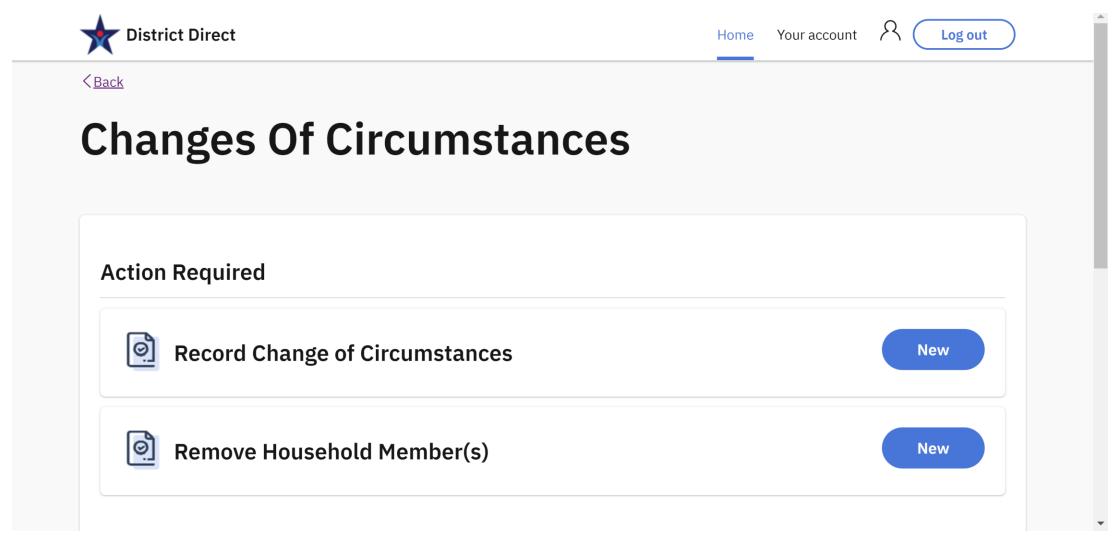
Upload a Document

You can download the forms your household needs from this webpage.

My Information

Request Medical Card

If your Medical Card is lost or stolen, request a duplicate here.

→

Authorized Representative

Authorized Represntative can be managed here

→

Change of Circumstances

If you are receiving SNAP, TANF or Medical Assistance, click here to report a change for all your programs.

→

Recertification and Renewals

You can view and recertify your SNAP, Cash Assistance and Medical programs here.

→

Medical Forms

You can submit the forms for transition here

→

Address

You can view or modify private or mailing address.

→

Changing Information

Why Use District Direct?

❑ Alternative to service center for households with limited mobility, time, resources, etc.

❑ On-demand access to notices, actions to be taken, information on file, and payments

❑ Paper trail to ensure application and documents are not misplaced

❑ Easy to access for advocates and organizations assisting clients with applications

FAQs

❑ Do I have to use District Direct to complete an application and forms?

    ❑ No! District Direct is just one option for completing these forms. You can also visit an ESA Service Center to drop off a paper application or request a phone call or in-person visit.

❑ Do I have to connect an account?

    ❑ No! Connecting an account is not required and not always applicable for a household. Even if you have an existing case, you are not required to connect it.

❑ What should I do if I experience an issue with District Direct?

    ❑ Technology is not always perfect. Feel free to reach out to DCHS with any issues, and we will work with DHS to address any challenges.

Questions?

Contact Information

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