State Welfare offices reopen with restrictions, digital contact is still best

Contact

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The State has reopened all Welfare offices with restrictions. After a soft opening on June 15, the State announced today that all Division of Welfare and Supportive Services office are open and following social distancing and face covering guidelines. The public is encouraged to continue to use the internet and telephone to access Medicaid, Supplemental Nutrition Assistance Program (SNAP) and the Temporary Assistance for Needy Families (TANF) program, and to go to the office only if necessary.

If you must go to a Welfare office, be prepared to wear a face covering and maintain a six-foot social distance. There will be limited entry to offices to minimize risks to public health.

Face-to-face interviews are currently suspended. Applicants will be seen by a worker if they need a new EBT card or cannot conduct their business by phone or internet.

“If you can conduct your business online or by telephone, please do so.” said Administrator Steve Fisher.

Completed applications, change forms, or verifications should be submitted in the drop box outside the office.

“Be sure to include a valid phone number so we can contact you if an interview is required or we have questions about your application or other information provided,” said Fisher, “if you can conduct your business online or by telephone, please do so.”

The Community Assistance Center at 1504 North Main Street, Las Vegas will re-open in coordination with Clark County.

To apply online or submit changes, visit dwss.nv.gov and follow the Access Nevada /AccessNV links. To speak to a customer service agent to ask questions about your case, call our Customer Service Unit at 702-486-1646.

A full list of essential services can be found at http://dhhs.nv.gov/essentialservices/

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