

WSC ADVISORY #2020-011
HELPING CLIENTS MAINTAIN BENEFITS

MANDATORY ACTION

EFFECTIVE DATE: MARCH 30, 2020

Effective March 18, 2020, the Department of Children and Families (DCF) temporarily closed all storefronts and lobbies where clients apply for benefits to prevent the spread of COVID-19.

If an APD consumer needs help to apply for food assistance (SNAP), cash assistance (TANF), or Medicaid, please help clients with this process online at myflorida.com/accessflorida. WSCs and CDC+ Consultants can get assistance by calling (850) 300-4323, Florida Relay 711 or TTY: 1-800-955-8771.

For individuals who cannot use the online or phone services during the office closures, DCF has a drop box at existing storefront locations with instructions.

For more information from DCF regarding this change, please [read the press release online here](#).