

100% GOVERNMENT PHOTO ID  
CHECK TO ENTER THE BUILDING  
Center Hours of Operation:  
**Monday - Thursday**  
8:30am - 4:30pm  
**Friday**  
9:30am - 4:30pm



2000 14th Street NW, 3rd  
Floor  
Washington DC 20009  
202-442-4577

## Northwest

**Unemployment Compensation:**  
Mon-Thurs 8:30am - 4:00pm  
Friday 9:30am - 4:00pm

\*Center will be closed Tuesday,  
November 11 in observance of  
Veteran's Day and Thursday,  
November 27 in observance of  
Thanksgiving Day\*

### November 2014

(No sessions will be held on Fridays)

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	3	4	5	6	7
Week 2	10	11-Closed (Veterans Day)	12	13	14
Week 3	17	18	19	20	21
Week 4	24	25	26	27-Closed (Thanksgiving)	28

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00-10:00	<b>Get to Know Your American Job Center (Orientation)</b>	<b>Using Social Media in Your Job Search</b>	<b>Get to Know Your American Job Center (Orientation)</b>	<b>Successfully Submitting Online Job Applications</b>	<b>No Workshops</b>
10:30 - 11:30	<b>Financial Literacy: The Basics</b> (Only offered Week 1)	<b>The Conversation That Gets The Job (Interviewing Skills)</b>	<b>Writing a Professional Cover Letter</b>	<b>Navigating DC Networks</b>	<b>No Workshops</b>
1:30 - 2:30	<b>Smart Resume: Tips, Tools and Techniques</b>	<b>Get to Know Your American Job Center (Orientation)</b>	<b>Creating a Smart Resume</b>	<b>Get to Know Your American Job Center (Orientation)</b>	<b>No Workshops</b>
3:00 - 4:00	<b>Microsoft Digital Alliance</b> (Pre-registration required Only offered in Weeks 2,3,4, December Week 1)	<b>Microsoft Digital Alliance</b> (Pre-registration required Only offered in Weeks 2,3,4, December Week 1)	<b>Microsoft Digital Alliance</b> (Pre-registration required Only offered in Weeks 2,3,4, December Week 1)	<b>Microsoft Digital Alliance</b> (Pre-registration required Only offered in Weeks 2,3,4, December Week 1)	<b>No Workshops</b>

All sessions will be held in Classroom 1

\*Please provide proof of Social Security Number

### Attendance Policy

First Come, First Serve Seating

Please sign into session at Reception desk 15 minutes before designated start time

Doors will be closed and session will begin at scheduled start time

Seating capacity strictly enforced

*Although DOES makes every effort to maintain our schedules as assigned, session times are subject to change without prior notice*

**REGISTRATION IN DCNETWORKS IS REQUIRED BEFORE SERVICES CAN BE RENDERED.**

**You can register at [www.dcnetworks.org](http://www.dcnetworks.org)**

## Session Descriptions

### **Get to Know Your American Job Center (General Orientation)**

This session is designed to provide participants with general information and services provided by the Department of Employment Services and the American Job Center programs which includes an overview of scheduled Performance Enhancement Sessions.

### **Writing a Professional Cover Letter**

A well-written cover letter can increase the chances of an employer viewing your resume. Learn how to write a professional cover letter that best represents your skills and strengths applicable to your desired position.

### **Smart Resume: Tips, Tools, and Techniques**

Your resume is your first impression. Learn how to structure your resume in a way that will stand out to employers. Discussion will include strategies on how to cater your resume to the job description, different resume styles, and using key words and phrases.

### **Creating a Smart Resume**

Now that you've learned how to create a smart resume, let's get to work in the computer lab! Get assistance with creating, editing, and modifying your resume using DCNetworks.org. Bring [www.dcnetworks.org](http://www.dcnetworks.org) User ID and password.

(Prerequisite: Smart Resume: Tips, Tools, and Techniques)

### **The Conversation That Gets the Job (Interviewing Skills)**

Market your skills to the employer and prepare for a professional interview. Learn about panel interviewing, what not to say during an interview, and what to do after the interview is over.

### **Navigating DC Networks**

Learn the best strategies to connect with employers and their job postings online through DC Networks. This session will provide you with necessary information to assist you in putting your best foot forward online. Find out about tools that will help you show employers who you are, alert you when new jobs are posted and improve your job search. **Bring User ID and password for [www.dcnetworks.org](http://www.dcnetworks.org).**

### **Successfully Submitting Online Job Applications**

Participants will learn how to navigate in DCNetworks.org to successfully create job searches and how apply for jobs online.

### **Using Social Media in Your Job Search**

Eighty-nine percent (89%) of all new hires are made through referrals, networking, or applicant research. Find out how using social networking sites such as Facebook, Twitter, and LinkedIn can impact your job search.



### **Financial Literacy: The Basics**

Financial Information on the go to assist you in becoming financially and economically literate.

(Facilitated by the Educational Opportunity Center)

### **Microsoft Digital Alliance**

Brand new to computers? This 4-week, hands-on course is for you! Learn how to use the mouse, keyboard, and send an email with an introduction to Microsoft programs.

You must pre-register for this course by contacting C. Leticia Serrano at 202-442-4456 or emailing her at [claudia.serrano@dc.gov](mailto:claudia.serrano@dc.gov).

## Partner Services

### **Unemployment Insurance Benefits Services**

Customers can file their initial or weekly claims using DCNetworks.org. Customers can speak with a Claims Examiner to discuss issues related to their claim **8:30am-4:30pm Monday thru Thursday, and 9:30am to 4:30 pm on Fridays**. Customers will be received in the center until 4:00pm. After 4:00pm, customers may call the UI Call Center at 202-724-7000.

**Vocational Rehabilitation Services** is available on Fridays from 9:00am-3:00pm. Customers must have a center referral.

### **The Educational Opportunity Center-Available the 1st Monday of November**

**OSSE Postsecondary and Adult Education, GED, Occupational and Digital Literacy**-Available weekly by center referral

*Staff may also connect job seekers with possible referrals to services that are offered in the community, including services for people with disabilities, mental health services, literacy/ESL/LEP services, etc...*