

Heidi Hedberg
Commissioner

health.alaska.gov



Department of Health

Anchorage, Alaska

STATE OF ALASKA

PRESS RELEASE

FOR IMMEDIATE RELEASE

Contact: Shirley Sakaye, DOH, 907-269-4996, Shirley.Sakaye@alaska.gov

Anchorage DPA Office Now Open for In-Person Service

January 6, 2025, ANCHORAGE — The Alaska Department of Health, Division of Public Assistance (DPA), is excited to announce the full reopening of the Anchorage DPA Office for in-person service.

In-person service means that the Anchorage DPA Office is open for clients to drop off paperwork, meet with an Eligibility Technician (ET), and receive approval for services—all in the same day. This approach also allows ETs to schedule in-person meetings with clients, enabling the processing of applications more quickly and ensuring clients feel supported throughout the process.

All DPA offices were closed to the public in 2020, during the public health emergency (PHE). After the PHE ended, many offices were dealing with staffing shortages or office space in need of renovation. "Being able to support clients with in-person service has been a high priority since I joined this team," said Deb Ethridge, DPA Director. "We continue to update our technology and training systems so that our staff are now available to help clients in-person while also processing applications that come through online or via mail," she said, "I continually hear positive reports from our staff, that people are grateful to leave our offices with answers the same day. Being able to help Alaskans provide critical support like medical care and healthy food for their family is such a rewarding part of what we do."



[Meet Jessica](#), a workflow supervisor with DPA, as she shares what it means to her to provide in-person services.

The office held a soft opening in November allowing staff to identify and address potential operational challenges, ensuring a seamless and positive experience for in-person visitors from day one of full operations. The office is now prepared to welcome clients at full capacity, meeting key communication goals of improving access to services and highlighting the ongoing customer service improvements within DPA.

The Anchorage DPA office is in the south corner of the University Center at 4001 Ingra Street, Suite 131. They are open Monday-Thursday from 9 a.m. – 4 p.m., with the last interview being accepted at 3 p.m., or when the schedule is full. On Friday they are open with limited clerical services from 9 a.m. – 4 p.m. For more information or a list of other state DPA offices, visit our DPA office website.

#