



Announcement: Temporary Office Closure

If you have trouble understanding English or need help communicating with the Department of Children and Families (DCF) Economic Self-Sufficiency Program, please call (850) 300-4323.

To protect our customers, DCF is limiting the amount of person-to-person contact by temporarily closing its storefronts and lobbies.

We remain committed to supporting our customers during this public health emergency and apologize for any inconvenience.

The fastest way to make changes or check on the status of your benefits is by using the Self-Service Portal at

<https://www.myflorida.com/accessflorida/>.

You can apply or reapply for benefits, report changes including your mailing address, upload documents to your account, check the status of your application and benefits all by using the Self-Service Portal.

The following options are additional resources to assist you during this temporary closure:

Returning Documents: *If you need to return a document, you may drop off the document in the secured drop box located outside this facility. This drop box will be checked each day Monday-Friday. Documents dropped off after 5 p.m. will be dated received the following day. You may also fax documents to 1-866-886-4342 or mail them to the following address:*

ACCESS Central Mail Center

P.O. Box 1770

Ocala, FL 34478-1770

Applying for Assistance, Checking your Case Status, or Reporting Changes:

Please call our customer service center at 850-300-4323 for telephonic service (TTY 1-800-955-8771) or visit <https://www.myflorida.com/accessflorida/> for assistance with the SNAP, TANF, or Medicaid programs. Paper applications are located outside of this facility for your convenience and can be returned as described above.

Completing your Interview: *Customers are required to complete an interview to receive benefits. Complete your interview by telephone at 850-300-4323 (TTY 1-800-955-8771).*

Ordering an Electronic Benefits Transfer (EBT) Card: *Customers can order an EBT card, get information about EBT transactions, or report an EBT card as lost or stolen at <https://www.myflorida.com/accessflorida/> or by calling 1-888-356-3281.*

For information regarding DCF program areas and how COVID-19 may impact the services being provided, please visit <http://www.myflfamilies.com/COVID-19>.