

Accessing DSS Public Benefits During COVID-19 (information current as of 4/2/20)

All local Department of Social Services (DSS) offices are closed to the public until further notice. To contact DSS for any reason, you can call the Customer Service Center at 1-800-332-6347.

Active Cases:

- To report a change in income, address, family member, or to get an update on your case, you can call the phone numbers listed above or report the change online at <https://mydhrbenefits.dhr.state.md.us>
- All Food Stamp, Temporary Cash Assistance, and Temporary Disability Assistance Program redeterminations will be extended for 6 months. You will receive a notice in the mail from your DSS office before the end of your certification period.
 - March redeterminations are due September 30th
 - April redeterminations are due October 31st
 - May redeterminations are due November 30th
- No benefits will be terminated in March or April for any reason.
- You do not have to attend work or work activity in March, April, May or June in order to receive benefits.

New Applications:

- DSS is still processing new online applications. You can apply for benefits at <https://mydhrbenefits.dhr.state.md.us> There are no in person meetings. After you apply, DSS may call you for a telephone interview if it needs more information.
- If you received a sanction in the past, you can still file a new application and the sanction will not prevent you from being approved.
- You will have 90 days from the day you apply to submit any documentation that DSS needs. DSS can assist you in obtaining any documentation if you request help.

Appeals:

- If you are terminated or denied benefits or have difficulty accessing benefits, you have the right to file an appeal. You may also reapply for benefits at the same time as filing an appeal.
- You can file an appeal by phone at 1-800-332-6347.
- The Office of Administrative Hearings is not conducting hearings until after May 1, 2020.
- Please contact the Homeless Persons Representation Project at 410-364-4198 for free legal information.

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