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| **AMERICAN JOB CENTER** |  | **WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)** |  | **VETERANS** |
| The American Job Centers (AJCs) are part of a nationwide system that offers jobseekers, students, businesses, and career professional’s access to a comprehensive array of employment-related services and tools in one convenient location. The District’s American Job Centers provide District residents with free resources such as career counseling, job readiness workshops, resume assistance, occupational skills training, local and national labor market data, unemployment compensation, business centers that include assisted technologies, veterans’ services, and much more.    For more information about the Department of Employment Services and to obtain monthly AJC Activity Calendars, please visit [www.does.dc.gov](http://www.does.dc.gov/), or call (202) 724-7000, TDD (202) 673-6994.  DOES is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. |  | The Workforce Innovation and Opportunity Act (WIOA), signed into law on July 22, 2014, presents an extraordinary opportunity to improve job and career options for jobseekers through an integrated, job-driven public workforce system that links diverse talent to businesses and other wraparound services for District residents.  For more information about WIOA and to determine your eligibility, please visit your local American Job Center. |  | The American Job Centers (AJCs) are staffed with experienced and knowledgeable disabled Veteran  Outreach Program Specialists (DVOPs) who are mandated to assist eligible veterans, service connected disabled veterans, spouses of veterans, and eligible persons with an honorable or general under honorable conditions discharge.  DVOP staff provide job search assistance, job leads, training program information, job matching, and a variety of other services. These services and duties include but are not limited to…   * Initial Assessments * Career Guidance * Coordinate Supportive Services * Job Referrals * Job Development * Employer Outreach * Vocational Guidance |
| **DCNETWORKS** |
| DCNetworks is an integrated web-based system that provides jobseekers, training providers, employers, and UI applicants with 24-hour access to the agency’s comprehensive, employment-related program services and resources as well as access to local, regional, and national labor market information.  The system can be accessed at [www.dcnetworks.org](http://www.dcnetworks.org). |
| **DISTRICT OF COLUMBIA**  **INFRASTRUCTURE ACADEMY (DCIA)** |
| The District of Columbia Infrastructure Academy (DCIA) coordinates, trains, screens and recruits residents to fulfill the needs of the infrastructure industry and infrastructure jobs with leading companies in this high-demand field. DCIA is located in the Anacostia neighborhood in Ward 8.  For more information about opportunities to partner or to register for training call 202-899-6040 or email [DCIA@dc.gov](mailto:DCIA@dc.gov). |
| **APPRENTICESHIP** |
| The Office of Apprenticeship, Information and Training (OAIT) safeguards the well-being of apprentices, ensures the quality of programs, provides integrated employment and training information to sponsors, employers and trainers.  For more information about the Apprenticeship Program, please visit [www.does.dc.gov](http://www.does.dc.gov/), or call (202) 698-5099. |
| **OCCUPATIONAL SKILLS**  **TRAINING PROGRAMS** |  | **BUSINESS SERVICES GROUP (BSG)** |  |  |
| The Department of Employment Services (DOES) is committed to increasing the employment, retention of employment, and earnings of District residents through training, occupational skills development, job readiness services, and connecting District residents to employment opportunities throughout a diverse business community.  As a District resident, you may be eligible to participate in an Occupational Skills Training Program that will provide you with the additional skills necessary to compete in today’s job market.  For more information, please contact your nearest American Job Center. |  | The Business Services Group (BSG) connects local and regional employers to District of Columbia job seekers by assisting businesses with a variety of services that include assisting with recruitment and placement needs, pre-screening job applicants, planning and conducting job/recruitment fairs, providing customized support, hosting informational employment forums, providing  DCNetworks training and assistance to employers, creating and distributing job announcements, providing guidance with the First Source Program, and disseminating labor market information.  Call (202) 741-5308 or email at [bsg.employers@dc.gov](mailto:bsg.employers@dc.gov) for more information. |  |
| **UNEMPLOYMENT INSURANCE**  **(UI) BENEFITS** |  | **ONSITE PARTNER AND**  **OTHER SUPPORTIVE SERVICES** |  |
| Unemployment Insurance is a program operated by the District of Columbia to pay benefits to workers who are unemployed through no fault of their own, who are ready, willing, and able to work, and who are otherwise eligible for benefits. The program is administered by the Department of Employment Services. It is financed through taxes paid by employers doing business in the District of Columbia.  The District offers three ways to file for unemployment compensation: online, by phone, or in-person. We strongly encourage customers seeking unemployment benefits do so online at [www.dcnetworks.org](http://www.dcnetworks.org), selecting “Claim Unemployment Benefits”, for quicker service. However, you can reach the Unemployment Insurance Navigation Center at 202-724-7000 or visit any American Job Center throughout the District. |  | Onsite partners at the American Job Centers (AJC’s) include: |  |
| * **Department of Human Services (DHS):**   Assist low-income individuals and families maximize their potential for economic security and self-sufficiency. |
| * **Job Corps:**   Help young people (16-24 y/o) learn a career, earn a High School Diploma or GED, and maintain a viable job. |
| * **Office of the State Superintendent of Education (OSSE):**   Responsible for raising the quality of education for all District residents to prepare them for success in college, careers, and life, providing assessments, Adult Basic Education, English as a Second Language (ESL), and other education services. |
| * **Rehabilitation Services Administration (RSA):**   Delivers vocational rehabilitation services, allowing persons with disabilities to obtain and a sustain employment, economic self-sufficiency and independence. |
| Supportive services are referrals to community-based partners and other District Government agencies that may assist customers with their employment goals.  For a full-listing of onsite partners by AJC location, please visit [www.does.dc.gov](http://www.does.dc.gov/). |