

Frequently Asked Questions (FAQs)

Q: Are all DHS offices appointment-only now?

A: No. While Shepard is appointment-only, other DHS offices—such as Holden Street—continue to offer walk-in services including application support, document scanning, and in-person inquiries.

Q: What are the hours of operation at Shepard?

A: Shepard is open for scheduled appointments every weekday except Wednesday. Wednesdays are reserved for back-office and phone-based interview processing.

Q: Can I walk into Shepard for help?

A: No. Shepard is appointment-only. Walk-in customers should visit Holden Street or another regional office.

Q: What services does Holden Street offer?

A: Holden Street offers walk-in services, document scanning, and technology adoption support every Wednesday.

Q: How will SNAP phone interviews be handled?

A: SNAP phone interviews are prioritized on Wednesdays to ensure timely processing for SNAP Connect customers.

Q: What happens to 1 Reservoir caseloads?

A: These cases are transferred to Holden Street in the RIBridges system. In-person appointments for Providence customers will occur at Shepard.

Q: How can I schedule or reschedule an appointment at Shepard?

A: To hear your appointment date and time, call the DHS Call Center at 1-855-MYRIDHS (1-855-697-4347) and select option 4. If you need to schedule or reschedule appointments, you may opt to speak to a representative who can update your appointment.

Q: Is Shepard part of the DHS No Wrong Door network?

A: No. Shepard is not a No Wrong Door site. No Wrong Door locations accept walk-ins for comprehensive DHS services. These include:

- Providence: 125 Holden Street
- Pawtucket: 249 Roosevelt Avenue
- Woonsocket: 219 Pond Street
- Warwick: 195 Buttonwoods Avenue
- Wakefield: 4808 Tower Hill Road, Suite G1
- Middletown: 31 John Clarke Road

Q: Will my parking be validated if I use another garage in Providence?

A: No. DHS will only validate parking at the Rhode Island Convention Center for customers with scheduled appointments.

Q: What if I lose my parking ticket from the Rhode Island Convention Center—can DHS issue a replacement?

A: No. DHS cannot issue replacement parking tickets. If you lose your parking ticket, you may be responsible for the full parking fee as determined by the Convention Center. We encourage customers to keep their ticket in a safe place throughout their visit to ensure they can receive a validated rate. Upon departure from the

Shepard building, a DHS staff representative will provide a unique QR code validation. The parking ticket that will need to be scanned at the exit gate along with unique QR code to exit the parking garage.

Q: Is the Shepard Building handicapped accessible, and what are the parking options for individuals with a disability placard?

A: Yes. The Shepard Building is fully ADA-accessible, including building entrances and restroom facilities. Customers with a valid handicap placard (or valid HAC license plate holder, depending on the state) may park in any legal parking space in Providence—including metered spaces and those not specifically marked for handicap use—without paying the meter. For detailed information on parking rules in the City of Providence, please visit: <https://www.providenceri.gov/public-works/parkingfags/>

Q: I want to change my phone interview to in-person (or vice versa). What do I do?

A: Call the DHS Call Center at 1-855-MYRIDHS to request a change in interview format.

Q: I lost my interview notice—how do I check my appointment?

A: Use the DHS Call Center's self-service option by pressing 4 from the main menu, or sign up for text notifications through the Customer Portal or mobile app.

Q: What if I arrive at the wrong office for my appointment?

A: Staff will try to accommodate you if the office is not at capacity. If the location is operating at "Drop-Off" level, you may be redirected to your scheduled office.

Q: Can Shepard see me if my appointment is for another office?

A: No. Shepard serves scheduled appointments for Providence-area customers only.

Q: Where can I go in Providence for document scanning without an appointment?

A: Walk-in document scanning is available at:

- Providence: 125 Holden Street
- Pawtucket: 249 Roosevelt Avenue

No Wrong Door & Service Levels FAQs

Q: What is DHS's No Wrong Door policy?

A: No Wrong Door ensures customers can access services at any entry point—whether in person, online, or by phone—and be connected to the right supports without delay or redirection.

Q: Do all DHS offices offer the same services every day?

A: Services may vary based on operational service levels. These include:

- **Full Service:** All appointments honored; walk-in interviews accepted
- **Limited Service:** Appointments honored; limited walk-in capacity
- **Foundational Service:** Staff provide document drop-off and general guidance
- **Self-Service:** Customers are directed to the DHS Portal or mobile app
- **Technology Adoption Day:** Wednesdays focus on helping customers use DHS digital tools

Q: How do I know what service level is in place when I visit a DHS office?

A: Signs at each location and guidance from front desk staff will inform customers of the service level for that day.

Q: Can I still get help even if it's a Self-Service day?

A: Yes. Staff are available to support self-service users and will guide you to the most appropriate access point if additional help is needed.

For additional questions, contact the DHS Call Center at 1-855-MYRIDHS (1-855-697-4347).