

## Division of Public Assistance Office Changes



The Division of Public Assistance Anchorage Offices are moving during the month of March, 2021 to 3901 Old Seward Highway, Suite 131, Anchorage, AK 99503. The following offices will merge to one location in Midtown Anchorage at the University Center Mall beginning in mid-March, 2021:

### **Gambell District Office**

400 Gambell Street  
Anchorage, AK 99501

### **Long Term Care Office**

3601 C Street, Suite 120  
Anchorage, AK 99503

### **Muldoon District Office**

1251 Muldoon Road, Suite 111B  
Anchorage, AK 99504

This new combined location is conveniently located to provide better access and more efficient services. The division is working to ensure that the transition to our new Anchorage Public Assistance Office will be as seamless as possible. The Long Term Care office location will continue to have a drop boxes available that will be checked and monitored daily during the transition. The Gambell office drop box will be available through March 12.

The interior lobby at the new office will be used to pick up and drop off information during regular business hours, Monday to Friday from 8:00 a.m. to 5:00 p.m. Contact information for the “old” offices will remain active for a few months until the transition is complete, and people can use the current fax, mail, or phone numbers as needed. Please update your materials with the new mailing address as appropriate.

The division plans to launch a single Virtual Contact Center (VCC) in April that will alleviate the need to contact an office directly, as cases are handled statewide and scheduled for processing in date order. The division recently launched a new single statewide email address for all offices at [hss.dpa.offices@alaska.gov](mailto:hss.dpa.offices@alaska.gov), which will further help with workflow. The division processes cases statewide and tries to resolve all inquiries on first contact.

We will continue to address any questions you may have about the move and post them to our website at <http://dhss.alaska.gov/dpa>. We look forward to serving you from our new location and statewide.