

DC Family Child Care Subsidy Portal User Guide

Updated January 2026

Introduction

The DC Child Care Subsidy Program supports families in the District with low and moderate incomes to access high-quality child care services. To receive financial assistance for child care, a family must submit a completed application and required supporting documentation. The application is used to determine a family's eligibility based on factors such as need, income and family size.

DC families can use the DC Family Child Care Subsidy Portal to apply for child care subsidies, add a new child to their case or complete eligibility redetermination. The portal can be accessed using a computer or a mobile device, and it is available in English, Spanish, Chinese, Vietnamese, Korean, French and Amharic.

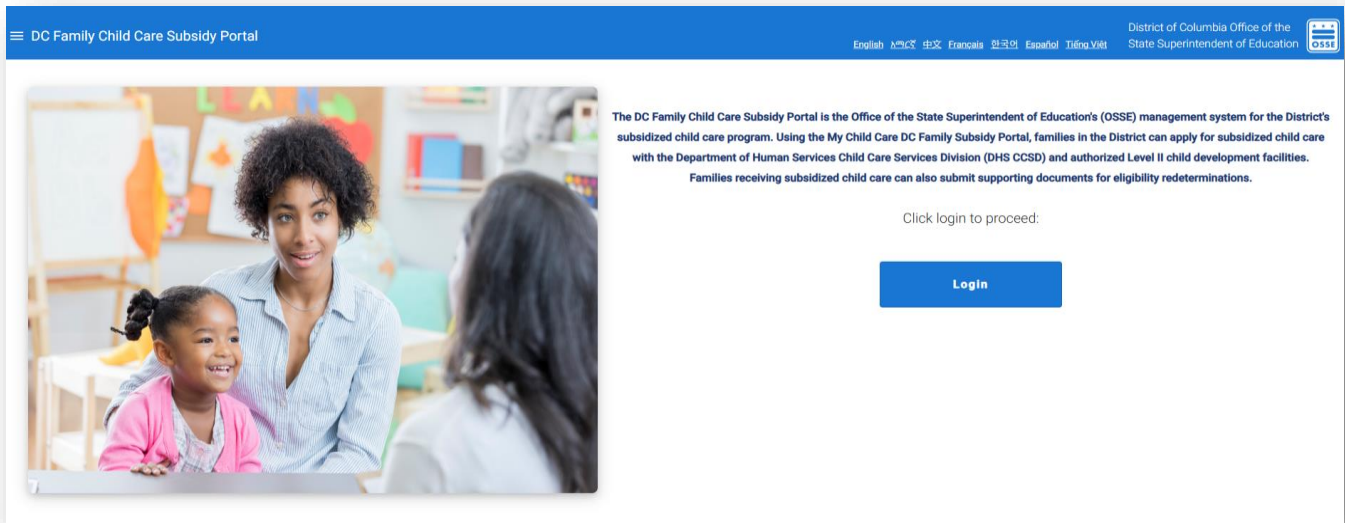
The Office of the State Superintendent of Education (OSSE) created this guide for families to explain how to use the DC Family Child Care Subsidy Portal.

For questions or support submitting an online application, adding a new child to a family case or completing eligibility redetermination, contact (202) 727-6436 or OSSE.Subsidy@dc.gov.

Log in to the DC Family Child Care Subsidy Portal

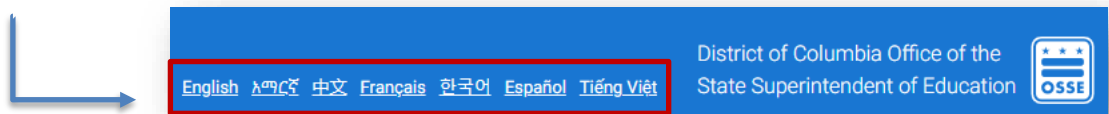
To use the DC Family Child Care Subsidy Portal, you must create an account.

Visit data.osse.dc.gov/childcare-subsidy/ to log in to the portal and create an account. The following screen will appear:

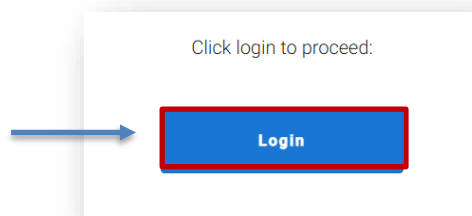


Selecting your Language

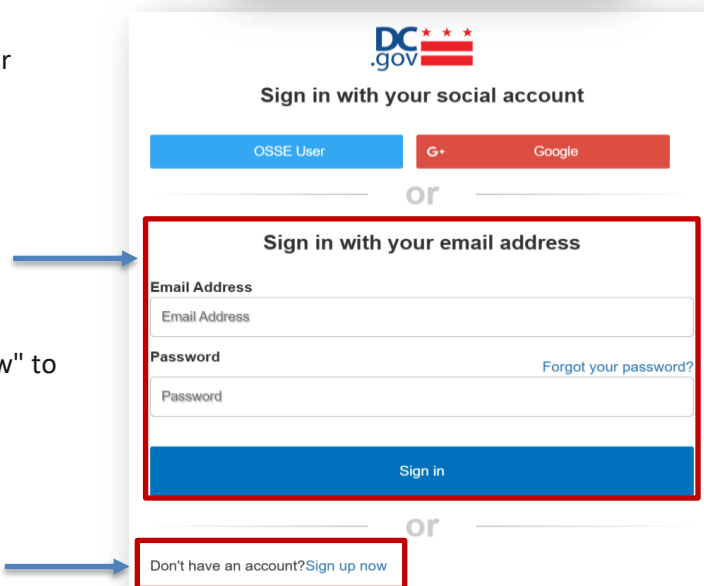
You may select your preferred language from the top right corner of the blue menu.



After selecting your preferred language, the website will display content in the chosen language. Once the screen displays the preferred language, click "Login."

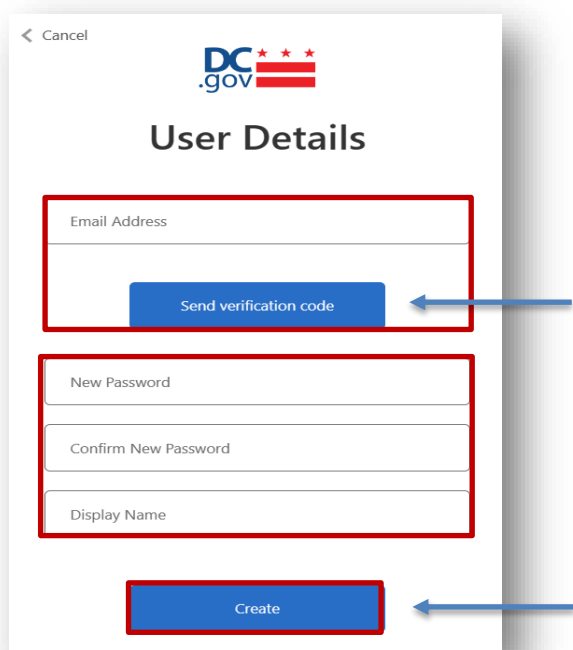


If you already have an existing account, log in with your credentials and you will be redirected to your account.



Creating an account

If you don't already have an account, click "Sign up now" to create a username and password.

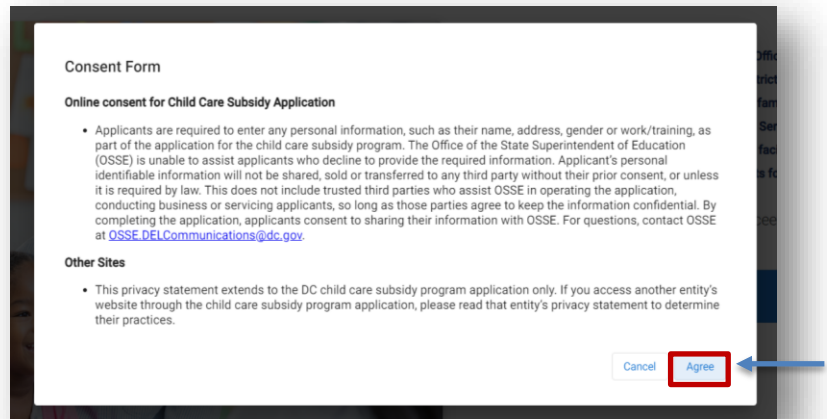


Enter your email address and click "Send verification code." A verification code will be sent to the email address provided.

A box labeled "Verification Code" will appear. Copy the verification code in the "Verification Code" box and click "Verify code."

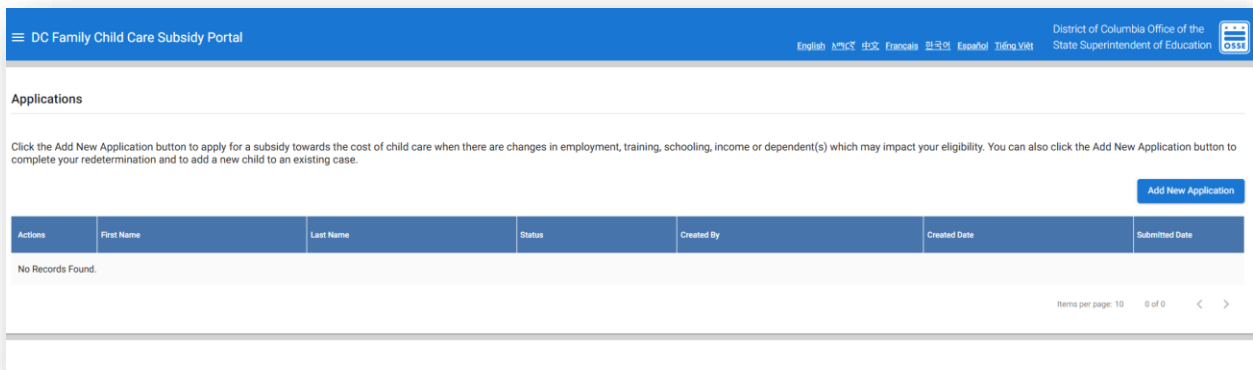
After the code is verified, enter a new password and display name. Click "Create" to create the account.

After you create an account, you will be routed to a consent form. Review the Consent Form and click “Agree” to move forward.



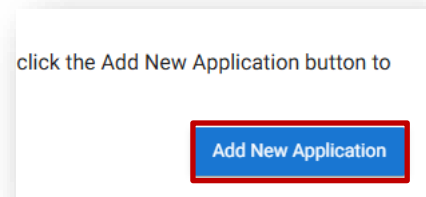
Home Page

The DC Family Child Care Subsidy Portal 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) and apply for eligibility redetermination. Families can also visit the portal to check on the status of their application(s).



Creating a New Application


To begin a new application, click “New application.” New sections will appear to add information regarding parent(s)/guardian(s), children in the household, employment/education activity, reason for child care, household income and certifications. You will also be able to upload documents in the last section that appears.



*NOTE: * Denotes a mandatory field. The application section will not save and you will not be able to submit the application unless all mandatory fields are completed.*

Parent/Guardian Details

The user completing the application should be the parent(s)/guardian(s) applying for child care assistance. In the Parent/Guardian Details section, you will enter personal information including your name, address and phone number.

Parent/Guardian Details 

Complete this application to apply for financial assistance through the DC Child Care Subsidy Program for your children younger than 13 years old, or younger than 19 years old if they have a disability. You may use one application to apply for ALL your eligible children. Eligibility is needs-based and determined by household income, DC residency and other criteria. For more information, refer to the DC Child Care Subsidy Program [FAQ for Families](#). You may also call OSSE at (202) 727-3557 for support. Be sure to complete all required sections accurately and upload all required documents to avoid delays in processing.

Please select the purpose for this application: *

New Application Relationship to Child: *


First Name: * _____ Last Name: * _____ Phone: * _____ Email Address: * alejandralondono@live.com

Address: * _____ Apt/Suite: _____ Quadrant: Ward: _____ City: * _____ State: * _____

Zip Code: * _____ DOB: * _____ Gender: * _____ SSN: _____
MM/DD/YYYY

Race: * _____ Ethnicity: * _____ Marital Status: * _____ Military Status: * _____

Primary Language: * _____ What is your current living situation (select all that apply): * _____ Do you work in a child development facility licensed by th... _____



Once all the required fields are completed, the “Save” button will turn blue. Click “Save” after each section to save your progress. *The save button will be clickable or turn blue when the required information is complete for each section.*

Information of SECOND parent/guardian/spouse in the household (if applicable)

You should only enter information on the SECOND parent/guardian if the SECOND parent and the children form one family unit. A family unit is defined as the child needing care plus the parents or guardians living in the same household. Parents can include biological, step, adoptive, or legal guardians, and sometimes individuals acting in loco parentis (in place of a parent). Foster parents should contact CFSA.Childcare@dc.gov to refer a child for child care subsidies through the Child and Family Services Agency (CFSA).

Information of SECOND parent/guardian/spouse in the household (if applicable)

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: * Gender: * SSN: MM/DD/YYYY

Race: * Ethnicity: * Marital Status: * Military Status: *

Primary Language: * Do you work in a child development facility licensed by th...

Save

Children Details

You must provide information for **ALL** children younger than 18 in the household, not just those who need child care. Do not include information for foster children who are temporarily placed in the home.

To add a child, click “Add Child.”

Children Details ⓘ

Tell us about all your child(ren) (required). Provide details about ALL your dependent children younger than age 18, whether or not you are seeking child care for the child.

Actions	Name	DOB	SSN	Gender	Race	Ethnicity	Citizenship/Immigration Status	Special Needs
No Records Found.								

Add Child

Once you select “Add Child,” enter information for each child younger than 18. This section has three important parts:

- **Section 1:** Basic information about the child (e.g., Name, Date of Birth, Social Security Number [SSN] and Race).

- **Section 2:** Information about child care needs, name of child care provider (if already selected) and questions used to determine the child’s eligibility.
- **Section 3:** Information on the child’s parent. This section should only be completed when a child has a different parent or guardian than the parent or guardian listed in the “SECOND Parent/Guardian Details” section.

Section 1

Child First Name: *	Child Last Name: *	Child DOB: * MM/DD/YYYY	Child SSN:
Gender: *	Child Race: *	Child Ethnicity: *	
Child Citizenship/Immigration Status: *	Child Primary Language: *		

Section 2

Does this child need child care services? *	Name of child care provider
Select hours of care requested (Select all that apply):	<input type="checkbox"/> Full-time (6 hours or more/day) <input type="checkbox"/> Part-time (less than 6 hours/day) <input type="checkbox"/> Monday through Friday, 7 a.m. - 6 p.m. <input type="checkbox"/> Monday through Friday, 6 - 9 a.m. <input type="checkbox"/> Monday through Friday, 3 - 6 p.m. <input type="checkbox"/> Weekend <input type="checkbox"/> Other:
Does this child have a physical or mental disability? *	Is this child in kinship care, foster care, or under court supervision? * Is this child enrolled in Head Start, Early Head Start, or the QIN? *

Section 3

If other parent is different from Other Parent/Guardian Details section please add details below

Other Parent First Name:	Other Parent Last Name:	Other Parent Address:	Other Parent Apt/Suite:
Other Parent Quadrant:	Ward:	Other Parent City:	Other Parent State:
			Other Parent Zip Code:

Save Cancel

Remember to click “Save” after each child to save your progress.

The save button will be clickable or turn blue when the required information is complete for each section.


What is your reason for requesting child care subsidies?

After inputting information for all children younger than 18 in the family, select the reason(s) you are applying for child care subsidies, and click “Save.” For more information on each category, refer to the DC Child Care Subsidy Program Policy Manual at osse.dc.gov/subsidy.

What is your reason for requesting child care subsidies (required)? ⓘ

(Check all that apply. For more information on each category, please refer to the DC Child Care Subsidy Program Policy Manual osse.dc.gov/subsidy.)


- I am working.
- I am in a job training program.
- I am in an education program.
- I am looking for work.
- I am a Temporary Assistance for Needy Families (TANF) recipient or TANF payee.
- I am a participant in the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) program.
- My child is under protective services (child under protective supervision, a child in foster care, a child whose parent(s) are in the custody of the DC Child and Family Services Agency (CFSA)).
- My child has a disability.
- My child is enrolled in Head Start, Early Head Start, or the Quality Improvement Network (QIN).
- I am a teen parent.
- I have a physical or mental disability.
- I am/my child is experiencing homelessness.
- I am an elder guardian/caregiver.
- I am/my child is experiencing domestic/family violence.
- I am participating in an addiction recovery program.

 Save

Parent Work/Education Detail

The next section asks you to provide information on your work/education details, if applicable. If you work, attend school or are enrolled in a job training program, select “Add Work/Education Details” to begin. *(Skip this section if you do not currently work, attend school or participate in a job training program.)*

Tell us about your work, education, or job training program (if applicable)

 Add Work/Education Details

Actions	Work/Education	Name of Employer/Education/Training Program	Self Employed	Address	Phone	Created Date
No Records Found.						

Items per page: 5 0 of 0 < >


Add information regarding your current work, education or training program. Click “Save” after entering the details so that your entry is recorded in the grid below. You may include multiple entries.

Tell us about your work, education, or job training program (if applicable)

Work/Education: * Name of Employer/Education/Training Program: * Self-employed

Address: * Apt/Suite: Quadrant: Ward: City: * State: *

Zip Code: * Phone: *

 Save Cancel

SECOND Parent Work/Education Details

If you included information on a SECOND parent, you must include work/education details for the SECOND parent. Click “Add Work/Education Details” to begin.

Tell us about the SECOND parent/spouse's work/education living in your household (if applicable)

→ [Add Work/Education Details](#)

Actions	Work/Education	Employer/School Name	Self Employed	Address	Phone	Created Date
No Records Found.						

Add information about the SECOND parent’s current work, education or training program.

Tell us about the SECOND parent/spouse's work/education living in your household (if applicable)

Work/Education: * Employer/School Name: * Self-employed

Address: * Apt/Suite: Quadrant: Ward: City: * State: *

Zip Code: * Phone: *

→ [Save](#) [Cancel](#)

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

Family Income and Assets

After adding information on work or education programs, you will be prompted to add information on family income. Families who are requesting child care subsidies based on the following criteria do NOT need to provide this information: the child is under protective services, the child of teen parents, experiencing homelessness, enrolled in Head Start/Early Head Start/Quality Improvement Network (QIN), in a family experiencing domestic violence or has a parent(s)/guardian(s) with a disability. All other families must complete the “Add Household’s Income” section.

Tell us about your family income and assets (required)

The following information is NOT needed when a child in need of child care services is under protective services, the child of teen parents, experiencing homelessness, enrolled in Head Start/Early Head Start/QIN, in a family experiencing domestic violence, or has a parent(s)/guardian(s) with a disability.

→ [Add Household's Income](#)

Actions	Type of Income	Employment Period	Frequency of Pay Periods	Gross Pay per Pay Period
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Provide the income information for each applicant living in your household, including type of income, employment period, frequency of pay periods and gross amount per pay period.

Type of Income: * Employment Period: *

Frequency of Pay Periods: * Gross Amount Per Pay Period: *

Save Cancel

You will then be prompted to answer additional questions on household assets, receipt of public programs and certification of no additional income. Families with assets (i.e., real estate, bank accounts) more than \$1 million in assets, are not eligible for child care assistance through the DC Child Care Subsidy Program. Click “Save” after answering the questions.

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

Do you or anyone in your family receive the following: Select

If you did not input income in this section, do you certify that your family is not receiving income from any source? Select *

Save

Dependents

You can include additional dependents on your application. Dependents are any person in your household that depends on you financially. This does not include children living at the same address but who are not your dependents or for whom a legal relationship is not documented or adults who are living at the same address but are not your dependents. To add a dependent, click “Add Dependent.”

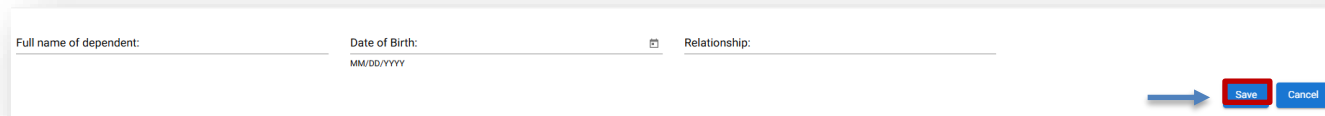
Do you have any other dependents living in your household not listed above (if applicable)?

Add Dependent

Actions	Name	DOB	Relationship
No Records Found.			

Add the dependent’s personal information such as their name, date of birth and relationship to you.

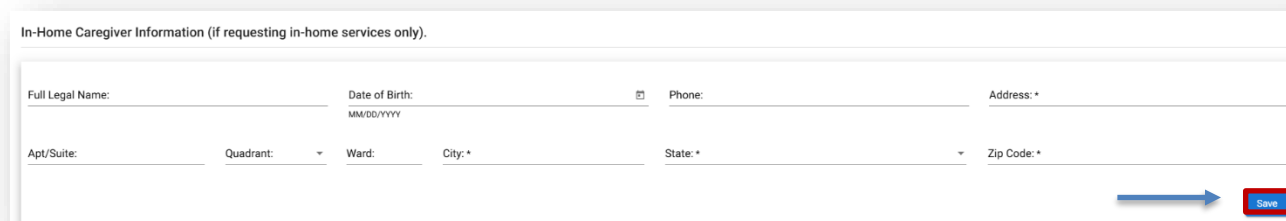
Click “Save.” You may add multiple dependents, if applicable.



A screenshot of a web form for adding dependent information. The form has three main input fields: "Full name of dependent:", "Date of Birth:" (with a calendar icon and "MM/DD/YYYY" placeholder), and "Relationship:". On the right side, there is a blue arrow pointing to a red "Save" button and a blue "Cancel" button.

In-Home Care

If you are requesting in-home care, you must provide information about the in-home caregiver. For more information on in-home care, [click here](#). Skip this section if you are requesting care at a child care facility listed on [My Child Care DC](#). Click “Save” after adding the caregiver’s information.



A screenshot of the "In-Home Caregiver Information (if requesting in-home services only)" form. The form includes several input fields: "Full Legal Name:", "Date of Birth:" (with a calendar icon and "MM/DD/YYYY" placeholder), "Phone:", "Address: *", "Apt/Suite:", "Quadrant:" (dropdown), "Ward:", "City: *", "State: *", and "Zip Code: *". On the right side, there is a blue arrow pointing to a red "Save" button.

Supporting Documents for Eligibility Factors

You are required to upload documentation to confirm the information included in your application. The documentation you are required to submit is based on the reason you are requesting child care subsidies (e.g., Eligibility Factors) selected in the “What is your reason for requesting child care subsidies?” section of the application. This reason for child care is also the applicant’s qualifying need.

For help identifying which supporting documentation you need to submit based on your reason for requesting child care subsidies, [click here](#).

After gathering all the documentation you need to submit in your application, you must select the applicable eligibility criteria and upload the documents one by one. Files must be uploaded as a.pdf, .doc, .docx, .zip, .bmp, .png, .jpg or .jpeg and be less than 1 GB.

Refer to the Documents Required box under Supporting Documents for Eligibility Factors to determine which eligibility factor you should select from the drop down. Each factor selection will display the acceptable documentation. You may upload **ONE** form of the acceptable documentation.

Supporting Documents for Eligibility Factors ⓘ

You are required to upload supporting documentation for each eligibility factor that applies to your reason for child care. If one document meets more than one requirement, you can upload it for each applicable eligibility factor.

You cannot submit this application without uploading documents for each eligibility factor listed below:

Documents Required	Status
Identity	Not Uploaded
Childs Age	Not Uploaded
Legal Relationship	Not Uploaded
Citizen or Legal Status	Not Uploaded

For each required document type listed above, follow these steps:

1. Select the eligibility factor from the drop-down menu.
2. Upload the appropriate supporting documentation.
3. Click "Save" after uploading each document.
4. Repeat these steps for all required eligibility factors.

Important: Ensure all documents are saved before proceeding to the next section.

Eligibility Factor:

Drag file to upload (or)

Choose File

Save

Click "Choose File" to upload the document. You will be prompted to select the document from your computer. The selected document should appear next to the "Choose File" button.

Eligibility Factor: Identity

Drag file to upload (or)

Choose File

Acceptable documents include one of the following:

1. Government-issued ID;
2. Documentation, such as public benefits award letters, medical records, school records, or other documents that reasonably verify identity issued within the last 12 months; or
3. When documentation cannot be provided, the applicant can sign a written statement to self-verify their identity.

Save

After the upload is complete, click "Save."

Once the documents are uploaded, they will appear in the grid.

Actions	Document Name	Document Type	Created By	Created Date
	.docx	Identity		

Items per page: 5 1 - 1 of 1



Make sure you upload all the required documentation. Missing documentation will delay the review of your family's application and eligibility determination.

For more information regarding documentation requirements to the DC Child Care Subsidy Program, [click here](#).

Certifications


At the end of the application, you are required to review and acknowledge 10 statements affirming that you understand your rights and responsibilities. After checking the box to the left of all the statements, electronically sign and date the application.

If the "Submit" button is not blue, that means information is missing from the application. Review all sections of the application to confirm all required fields are complete and required documents are uploaded. Incomplete sections will have a red exclamation point next to the section name. When the application is complete, the "Submit" button will be blue.

Certifications  

By signing this certification section, I affirm that I understand the rights and responsibilities below:

- I will complete the eligibility determination/redetermination process including completing the application and providing appropriate documentation to confirm the information reported above within the required timeframes.
- I authorize eligibility workers to obtain any verification necessary to determine and review financial eligibility and child care needs. This authorization includes the release of information regarding my employment or education/job training program, income, and residence.
- 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 have been informed of the absence policy and understand that I must provide documentation of excused absences to the child care provider.
- I understand I am required to have an eligibility review completed every 12 months (unless otherwise noted) to determine if the child(ren) is still eligible to receive subsidized child care.
- I will report to my eligibility worker any changes to information submitted within 10 calendar days of any change in residency outside of DC; any non-temporary change in participation in work, education, or training, as defined program policy; or if my household income exceeds 85 percent of the State Median Income (SMI) for longer than 90 days.
- I will notify the child care provider in writing of plans for my child(ren) to no longer attend the facility.
- I understand that I must report to DHS or OSSE within three days when my child no longer attends a facility.
- I certify that the information in this application is correct to the best of my knowledge.
- I am aware that knowingly making a false or misleading statement on this application may result in a fine of up to \$1,000, imprisonment of up to 180 days, or both.

Applying Parent/Guardian Signature: * Date: * 

MM/DD/YYYY

Click the blue "Submit" button when you are ready to submit the application.

The submit button will be clickable or turn blue when the required information is complete for that section.

Missing Documents Upload

If documentation is missing from your application, you will receive an email from a DC Department of Human Services (DHS) or Level II child care provider eligibility staff requesting that you provide the missing

information. You must upload the requested information within 30 calendar days of receiving the notification. If you do not upload the requested information within 30 days, your application will expire, and you will have to reapply to receive child care subsidies.

To upload missing documentation:

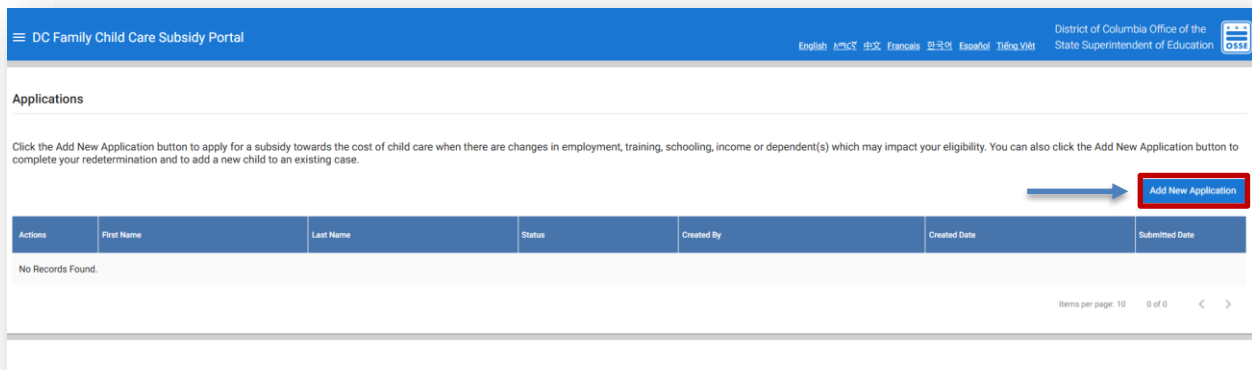
- Login to the DC Family Child Care Subsidy Portal.
- From the grid on the home page, select the application that needs to be updated.
- Go to the “Supporting Documents for Eligibility Factors” section and upload the requested document(s).
- Once the upload is complete, contact the assigned eligibility staff labeled to notify them that the documents are ready for review.

Add a New Child to An Existing Case

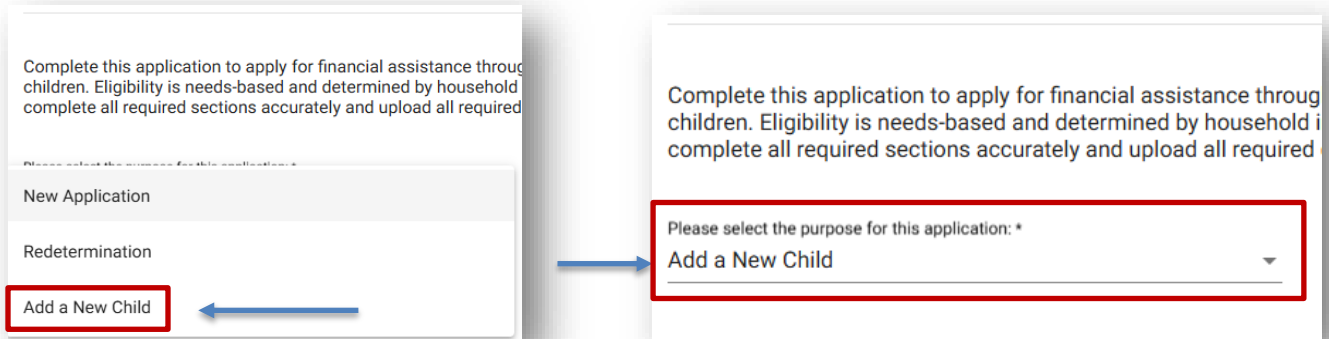
You can add a new child to an existing case if you submitted your original application using the DC Family Child Care Subsidy Portal. If the original application was submitted in person and you are using the DC Family Child Care Subsidy Portal for the first time, you can still add the new child using the portal; however, you will have to create a user account and enter information in all the required fields on the application. Follow the steps below to complete an application for adding a new child in the portal.

You can review or change your application once the status has been changed to “Processed in SEA” by the DHS or Level II provider eligibility staff reviewing the application. You can find your application status in the grid on the DC Family Child Care Subsidy Portal home page.

To add a new child to an existing case, click “Add New Application” on the DC Family Child Care Subsidy Portal home page.

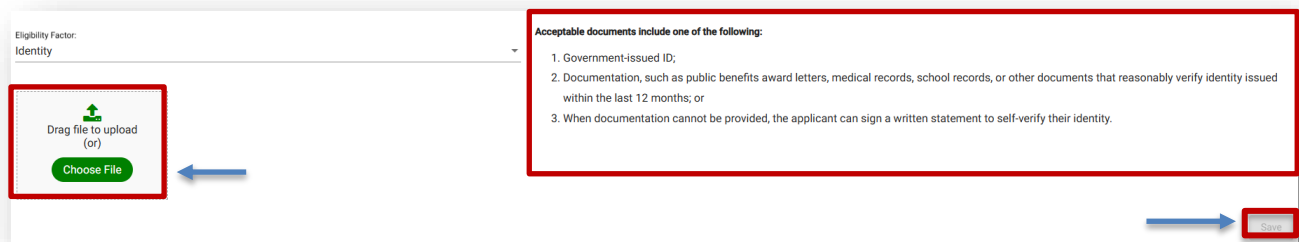


Select “Add a New Child” in the box labeled “Please select the purpose for this application.”

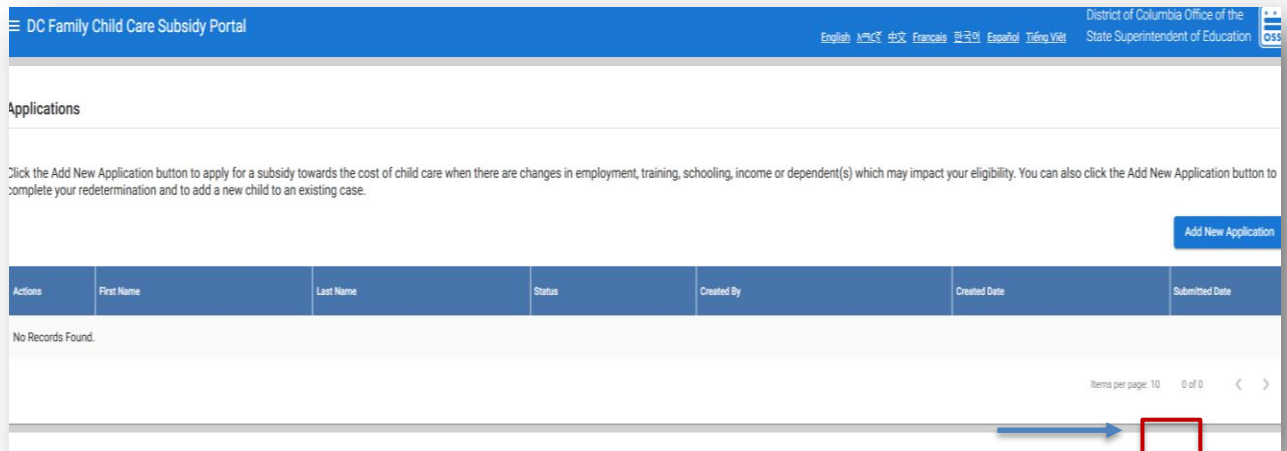


The existing case detail will populate in the new application. Go to the “Children Details” section and add a new child (as detailed above).

Upload all necessary supporting documentation and sign, click save, and submit the application.



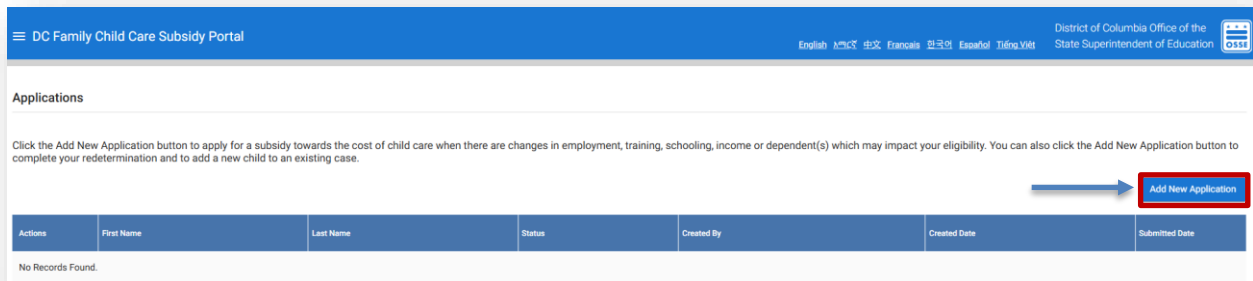
Click “Submit” when you are done with the application. *The submit button will be clickable or turn blue when the required information is complete for that section.*



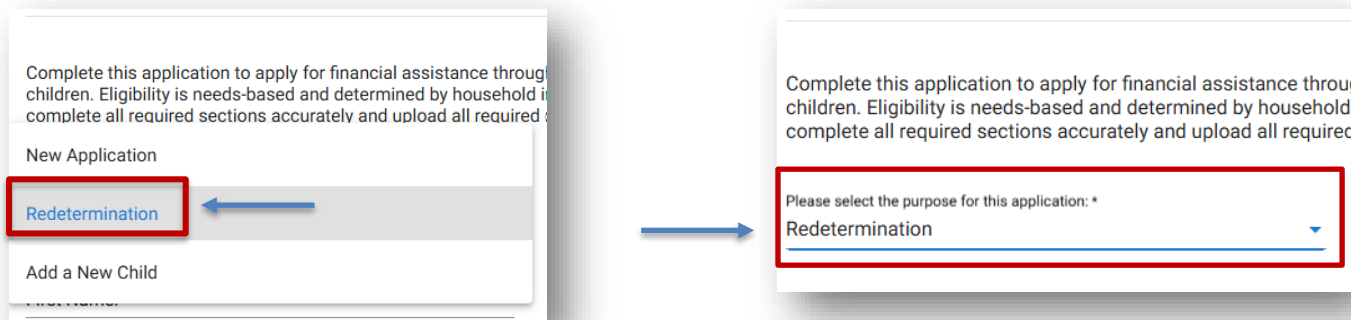
Redetermination

Redetermination of a child’s eligibility for the DC Child Care Subsidy Program may be completed no sooner than 12 months following the initial determination or most recent redetermination. Once the family is nearing their eligibility expiration date, eligibility staff will notify the parent(s) or guardian(s) with information regarding the updated supporting documentation needed to redetermine eligibility (e.g., documentation supporting legal relationship, citizenship or legal status (child only), DC residency, as well as need classification and income).

To complete redetermination, click “Add new application” on the DC Family Child Care Subsidy Portal home page.



Select "Redetermination" in the box labeled "Please select the purpose for this application."

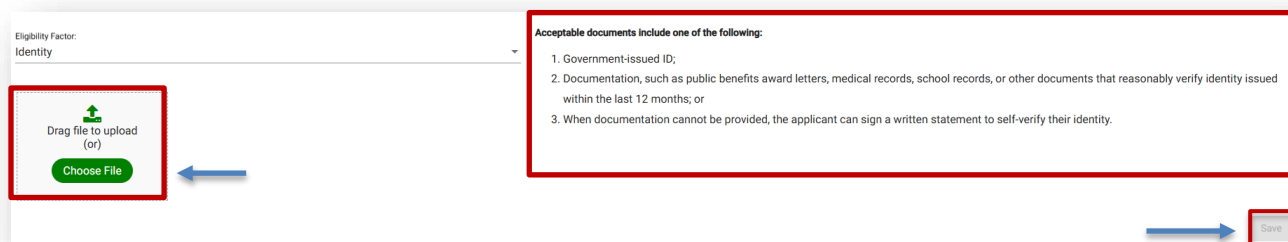


Data from the previous application will populate over to the new application.

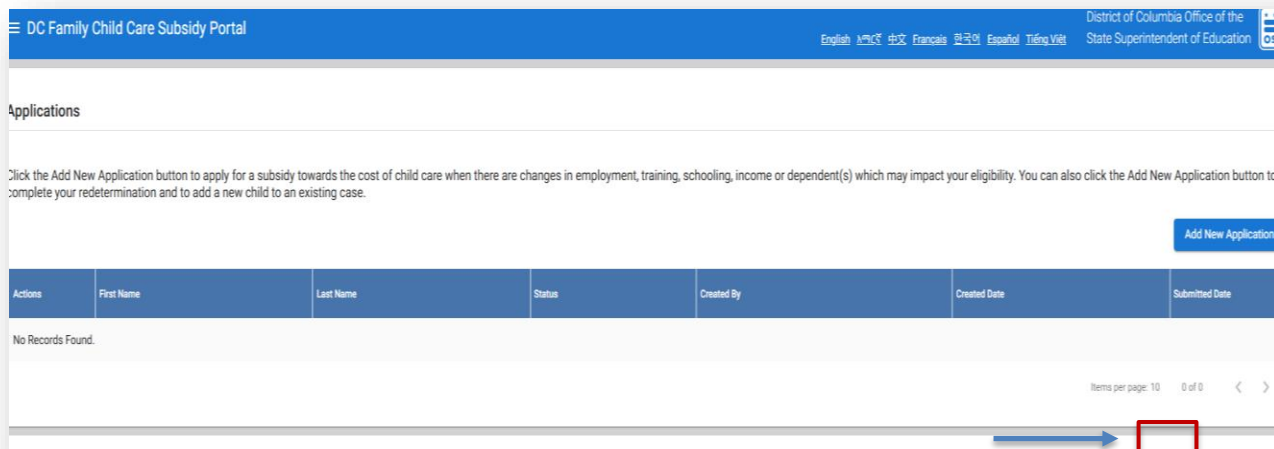
Make updates to your application to reflect current information and upload new documentation following the same steps as above.

If the original application was submitted in person and you are using the DC Family Child Care Subsidy Portal for the first time, you can still complete your redetermination using the portal; however, you will have to create a user account and enter information in all the required fields on the application.

To complete a redetermination application in the portal, upload and save all supporting documentation, and sign and submit the application.



Click "Submit" when you are done with the application.



Next Steps for Families

Once you have submitted an application for the DC Child Care Subsidy Program (for any purpose, i.e., new application, add a child and redetermination) you will receive an email 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 the eligibility staff who will review your application and determine your eligibility for the program.

Eligibility staff may contact you for clarification or to request additional information. You must upload the requested information within 30 calendar days of receiving the notification. If you do not upload the requested information within 30 days, your application will expire, and you will have to reapply to receive child care subsidies. For redetermination applications, failure to upload the requested information within 30 calendar days will result in the expiration of your application and the end of your child care subsidy.

Technical Assistance for Families

You can reference [this FAQ](#) for additional information about applying to the DC Child Care Subsidy Program.

Support is available in multiple languages if you have questions or need assistance completing the application. You may also contact [DC Child Care Connections](#) at (202) 829-2500 or osse.dchildcareconnections@dc.gov.

If you experience issues accessing the DC Family Child Care Subsidy Portal, contact OSSE.Subsidy@dc.gov for support.