



DISTRICT OF COLUMBIA

OFFICE OF THE STATE SUPERINTENDENT OF

EDUCATION

Child Care Subsidy Application

User Guide

January 2024



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Introduction

Purpose

The child care subsidy program helps District families pay for the cost of child care. The program supports families with low and moderate incomes to access high-quality education and care in the District of Columbia. To receive a child care voucher, a family must complete and submit an application. The application is used to determine a family's eligibility based on factors such as need, income and family size.

DC families can now apply for child care subsidies [online](#). Families who do not currently receive subsidies can use the portal to apply, and those who receive subsidies can use the portal to submit required documents for eligibility redetermination.

The application can be completed using a computer or a mobile device and is available in English, Spanish, Chinese, Vietnamese, Korean, French and Amharic.

This guide explains the contents of the online application and how to navigate the platform.

The online application eliminates the need to make an in-person visit to complete the application process. Families who prefer to apply in person may still visit [DC Department of Human Services \(DHS\)](#) or a [Level II child care provider facility](#). Additionally, families experiencing homelessness may apply at the Virginia Williams Family Resource Center. More information on how to apply is [available here](#).

Login to the Child Care Subsidy Application

Note: On this page, you can select your preferred language from the top right corner of the blue banner. After selecting your preferred language, the website will display content in the chosen language.

1. Go to data.osse.dc.gov/childcare-subsidy and click "Login."
2. Login to the child care subsidy application using your login credentials.

Note:

If you don't already have an account, click "Sign up now" to create your username and password. Then follow Steps 3 to 6 below.

3. If you already have an existing account, simply log in with your credentials, and you will be redirected to your personalized account page.



The logo for the District of Columbia government, featuring "DC" in blue and ".gov" in red with three stars above it.

Sign in with your social account

OSSE User

The Google logo, consisting of a red square with a white "G" and a plus sign.

Google

or

Sign in with your email address

Email Address

Email Address

Password

[Forgot your password?](#)

Password

Sign in

or

Don't have an account?[Sign up now](#)

4. Enter your email address and click “Send verification code.” A verification code will be sent to your email address.

[< Cancel](#)

The logo for the District of Columbia government, featuring "DC" in blue and ".gov" in red with three stars above it.

User Details

Email Address

Send verification code

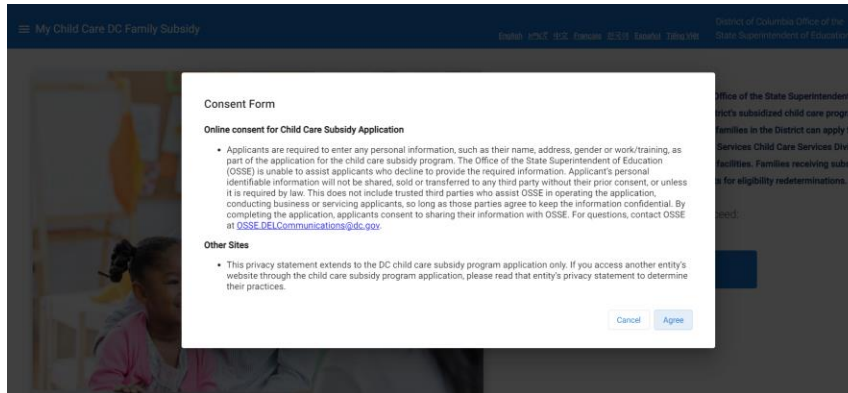
New Password

Confirm New Password

Display Name

Create

5. Copy the verification code to the box labeled “Verification Code” and click “Verify code.”
6. After it is verified, enter your new password details and click “Create” to create your username and password.
7. After you login with your username and password, click “Agree” on the consent form.



Home Page

The child care subsidy application home page allows you to submit a new application, add a new child to an existing case (if the original application was submitted in the online portal), apply for redetermination and check your application(s) status.

New Application

By clicking “Add new application,” you can open a new window that provides a view to enter details and upload documents regarding parent/guardian, children, other parent/guardian, employment/education, reason for child care, household income and certifications.

Parent/Guardian Details

The applying parent/guardian must provide the following personal information: (*** denotes mandatory fields**)

- Relationship to child* – Select the option that describes your relationship to the child.
- First Name* – Legal First Name
- Last Name* – Legal Last Name
- Phone*
- Email Address*
- Address* – Add your address: insert your own physical address, add apt/suit, ward, city and ZIP code. Quadrant and state are populated.
- Apt/suite – include your apartment or suite number if your address is a multi-unit building.
- DOB* – Date of birth can be selected from the calendar.
- Gender* – Select gender.



- Social Security Number (SSN) – Provide your number when available.
- Race* - Select the option that describes your race.
- Ethnicity*– Select the option that best describes your ethnicity.
- Marital status*– Select the option that describes your marital status.
- Military status*– Select the option that describes your military status.
- Primary language*– Select the option that describes your primary language.
- Where do you live*– Select the option that best describes where you reside.
- Reason for requesting child care subsidy*– Select the option that best describes your reason.
- Please select the child care facility where you intend to send your child. – **Select the option from dropdown.**

Who is the applying parent/guardian?

Relationship to Child: *					
First Name: *	Last Name: *	Phone: *		Email Address: * musunurubhanutheja@gmail.com	
Address: *	Apt/Suite:	Quadrant: ▼	Ward:	City: *	State: * ▼
Zip Code: *	DOB: * MM/DD/YYYY	Gender: * ▼	SSN:		
Race: * ▼	Ethnicity: * ▼	Marital Status: * ▼	Military Status: * ▼		
Primary Language: * ▼	Reason for Requesting a Child Care Subsidy: * ▼				
Where do you Live: * ▼	Please select the subsidized childcare facility ... ▼				

Save

Parent Work/ Education Detail

1. Applying parent/guardian provides the following work/education details: (*** denotes mandatory fields**)
 - Work/Education* – Indicate if you are employed or enrolled in school or a training program.
 - Employer/School name* – Name of your employer or the school or training program where you are enrolled.
 - Start Date – Date can be selected from the calendar.
 - End Date – Date can be selected from the calendar.
 - Address* – Address of where you work or attend school.
 - Apt/suite – Include if the address where you work or attend school is in a multi-unit building.
 - Phone*
 - Hours of School/Employment – Start Time – Select the time you start work or school.
 - Hours of School/Employment – End Time – Select time you end work or school.
 - Day of School/Employment* – Select school or employment days.
 - Hour of School/Employment – Other – If the hours are different on different days, you can enter them here.



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Parent Work/Education Details

Tell us about your work/education.

Work/Education: *	Employer/School Name: *	Start Date: <small>MM/DD/YYYY</small>	End Date: <small>MM/DD/YYYY</small>
Address: *	Apt/Suite:	Quadrant: *	Ward: City: * State: *
Zip Code: *	Phone: * <small>This is a required field</small>	Hours of School/Employment - Start Time: <small>--:--</small>	Hours of School/Employment - End Time: <small>--:--</small>
Days of School/Employment: * <small>This is a required field</small>	Hours of School/Employment - Other:		

Save Cancel

Actions	Work/Education	Employer/School Name	Start Date	End Date	Address	Phone	Hours From	Hours To	Days of School Employment	Created Date
No Records Found.										

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- Click “Save” after entering the details so that your entry is recorded in the grid below. You can have multiple entries in the grid.

Other Parent / Guardian Details

Other parent/guardian provides the following personal information: (* denotes mandatory fields)

- Relationship to child* – Select the option that describes the other parent’s relationship to the child.
- First Name* – Legal First Name
- Last Name* – Legal Last Name
- Phone*
- Email Address*
- Address* – Insert the OTHER parent/guardian/spouse physical address and add their ward, city and ZIP code. Quadrant and state are populated accordingly.
- Apt/suite – include the other parent’s apartment or suite number if their address is a multi-unit building.
- DOB* – Date of birth can be selected from the calendar.
- Gender* – Select gender.
- Social Security Number (SSN) – Provide the other parent’s number when available.
- Race* – Select the option that describes the other parent’s race.
- Ethnicity* – Select the option that best describes the other parent’s ethnicity.
- Marital status* – Select the option that describes the other parent’s marital status
- Military status* – Select the option that describes the other parent’s military status.
- Primary language* – Select the option that describes the other parent’s primary language.
- Where do you live* – Select the option from the dropdown that best describes where the other parent physically resides.



Other Parent/Guardian Details

Who is the OTHER parent/guardian/spouse?

Relationship to Child: *

First Name: *

Last Name: *

Phone: *

Email Address: *

Address: *

Apt/Suite:

Quadrant: *

Ward:

City: *

State: *

Zip Code: *

DOB: *

MM/DD/YYYY



Gender: *

SSN:

Race: *

Ethnicity: *

Marital Status: *

Military Status: *

Primary Language: *

Where do you Live: *

Save

Other Parent Work/ Education Details

Applying parent/guardian provides the following work/education details for the other parent:

(* denotes mandatory field)

- Work/Education* – Indicate if the other parent is employed or enrolled in a school or a training program.
- Employer/school name* – Name of the other parent’s employer or the school or training program where they are enrolled.
- Start Date – Date can be selected from the calendar.
- End Date – Date can be selected from the calendar.
- Address* – Address where other parent works or attends school.
- Apt/suite – Include the apartment or suite number if the other parent’s work or school address is in a multi-unit building.
- Phone*
- Hours of School/Employment – Select the time the other parent starts work or school.
- Hours of School/Employment – Select time the other parent ends work or school.
- Day of School/Employment* – Select the other parent’s school or employment days.
- Hour of School/Employment – Other – If the hours are different on different days, you can enter them here.



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Other Parent Work/Education Details

Tell us about the OTHER parent's/spouse work/education living in your household?

Work/Education: *	Employer/School Name: *	Start Date: <small>MM/DD/YYYY</small>	End Date: <small>MM/DD/YYYY</small>
Address: *	Apt/Suite:	Quadrant: *	Ward: City: *
Zip Code: *	Phone: *	Hours of School/Employment - Start Time: <small>--:00 --</small>	Hours of School/Employment - End Time: <small>--:00 --</small>
Days of School/Employment: *	Hours of School/Employment - Other:		

Actions	Work/Education	Employer/School Name	Start Date	End Date	Address	Phone	Hours From	Hours To	Days of School Employment	Created Date
No Records Found.										

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- Click “Save” after entering the details so that your entry is recorded in the grid below. You can have multiple entries in the grid.

Children Details

Note: Applying parent/guardian must provide the following child information for **ALL** their children under 18, not just those who need child care: (***** denotes mandatory field)

- Child First Name* – Child’s Legal First Name
- Child Last Name* – Child’s Legal Last Name
- Child (DOB)* – Date of birth can be selected from the calendar.
- Gender* – Select the option that describes your child’s gender.
- Child’s Social Security Number (SSN) – Provide the child’s number when available.
- Child Race* – Select the option that describes your child’s race.
- Ethnicity* – Select the option that best describes your child’s ethnicity.
- Child citizen/immigration status* – Select from options provided.
- Child Special Needs* – Select yes or no.
- Child Primary language* – Select the option that describes your child’s primary language.

Note: (Denotes Optional Information)

Applying parent/guardian provides the following information **only** when the other parent for a given child is different from the “Other Parent/Guardian Details” section.

For example: In cases when a child or multiple children have a different parent or guardian.

Who is the OTHER parent/guardian/spouse?

- Other Parent First Name
- Other Parent Last Name



- Other Parent Address* – Based on the address selected from the drop-down list: insert the other parent’s physical address and add their ward, city and zip code. Quadrant and state are populated accordingly.
- Apt/suite – Include the apartment or suite number if it is a multi-unit building.

Household Income

Applying parent/guardian provides the following information: (* denotes mandatory field)

Click “Save” after each question and then click “Add household’s income” to complete each field.

- Are you receiving child support for all children in your household who are eligible for child support? * – Select Yes or No
- Have you applied for child support for all children in your household eligible to receive child support? * – Select Yes or No
- Does your household have assets (i.e., real estate, bank accounts) in excess of \$1 million? * – Select Yes or No

Note: On this section, select the **right** corner of the bright blue banner for “Add Household Income” box.

- Type of income* – An applicant is able to select multiple income types from the dropdown list but may only select one at a time.
- Employment period* – Select an option from the dropdown list.
- Frequency of pay periods* – Select the option that describes how often you are paid.
- Gross amount per pay period* – Manually input the total amount of money you are paid before deductions every pay period.
- Click “Save” after entering the details so that your entry is recorded in the grid below. Your annual pay will then be calculated and appear in the “Annual Pay” column.
- Complete a separate entry for each type of income you have.
- The grid offers the ability to have multiple entries for multiple sources of income in order to assess total earnings.

Household's Income

Tell us about your household's income.

Are you receiving child support for all children in your household who are eligible for child support?

Have you applied for child support for all children in your household eligible to receive child support?

Does your household have assets (i.e. real estate, bank accounts) in excess of one million dollars (\$1,000,000)?

Actions	Type of Income	Employment Period	Frequency of Pay Periods	Gross Pay per Pay Period	Annual Pay
No Records Found.					

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Supporting Documents for Eligibility Factors

Upload all required supporting documentation for each factor (Identity, Child Age, Legal Relationship, Citizen or Legal Status, Residency, Need and/or Income) that applies to your reason for child care.

(* denotes mandatory field)

- Are you a Temporary Assistance for Needy Families (TANF) recipient? *
- 1. If you select “Yes,” there is no need to upload any documents. Click “Save” and move to the “Certifications” section.
- 2. If you select “No,” proceed to Document Type.
- Select an option from the dropdown list that applies to your case.
- If you select an option that requires documentation, a pop-up note will provide specific instructions on which documentation is required.
- Select all the options that apply to your reason for child care. You must select the document type and upload documentation one by one.
- Please make sure the file is in one of the following formats (.pdf, .doc, .docx, .zip, .bmp, .png, .jpg, .jpeg) and the file size is less than 1 GB. Once the documents are uploaded-they will appear in the grid.
- Example: If you select “Working” as the reason for requesting a child care subsidy in the “Parent/guardian details” section. Select “Working Parent” from the “Document Type” drop down and upload an acceptable form of supporting documentation.

Supporting documents for Eligibility factors

Upload all required supporting documentation for each factor (Identity, Child Age, Legal Relationship, Citizen or Legal Status, Residency, Need and/or Income) that applies to your reason for child care.

Please upload Identity, Child Age, Legal Relationship, Citizen or Legal Status, Residency and Working documents.

Are you a TANF recipient? *

Document Type:

Drag file to upload (or)

[Choose File](#)

[Save](#)

Actions	Document Name	Document Type	Created By	Created Date
No Records Found.				

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- Document Type: Select document type from dropdown menu as needed per case by case.



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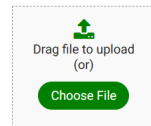
Supporting documents for Eligibility factors

Upload all required supporting documentation for each factor (Identity, Child Age, Legal Relationship, Citizen or Legal Status, Residency, Need and/or Income) that applies to your reason for child care.

Please upload Identity, Child Age, Legal Relationship, Citizen or Legal Status, Residency and Training or Education documents.

Are you a TANF recipient? *

Document Type:
Legal Relationship



Note: Upload the required documentation for the Legal Relationship eligibility factor.

Acceptable documents for verification of the legal relationship between a child and the parent(s) or guardian(s) includes one of the following:

1. Current and valid Adoption or Custody Order with a finalization date, issued by a court. If not a final order, the most recent order that is currently in effect. Custody may not be established simply by a parent(s) or guardian(s) preparing a notarized letter turning over the care of a child to another person.
2. A referral from an authorized DC government agency or its vendor that verifies relationship has been established (such as a referral from the DC Superior Court, Family Division, the Economic Securities Administration (ESA), the Child and Family Services Agency or from one of the agencies' vendors).
3. Documentation from a federal or DC entity proving the applicant's relationship to the child, including receiving benefits on behalf of the child (such as an admission form from DHS, documentation of payment from TANF including child's name on the statement, a letter verifying Social Security, Veterans' Benefits, child support, or any other benefit received by the applicant on behalf of a child). For documentation that is more than 30 days old, the applicant must also supply a copy of the current benefit check.

Save

Certifications

The applying parent must review the statements, check each box and provide an electronic signature and date to affirm understanding of what you are signing.

- 1) If the "Submit" button is blue, that means you have provided all required information and your application is ready to submit.
- 2) If the "Submit" button is not blue, that means information is missing from your application. Please review your application to ensure all mandatory fields are complete and required documents are uploaded.

Certifications

Read the statements, check each box and sign and date to affirm that you understand the provisions listed.

By signing this certification section, I affirm that I understand the provisions below:

- ☐ I understand that I must:
- Fully and accurately report circumstances affecting my eligibility and relating to family relationships, employment, training status, income, place of residence, and telephone numbers;
 - Provide original documentation to substantiate information I have submitted;
 - Report to the DHS case worker or the Level 2 Child Care Provider any changes to submitted information within ten (10) calendar days; and
 - Cooperate with all agency efforts to verify the eligibility information with your employer, school, and/or landlord.
- ☐ I have been informed of the absence policy and I understand that I must provide documentation of excused absences to the child care provider. Children may have 10 unexcused absences and 15 excused absences per month.
- ☐ I understand that I must report within 3 days when my child no longer attends a facility.
- ☐ I understand I am required to have an eligibility review completed on (date) and every 12 months thereafter, to determine if I am eligible to continue receiving subsidized child care.
- ☐ I understand that I am responsible for making all co-payments directly to the child care provider for the entire time the child is enrolled even on days the child is absent.
- ☐ I am aware that knowingly making a false or misleading statement on this application may result in a fine up to \$1,000, imprisonment up to 180 days, or both.
- ☐ I authorized the Subsidized Child Care Program to obtain any verification necessary from employers and/or schools to both determine and review financial eligibility and child care needs. This authorization includes the release of information regarding my employment, salary, work schedule, and /or training/ school schedule and residence.
- ☐ I certify that the information in this application is a correct to the best of my belief.
- ☐ I authorize the Subsidized Child Care Program to obtain any verification necessary to determine and review my financial eligibility and child care needs. This authorization includes the release of information regarding my employment, salary, work schedule, training, school schedule, and residence to the Office of the State Superintendent of Education.

Applying Parent/Guardian Signature: *

Date: *

10/23/2023

MM/DD/YYYY

Submit

Dashboard



Missing Documents Upload

If documentation is missing from your application, you will receive an email from a Department of Human Services (DHS) or Level II child care provider case worker requesting that you provide the missing information. You must upload the requested information within 30 calendar days of receiving the notification.

To upload missing documentation:

- Login to the child care subsidy application.
- On the home page, select the application that needs to be updated from the grid.
- Go to the “Supporting Documents for Eligibility Factors” section and upload the requested documents.
- Once the upload is complete, click “Notify case worker” button.

Add a New Child to An Existing Case

A new child can be added to an existing case if the original application was submitted in the online portal. If the original application was submitted in person, the applicant will need to start a new application on the online portal and upload necessary documents for the new child (case by case).

You will only be able to review or change your application once the status has been changed to “Processed in SEA” by the DHS or Level II provider eligibility worker reviewing the application. You can check the application status in the grid on the “Child Care Subsidy” application home page.

To add a new child to an existing case:

- Click “Add new application” on the child care subsidy application home page.
- Data from the existing case will be carried forwarded to the new application.
- Go to “Children Details” section.
- Add a new child.
- Upload supporting documentation under the “Supporting Documents for Eligibility Factors” section.
- Under the “Certifications” section, check each box and sign and date to affirm that you understand the provisions listed and then click “Submit.”

Redetermination

Redetermination of a child’s eligibility for the DC child care subsidy program shall be completed no sooner than 12 months following the initial determination or most recent redetermination. The eligibility staff will determine what documents are required to verify the family and child’s eligibility, based on the reason for eligibility. The eligibility staff shall ensure a letter is sent to the parent(s) or guardian(s) that requests supporting documentation to update the case, which may include, but is not



limited to, documentation supporting Legal Relationship, Citizen or Legal Status (child only), Residency, Need Classification and Income.

To apply for redetermination, complete the following steps:

- Click “Add new application” on the Child Care Subsidy application home page.
- Data from the previous application will be carried over to the new application.
- Make necessary changes to sections of the application to reflect current information.
- Upload supporting documentation under the “Supporting Documents for Eligibility Factors” section.
- In the “Certifications” section, check each box and provide an electronic signature and date to affirm that you understand the provisions listed. Then click “Submit.”

Next Steps for Families

Once you have submitted your application for the child care subsidy program, you will receive an email notification from DHS or a Level II child care provider acknowledging receipt of your application. This email will also provide information on how to connect with an eligibility worker who will review your application and determine your eligibility for the program.

To proceed with the application process, the eligibility worker assigned to your case will contact you to **schedule an interview**. The interview can be conducted through different methods, including phone calls, virtual meetings via a platform called “Teams” or an in-person meeting.

Further Assistance for Users

Support is available in multiple languages for families who have questions or need assistance completing the application. Families may visit [DC Department of Human Services \(DHS\)](#) or a [Level II child care provider facility](#) in person for support or contact [DC Child Care Connections](#) at (202) 829-2500 or osse.dcchildcareconnections@dc.gov.

Frequently Ask Questions

Families may reference [this FAQ](#) for additional information.