ACCESS DC!
A Guide to Navigating Programs and Services in the District of Columbia
INTRODUCTION

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Stevens Amendment
INTRODUCTION

Washington, DC is fortunate to have a wealth of education, workforce development, and supportive service programs that are available to District residents. To create a more coordinated system, in which DC residents are able to learn about and access the numerous programs available to support them along their individual career pathway, the Bowser Administration has developed the following vision and strategic goals for the District's system of workforce development, adult education, and supportive services:

“Every DC resident is ready, able, and empowered to discover and attain their fullest potential through lifelong learning, sustained employment, and economic security. Businesses are connected to the skilled DC residents they need to compete globally, are full participants in the workforce system, and drive the District’s economic growth. Residents and businesses in all eight wards are supported by a system that includes coordinated, cohesive, and integrated government agencies and partners working to help communities thrive.”

Strategic Goals Associated with Increased Coordination:

i. System Alignment Goal: District agencies form an integrated workforce and education system that delivers coordinated, accessible, and effective workforce and education services through clearly defined roles and transitional supports throughout the provision of a continuum of services.

ii. Access to Workforce and Education Services Goal: All residents, including people with disabilities and those with multiple barriers to employment, regardless of education or skill level, can access the education, training, career, and supportive services necessary to move forward in their career pathway.

In pursuit of these goals and vision, the Workforce Investment Council and the District’s Core Workforce Innovation and Opportunity Act (WIOA) partners have developed this program booklet that provides information regarding the programs, services, and benefits available to eligible District residents. This collaborative effort came out of discussions regarding the DC Data Vault and the establishment of a universally shared intake, assessment, and referral process that all WIOA core partners will adopt, thus achieving the goal of creating a “no wrong door” approach to service delivery for District residents.

Service Offerings/Agency Partners:

- Office of the State Superintendent of Education (OSSE)
- University of the District of Columbia (UDC)
- Department of Employment Services (DOES)
- Department on Disability Services Rehabilitation Services Administration (RSA)
- Department of Human Services (RSA)
- DC Housing Authority (DCHA)
- The National Caucus and Center on Black Aging, Inc. (NCBA)

OSSE’s Office of Adult and Family Education (AFE) provides funding and support to local adult-serving schools and community-based organizations to offer Integrated Education and Training (IE&T) services. These services include instruction in reading, writing, and math, concurrently and contextually with workforce preparation and workforce training in key high-demand sectors. This allows a student to improve their basic academic skills and work toward attaining a high school diploma while earning a workforce certification in the following industries:

- Business Administration and Information Technology
- Construction
- Healthcare
- Hospitality
- Infrastructure (Energy and Utilities, Energy Technologies, Transportation and Logistics), and
- Law and Security

An eligible individual:

- Is at least 18 years old;
- Is not enrolled or required to be enrolled in secondary school under state law; and
- Has basic skills deficiencies, meaning that they do not have a secondary credential (high school diploma or GED), their reading and math skills are below that of high school graduate, based on the Comprehensive Adult Student Assessment System (CASAS) test, and/or they are an English learner.

For additional information, please contact:
Office of Adult and Family Education
1050 First St. NE, Fifth Floor
Washington, DC 20002
OSSE | DC ReEngagement Center

The DC ReEngagement Center serves as a “single-door” through which youth (ages 16-24) who have dropped out can reconnect to educational options and other critical services to support their attainment of a high school diploma through an adult high school or GED program. The program offers the following services:

• Assessment of academic and non-academic needs to develop individualized reengagement plans;
• Assistance identifying best-fit educational options, including District of Columbia Public Schools, public charter schools, community-based organizations, and faith-based organizations;
• Support during the re-enrollment process (collecting documents, accompanying youth on program visits, etc.);
• Connections to non-educational support services (e.g. child care, Temporary Assistance for Needy Families (TANF)/food stamps, transportation, etc.) that address current barriers to their academic success; and
• Ongoing support for at least one year after enrollment occur.

An eligible individual:

• Is a District youth (ages 16 thru 24);
• Is not currently enrolled in school, or who is still enrolled in school but has missed more than 20 days in a row; and
• Has not yet attained a high school diploma/GED.

For additional information, please contact:
DC Reengagement Center
100 42nd St. NE (the old 6D police building)
Washington, DC 20019
(202) 671-2539 | backontrack@dc.gov
www.backontrackdc.org | bit.ly/OSSEDCReEngagementCenter
DC Futures provides tuition and supports for 1,500 degree-seeking students of up to $8,000 annual scholarship at four DC institutions of higher education:

- Catholic University of America,
- Trinity Washington University
- University of the District of Columbia/University of the District of Columbia-Community College

DC Futures will fund a DC resident’s first U.S. recognized Associate or Bachelor’s degree for programs aligned to the following high demand fields:

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Applicants can combine Mayor’s Scholars, DCTAG and DC Futures which will make most degree programs free of charge.

DC Futures participants will also receive:

- Coaching to support student academic progress and completion of their degree;
- A monthly stipend to support cost of attendance; and
- Access to apply for additional emergency funds;

Application will open in February 2022 for Academic Year 2022-23.

An eligible individual:

- Is a DC resident for at least 12 months prior to applying.
- Has a household taxable income below $100,000 or below 400 percent of the federal poverty line for any household with 4 or more people.
- Is accepted for enrollment in, or working towards, their first U.S. recognized Associate or Bachelor’s degree aligned to the high demand fields listed above in one of the participating Universities.

For additional information, please contact:

DC Futures
1050 First St. NE, Fifth Floor
Washington, DC 20002
(202) 741-6406

The DC Tuition Assistance Grant (DC TAG) is a student-level grant program that provides grants of up to $10,000 toward the difference between in-state and out-of-state tuition at public colleges and universities (two-year and four-year) throughout the US, Guam and Puerto Rico.

DCTAG also provides up to $2,500 per academic year toward tuition at private colleges in the Washington, DC Metropolitan area and private Historically Black Colleges and Universities (HBCUs) nationwide.

An eligible individual:

- Is a US citizen or has an eligible non-citizenship status;
- Is attending an eligible public or private college or university;
- Is a DC resident for at least 12 consecutive months prior to the applicant’s first time in college and maintain continued domicile throughout the applicant’s college matriculation (NOTE: Dependent students’ (under age 24) domicile is established through the parent or guardian);
- Is not in a defaulted status with federal student loans;
- Is a high school graduate or a General Equivalency Diploma (GED) recipient;
- Is accepted for enrollment in, or working towards, a first undergraduate degree on, at least, a half-time basis as a regular degree-seeking student;
- Has not earned or received a bachelor’s degree and is not a professional or graduate-level degree candidate;
- Is in compliance with Satisfactory Academic Progress (SAP) as defined by the college/university of enrollment or accepted enrollment;
- Is 26 years of age or younger; and
- Is in compliance with DCTAG maximum income thresholds.

For additional information, please contact:

DC TAG
1050 First St. NE, Fifth Floor
Washington, DC 20002
(202) 481-3946 | www.osse.dc.gov/dctag

The DC Tuition Assistance Grant (DC TAG) is a student-level grant program that provides grants of up to $10,000 toward the difference between in-state and out-of-state tuition at public colleges and universities (two-year and four-year) throughout the US, Guam and Puerto Rico.

OSSE | Tuition Assistance Grant (TAG)

OSSE | DC Futures
The University of the District of Columbia:

- Offers multiple points of entry to workforce development training, community college (i.e. associate degree programs), professional certification/training, bachelor’s and graduate degrees, and more.
- Has over 20 associate degree programs offered in the community college.
- Has five bachelor degree colleges: 1) Arts and Sciences, 2) Business and Public Administration, 3) Agriculture, Urban Sustainability and Environmental Sciences, 4) School of Business & Public Administration, and 5) School of Engineering and Applied Sciences.
- Has the most affordable tuition of any university in the District of Columbia.
- Has a community college that is ranked best in the region, according to cost, student-faculty ratio, graduation rate, etc.

Bachelor’s and Associate Degree Seeking Students An eligible individual must:

- Apply Online (www.udc.edu/apply/) (Note: Workforce Development online application to be available by February 2022);
- Submit an official high school transcript or official GED results;
- Provide proof of residency;
- Take a placement test—ACCUPLACER (www.udc.edu/cc/cc/accuplacer/)
- Submit Immunization Records (www.udc.edu/health-services/immunizations/) for students age 26 and younger;
- File a Free Application for Federal Student Aid (FAFSA) online (www.studentaid.ed.gov/sa/fafsa), if interested in receiving federal student financial aid in the form of scholarships, loans and/or grants;
- Submit an official college/university transcript from previous institution of higher education (for those who are not first-time college students); and
- Once accepted, attend a New Student Orientation session (www.udc.edu/orientation/) before registering for classes.

For additional information, please contact:

University of the District of Columbia
(Main Campus)
4200 Connecticut Ave. NW
Washington, DC 20008
(Closest Metro Station: Van Ness Metro Station)
(202) 274-5000 | www.udc.edu

Workforce Development and Lifelong Learning (WDLL) provides District of Columbia residents with job skills training that enables them to pursue entry-level career opportunities in DC’s high-demand industries.

These include five pathways:

- Construction and Transportation
- Early Childhood, General Education, and Lifelong Learning
- Healthcare-Direct Care and Healthcare Administration
- Hospitality and Tourism
- Information Technology and Leasing for Property Management

The WDLL program is free to all District of Columbia Residents.

An eligible individual:

- Is age 18 or older;
- Is a District resident;
- Has provided a valid district driver’s license or state ID;
- Has a high school diploma or GED;
- Has completed required testing and assessment activities;
- Has consented to drug screening and a criminal background check (only applicable for students pursuing healthcare courses); and
- Has submitted immunization records (only applicable for students ages 26 and younger who are pursuing healthcare courses)

For additional information, please contact:

Congress Heights Campus
3100 Martin Luther King Jr. Avenue, SE
Washington, DC 20032
(202) 274-6525 | workforce@udc.edu,
www.udc.edu | www.udc.edu/cc/workforce-development/
The American Job Centers (AJCs) offer job-seekers, students, businesses and career professionals access to a comprehensive array of employment-related services and tools in one convenient location.

Residents can utilize resources such as career counseling, career planning, resume assistance, direct job placement, classroom and on-the-job-training, information about local and national labor markets, unemployment compensation and much more at the AJCs.

The Department of Employment Services operate the centers that are strategically located and accessible throughout the District.

An eligible individual:
- Must be at least 18 years of age; and
- A District resident.

All residents will be required to submit proof of the following:
- Birth Certificate;
- Social Security Number;
- DC Residency; and
- Family Income

For occupational skills training:
- Must have at least a high school diploma/GED for most trainings;
- Meet with an employment specialist at any AJC;
- Must take CASAS test and achieve the required math and reading level (unless customer has an Associate degree or higher); and
- Must submit required documents i.e. birth certificate, Social Security card, W-2/wages if applicable.

Process takes a minimum of 30 days.

For additional information, please contact:
American Job Center
Contact Email: does@dc.gov
Contact Phone: (202) 724-7000
Contact Fax: (202) 673-6993
Contact TTY: TTY
Office Hours: Monday to Friday, 8:30 am to 4:30 pm
bit.ly/AmericanJobCenter | bit.ly/AJCCalendarLocations

Apprenticeships combine on-the-job training with classroom instruction, teaching workers the practical and theoretical aspects of highly skilled occupations. Apprenticeship programs are sponsored by employers, labor groups and employer associations.

The Office of Apprenticeship, Information and Training (OAIT), part of the Department of Employment Services (DOES), and oversight of the apprenticeship system in the District of Columbia. OAIT also safeguards the well-being of apprentices, ensures the quality of programs, provides integrated employment and training information to sponsors, employers and trainers. OAIT also staffs the District of Columbia Apprenticeship Council.

Applicants for apprenticeships must be at least 16 years old and meet the sponsor’s qualifications. Generally, applicants must demonstrate to sponsors that they have the ability, aptitude and education to master the rudiments of the occupation and complete related instruction.

Prospective employers work with OAIT representatives to develop on-the-job learning plans, related classroom instruction and operating procedures.

Apprenticeships DC

Apprenticeship DC promotes both pre-apprenticeship and registered apprenticeship (RA) work-based learning models. Apprenticeship DC serves as the District’s Statewide Apprentices Partner, assisting interested businesses in developing and implementing customized apprenticeship and pre-apprenticeship offerings that meet industry specific hiring and training needs.

Through Apprenticeship DC, grants will be awarded to organizations that offer apprenticeship or pre-apprenticeship opportunities in one of the District’s six high-demand industries: construction, infrastructure, hospitality, law enforcement, health care, and information technology (IT). In addition to general registered apprenticeship and pre-apprenticeship programming, Apprenticeship DC will also offer a Youth Apprenticeship program component.
DOES | Apprenticeships DC

An eligible individual:
Although there are variations among the crafts, general qualifications for apprenticeship selection are as follows:

- Proof of DC Residency
- Minimum age of 16 years, except where a higher minimum age standard is otherwise fixed by law and physically ability;
- High School Diploma or General Education Diploma (GED) is required for most programs;
- Some apprenticeship programs require the administering of a general aptitude test with a qualifying score; and
- Transportation is required for most apprenticeship programs, particularly in the construction field.
- To learn more, please feel free to email us at apprenticeship@dc.gov

DOES | Out-of-School Program (OSY)

The Out-of-School Program (OSY) provides occupational skills training, career awareness counseling, work readiness modules, basic education, GED preparation, supported internship experiences, as well as vocational skills training. Training is currently provided in, but not limited to: Retail Services, Hospitality, Administrative Assistance (MOS), Information Technology, Culinary Arts, and Automotive Services. Out-of-School programs serve young adults ages 16–24 who are no longer attending secondary or post-secondary school. It is a training vehicle that assists youth in achieving short and long term educational and employability goals through relevant occupational skills training and guidance.

An eligible individual:

- To be eligible, youth must meet the Workforce Innovation and Opportunity Act (WIOA) requirements

Please visit bit.ly/3D3awxW to schedule your appointment to see an Intake Specialist.
The Senior Community Service Employment Program (SCSEP) is a program to help older Americans get back into or remain active in the workforce. It is a part-time community service and work-based training program where participants gain career skills through on-the-job training in community-based organizations in identified growth industries. Participants are placed in a wide variety of non-profit and public facilities, referred to as Host Agencies. Examples of Host Agencies include day-care centers, senior centers, schools, hospitals, and government agencies. SCSEP aims to strengthen the Host Agencies’ responsibility to provide sufficient skills training and professional development that will lead to employment. Additionally, SCSEP staff actively engages and coordinate with Host Agencies in the transition of participants into secure permanent unsubsidized employment. SCSEP also works with the business community to identify employers who are interested in hiring qualified, trained mature workers.

An eligible individual:

- Proof of DC Residency
- 55 years of age or older
- Unemployed, not job-ready, and have low employment prospects

For additional information, please contact:
American Job Center
Contact Email: does@dc.gov
Contact Phone: (202) 724-7000
Contact Fax: (202) 673-6993
Contact TTY: TTY
Office Hours: Monday to Friday, 8:30 am to 4:30 pm
bit.ly/SeniorCommunityServEmployment

The Jobs for Veterans State Grants (JVSG) program supports the American Job Center’s Disabled Veterans’ Outreach Program (DVOP) specialist and Local Veterans’ Employment Representative (LVER) staff to provide Priority of Service to veterans and eligible spouses who meet the eligibility criteria in accordance with applicable laws, policies and federally mandated programs. The priority of service also requires that veterans and eligible spouses receive priority over non-covered persons earlier in time for the full array of services provided at an American Job Centers (AJC). These services include the receipt of employment, training, and placement services in any workforce preparation program directly funded, in whole or in part, by the US Department of Labor. Specialized federal services such as the Vocational Rehabilitation & Employment (VR&E) program are also available to eligible veterans.

You may contact the Veterans Program Coordinator at (202) 698-5247 for additional information.

An eligible individual:

- Proof of Veteran Status (DD-214; Honorable Discharge)
- Proof of Birth
- Proof of Social Security Number
- Proof of DC Residency
- Proof of Family Income

For further information regarding DOES programs and services, please visit does.dc.gov
The Department on Disability Services (DDS) provides the residents of the District of Columbia with information, oversight and coordination of services for people with disabilities and those who support them, such as service providers and employers. The Rehabilitation Services Administration (RSA) focuses on employment, ensuring that persons with disabilities achieve a greater quality of life by obtaining and sustaining employment, economic self-sufficiency and independence.

- People with disabilities face challenges in today’s modern workplace. We believe that people with disabilities, given the right opportunities, can work and be fully integrated into mainstream society and the work place.
- Vocational rehabilitation services can reduce or remove barriers to employment.
- The Vocational Rehabilitation (VR) program provides vocational and rehabilitative services to people with disabilities to help them prepare for, secure, regain, and/or advance in competitive, integrated employment. These services can include: information and referral, assessment services, counseling and guidance, physical restoration, vocational training or other post-secondary education, job search, job placement and job coaching, and supported employment.
- RSA assists persons with disabilities to locate employment by developing and maintaining close relationships with local businesses.

An eligible individual:

- Has a documented disability;
- The documented disability presents a substantial barrier to employment; and
- Vocational rehabilitation services are required in order for the person to gain, maintain, or advance in competitive, integrated employment.

For additional information, please contact:
Rehabilitation Services Administration
250 E St. SW
Washington, DC 20024
(202) 442-8400 | (202) 442-8613
www.dds.dc.gov

The mission of the D.C. Department of Human Services (DHS) is to empower every District resident to reach their full potential by providing meaningful connections to work opportunities, economic assistance and supportive services. DHS provides the following key services and access points for District residents:

- **Public Benefits:** DHS provides the following benefits to applicants that apply and meet eligibility criteria:
  - Temporary Assistance for Needy Families (TANF, financial assistance)
  - Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps)
  - Medical Assistance (Medicaid, Alliance, and other medical assistance programs available through DHS)

**District residents may apply for benefits by:**

- Using the online application available at [dcbenefits.dhs.dc.gov](http://dcbenefits.dhs.dc.gov) or the District Direct mobile app for Android or iPhones;
- Visiting in person between 7:30am—4:45pm at the following service centers:
  - Anacostia: 2100 Martin Luther King Jr. Ave. SE
  - Fort Davis: 3851 Alabama Ave. SE (temporarily closed)
  - Congress Heights: 4049 South Capital St. SW
  - H Street: 645 H St. NE
  - Taylor Street: 1207 Taylor St. NW (temporarily closed)
- Mailing a completed and signed copy of the combined application for benefits (available at service centers listed above or online at [dhs.dc.gov/node/117542](http://dhs.dc.gov/node/117542) to:
  Department of Human Services | Economic Security Administration
  Case Record Management Unit
  P.O. Box 91560
  Washington, DC 20090

The DHS Call Center can answer questions on benefits at (202) 727-5355.
• **Employment and Training Programs:** DHS offers a wide range of services to help SNAP and TANF recipients achieve their career goals, including training, education, job placement, one-on-one career coaching, and support services. We can help participants by covering costs for items such as transportation, child care, laptops and other technology, and other expenses related to participation if eligible. Services are provided both in-person and remotely through our staff and a network of over 30 providers through the following programs:

  o **SNAP Employment & Training (SNAP E&T) Program** – Call (202) 535-1178 or e-mail us at dhs.snapet@dc.gov. Program open to any SNAP recipients that are not receiving TANF.

  o **TANF Employment & Education Program (TEP)** – Call the Office of Work Opportunity at (202) 698-1860 or e-mail us at dhs.owo@dc.gov. Program open to TANF recipients only.

• **Child Care Services:** DHS provides child care subsidies to income-eligible families that are working or participating in eligible education or training activities. For additional information call (202) 727-0284 or e-mail us at ESA.Childcare@dc.gov.

• **Homeless Services:** DHS provides emergency and ongoing housing support and services to help individuals and families who are experiencing homelessness or at risk of being homeless, transition into or maintain permanent affordable housing. For more information, contact the 24-hour Shelter Hotline at (202) 399-7093 or visit dhs.dc.gov/service/homeless-services.

DC Housing Authority’s Workforce Development Initiative uses a unique partnership with local employers and other collaborating partners to procure employment and specialized training opportunities for public housing residents and Housing Choice Voucher Program (HCVP) participants.

• The Workforce Development Initiative’s aim is to assist residents in mitigating or removing barriers to employment or career advancement.

• Housed at the EnVision Center, the initiative works with DCHA’s Community Navigators assigned to public housing properties and our Family Self-Sufficiency Coordinators which enables the program to service DCHA’s 15,000+ customers.

• Through education, training, coaching, and support services, DCHA’s Workforce Development Initiative offers multiple pathways for job/career seekers to become employable in high demand industries that employ part-time, full-time, and/or seasonal workplace employees.

• Currently the Workforce Development Initiative partners with the University of the District of Columbia to provide general services such as Information Sessions, CASAS Testing, Career Assessments and certified Occupational Training.

• Program completion can lead to the attainment of industry-recognized certifications such as

  o Commercial Panting with Sherwin Williams
  o OSHA 30 with Safety Lab
  o First Aid/CPR with Safety Lab

**An eligible individual:**

• Is a public Housing resident, an HCVP participants, or a DC resident

• Is at least 18 years old

• Is a job seeker that falls into one of the following categories:

  o Unemployed, no job training and no work history
  o Unemployed, some workforce training, and some work history
  o Underemployed, substantial work history and/or seeking wage and career advancement

**For additional information, please contact:**
The EnVision Center/Southwest Family Enhancement Career Center
203 N St. SW, Washington, DC 20024
(202) 645-5023 | www.dchousing.org
The National Caucus and Center on Black Aging, Inc., offers three programs that focus support on older adults.

**Employment**
- NCBA provides employment training through its Senior Community Service Employment Program (SCSEP) and job placement for qualified seniors through the Senior Environmental Employment (SEE) Program.
- NCBA proudly provides employment training and placement services under its Senior Community Service Employment Program (SCSEP).
- NCBA provides all of the resources older adults need for employment with the Senior Environmental Employment Program (SEE). From engineers and public information specialists to typists, writers and chemists, skilled, seasoned professionals age 55 and older may qualify for positions with the U.S. Environmental Protection Agency (EPA) under the Senior Environmental Employment (SEE) Program.

**Health and Wellness**
- NCBA encourages and empowers seniors to make healthy lifestyle choices, offering a variety of direct services, counseling and resources on nutrition, physical activity, early detection and screening and behavior modification.

**Senior Housing**
- NCBA-HMC provides senior housing for over 500 low-income seniors with operations in Washington, DC, New Orleans, LA, Jackson, MS, Hernando, MS, Marks, MS, Mayersville, MS and Reidsville, NC. The program is funded by a grant from the US Department of Housing and Urban Development.

An eligible individual is:
- Is unemployed
- Is 55 years of age or older
- Can perform part-time training duties
- Resides in the District of Columbia has a DC ID and social security card (If applicable a proof of residency, Disability documentation, or a DD 214 may be required as well)
- Has a family income that does not exceed 125% of the federal poverty income guidelines

For additional information, please contact:
The National Caucus and Center on Black Aging, Inc. (NCBA)
1220 L Street, NW suite 800
Washington, DC 20005
(202) 289-1700
ncba-aging.org