

An Employment Benefits Guide for the Worker in Transition

Maryland Department of Labor
Division of Workforce Development and Adult Learning

<http://www.labor.maryland.gov/employment>



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Overview

Any individual who loses his/her job or has received notice that he/she will lose his/her job as part of a facility closure or layoff is considered to be a “dislocated worker.” Title I of the Federal Workforce Innovation and Opportunity Act (WIOA) extends a wide range of services to dislocated workers.

In Maryland, there is an extensive network of service providers in place to assist the dislocated worker during his or her transition. Maryland’s Dislocation Services Unit works closely with this network, which includes American Job Centers (operated through a partnership of the Division of Workforce Development and Adult Learning in the Department of Labor (Labor), www.labor.maryland.gov) and Local Workforce Development Boards in Maryland’s twelve (12) Local Workforce Development Areas.

The WIOA Dislocated Worker legislation recommends early intervention on behalf of the worker. In an ideal situation, service provision is initiated before the employee’s last day of work. Orientation sessions are held on-site to inform workers of the range of services as well as where, when, and how to access those services, often relying on the Unemployment Insurance system for financial support while receiving program services.

This booklet has been prepared in an attempt to briefly discuss these services
and the agencies that provide them.

Unemployment Insurance Benefits Information

The following is general information about Unemployment Benefits. Each individual's situation is different. As a result, you are strongly encouraged to directly contact the Division of Unemployment Insurance, part of the Maryland Department of Labor, regarding your specific situation. For questions, please call 410-949-0022, Monday - Friday, from 8:00 AM to 2:00 PM.

**SOLICITUD DE BENEFICIOS DEL DESEMPLEO PARA LA POBLACIÓN DE HABLE HISPANA
301-313-8000**

What Is Unemployment Insurance?

Unemployment insurance is an employer-funded insurance program providing monetary benefits to persons who are unemployed through no fault of their own, able to work, available for work, looking for work, and willing to accept a job for which they are qualified. The money for unemployment insurance benefits comes from revenue paid by employers. No deductions are made from your paychecks to pay for unemployment insurance in Maryland.

How You Receive Unemployment Insurance Benefit – Prepaid Debit Card

Claims for unemployment insurance (UI) benefits will be reviewed by the Division of Unemployment Insurance (DUI). If you are determined to be eligible to receive unemployment insurance benefits, you will receive your benefits on a Visa debit card issued by Bank of America. You will receive the Maryland UI debit card directly from Bank of America once your eligibility has been approved. If you qualify for and receive unemployment insurance benefits, you will have the safety and convenience of a debit card. Detailed instructions on how to use the debit card will be included when you receive the card from Bank of America. This method of payment is the default for all new claims. Once benefits have been deposited onto the debit card, you may request that the benefits be transferred to your personal bank account. Bank of America will include specific instructions for choosing this option when you receive the UI debit card package. You have the option to request that a paper check be mailed to your address instead of using the debit card. If you choose to receive a paper check, please keep in mind that it will take an additional few days to receive your benefit payments. For more information, please refer to our web page at: bit.ly/uidebitcard.

Required Enrollment with Maryland’s American Job Center System

Free comprehensive job search assistance from your local American Job Center is an important part of your unemployment insurance benefits package. Under the Maryland Unemployment Insurance Law, you must register in Maryland’s American Job Center System within five (5) days of filing an initial claim. You must register either (1) in person by visiting your nearest American Job Center, or (2) via the internet at <https://mwejobs.maryland.gov>. An updated list of American Job Career Centers is included in this pamphlet and also may be found at <http://www.labor.maryland.gov>

How Do I File For Unemployment Insurance Benefits?

Unemployment insurance business is conducted by telephone or by Internet. Claims can be filed by telephone through a Claim Center, Monday through Friday, from 8:00 a.m. to 2:00 p.m., in English or Spanish, or by Internet, 24 hours a day, 7 days a week, at www.mdunemployment.com.

Claim Centers

College Park	301-313-8000 1-877-293-4125 (toll free in MD only)	Calvert County Charles County Montgomery County Prince George’s County St. Mary’s County
Cumberland	301-723-2000 1-877-293-4125 (toll free in MD only)	Allegany County Frederick County Garrett County Washington County
Salisbury	410-334-6800 1-877-293-4125 (toll free in MD only)	Caroline County Dorchester County Kent County Queen Anne’s County Somerset County Talbot County Wicomico County Worcester County
Towson	410-853-1600 1-877-293-4125 (toll free in MD only)	Baltimore City Anne Arundel County Baltimore County Carroll County Cecil County Harford County Howard County

How Do I Know If I Am Eligible For Unemployment Insurance?

Eligibility for unemployment insurance cannot be determined until you actually file a claim. To be monetarily eligible to receive unemployment insurance benefits, you must have worked and had sufficient earnings during the “base period” and be separated from your employment through no fault of your own. The “base period” is a 12-month period made up of the first four quarters of the last five totally completed calendar quarters prior to the date you file your claim. For example, if you file your claim in:

<u>Month/Year</u>	<u>Your Base Period is the Prior</u>
January, February or March	October 1st to September 30th
April, May or June	January 1st to December 31st
July, August or September	April 1st to March 31st
October, November or December	July 1st to June 30th

Note: If you are not eligible for any unemployment insurance benefits using the standard base period outlined above, you may become eligible based on an alternate base period. The alternate base period uses the most recently completed four quarters of wages. If your standard base period is monetarily ineligible and you think you may be eligible using your most recently completed four quarters of wages, you must call a Claim Center to request alternate base period.

Unemployment insurance benefits range from a weekly benefit amount (WBA) of \$50 per week to a WBA of \$430 per week. Your WBA is determined by your wages during your base period. Your claim is effective on the Sunday immediately prior to the date that you file for benefits and remains in effect for one year. You can receive up to 26 weeks total of unemployment insurance benefits if you meet all the requirements of the Maryland Unemployment Insurance Law. During periods of extremely high unemployment, a special federally-funded program may be in effect that provides additional weeks of benefits.

You will receive a Determination of Monetary Eligibility in the mail that will list all of your base period employment and the earnings that were reported by your employer as paid to you during this period. If any employer or any wage amounts are incorrect, you must contact your claim center within 15 days and file a wage protest. After opening your claim, you will be mailed a pamphlet with instructions on how to file your continuing claims (telecert/webcert) and what your responsibilities are as a claimant.

Am I Eligible for the Dependents' Allowance Benefit?

In addition to your WBA, you may be eligible for dependents' allowances of \$8 per dependent child under 16 years of age for up to 5 dependent children. The maximum benefit amount, including your dependents' allowances, is \$430 per week. You are required to provide your dependents' social security numbers to claim the dependents' allowances. Only one parent can claim a dependent during any one year period.

What are My Responsibilities as an Unemployment Insurance Claimant?

After you file for unemployment insurance benefits, you will receive a pamphlet entitled "What You Should Know about Unemployment Insurance in Maryland." Read the pamphlet carefully to understand the requirements of the Maryland Unemployment Insurance Law. When you file for unemployment insurance benefits, you must:

- Be able and available for work;
- Make an active search for full-time work (at least 3 job contact per week);
- File timely weekly claims;
- Report all wages earned each week, if any;
- Report all monies received (for example, vacation, severance, or pension payments);
- Be available and/or contact the Division of Unemployment Insurance when asked to do so;
- Report to the American Job Center when required to do so; and
- Accept suitable work as defined by law.

The Reemployment Exchange (REX) Module

The Reemployment Exchange (REX) Module is designed to allow you to enter your job contacts directly into the system, eliminating the need for manual record keeping. REX will also provide you with a reemployment strategy to assist you in quickly becoming re-employed. You must record your job contacts in the Reemployment Exchange (REX) Module. You may do so by registering in the Maryland Workforce Exchange (MWE) System at <https://mwejobs.maryland.gov>.

The information submitted into REX will be retained as a permanent record of your job contacts which are subject to verification by the Division of Unemployment Insurance. Failure to perform and record at least three (3) valid job contacts per week will result in a denial of benefit payments, unless exempted from the work search.

If you are unable to enter job contacts into REX, you must keep a weekly written record of job contacts for at least one year from the date the job contact was made.

How will Receipt of My Vacation Pay/Holiday Pay/Special Payments Affect My Unemployment Insurance?

The law requires that you inform the Agency if you have received, are receiving, or will receive vacation pay, holiday pay, or special payments. You must report this information when you file your initial claim, or if you receive any of these payments at a later time, you must report them by calling a Claim Center. Do not report vacation, holiday pay, or special payments as earnings when filing your continued claim. Your benefits may be reduced or denied, depending on the circumstances. If you fail to report these payments, you may be overpaid. This overpayment must be repaid before any future benefits will be paid. However, vacation pay is not deductible from Unemployment Insurance benefits unless you are on a vacation shutdown or a temporary layoff with a return to work date.

How will Receipt of Severance Payments Affect My Unemployment Insurance?

The law requires that you inform the Agency if you have received, are receiving, or will receive severance payments. You must report this information when you file your initial claim, or if you receive severance payments at a later time, you must report them by calling a Claim Center. Do not report severance payments as wages when filing your continued claim.

All severance payments are deductible from unemployment insurance benefits for the number of weeks based on your last weekly pay rate. Once your severance payments have been exhausted, if you are otherwise eligible, your benefit payments will resume. If you fail to report these payments, you may be overpaid. This overpayment must be repaid before any future benefits will be paid.

What If I Receive A Pension?

The law requires you to inform the Division of Unemployment Insurance if you have received a lump sum or monthly pension. Any pension paid by an employer for whom you worked in your Base Period may be deductible from your benefits. If you receive your pension in a lump sum, it will not affect payment of benefits. However, if you are receiving a monthly pension, a deduction will be made from your weekly benefit amount. The deduction amount is based on the gross amount of the pension and whether you contributed to the pension. If the calculated weekly deduction is equal to or more than your weekly benefit amount, you will be disqualified from receipt of benefits.

What about My Social Security Benefits?

Social Security Benefits are not deductible from unemployment insurance benefits.

Can I File For Benefits If I Am Working Part-Time?

If you are working all the hours that your employer has available for you and your gross pay is still less than your weekly benefit amount plus any dependent's allowance, you may be eligible for partial benefits.

Are Unemployment Insurance Benefits Taxable?

Yes. Any unemployment insurance benefits that you receive must be reported as part of your gross income for both State and Federal purposes. The Division of Unemployment Insurance will send you an IRS form 1099-G showing the total amount of unemployment insurance benefits paid to you during the previous year. You may choose to have Maryland taxes, Federal taxes, both, or neither deducted from your unemployment insurance amount.

What If I Have A Question About My Unemployment Insurance Claim?

All questions and informational telephone calls, such as finding out the status of your unemployment claim or check, should be directed to the Claimant Information Service numbers below. Your Telecert is also filed by calling these numbers:

Calling from the Baltimore area or out-of state
410-949-0022

Calling from Maryland, but outside of the Baltimore area
1-800-827-4839

Those that are hearing impaired may use the Maryland Relay by dialing 711

Helpful Resources

“What You Should Know about Unemployment Insurance in Maryland,” a publication of the Maryland Department of Labor, Licensing and Regulation, will be mailed to you when you file an initial claim. “Frequently Asked Questions (FAQ)” about Maryland Unemployment Insurance can be found at www.mdunemployment.com.

Reminder: These general guidelines are provided for informational purposes. Each individual’s case and circumstances are different, and we encourage you to contact the appropriate Unemployment Office should you have specific questions regarding your personal unemployment benefits.

Auxiliary aids and services are available upon request to individuals with disabilities.

Dislocated Worker Contacts Outside of Maryland

Workers displaced from work with a Maryland employer qualify for services in Maryland. In addition, should they reside outside Maryland, they may qualify for similar services in their state of residence. The following offices may be contacted for additional information:

Delaware Department of Labor
www.delawareworks.com

District of Columbia Department of Employment Services
www.does.dc.gov

Pennsylvania Department of Labor
www.dli.state.pa.us

Virginia Employment Commission
www.vec.virginia.gov

Workforce West Virginia
www.workforcewv.org

Continuing Your Health Benefits Coverage

May I continue my health benefits?

The Consolidated Omnibus Budget Reconciliation Act (COBRA) gives workers and their families who lose their health benefits the right to choose to continue group health benefits provided by their group health plan for limited periods of time under certain circumstances, such as voluntary or involuntary job loss, reduction in the hours worked, transition between jobs, death, divorce, and other life events. Qualified individuals may be required to pay the entire premium for coverage up to 102 percent of the cost to the plan.

COBRA generally requires that group health plans sponsored by employers with 20 or more employees in the prior year offer employees and their families the opportunity for a temporary extension of health coverage (called continuation coverage) in certain instances where coverage under the plan would otherwise end.

COBRA outlines how employees and family members may elect continuation coverage. It also requires employers and plans to provide notice.

For more general information, visit the U.S. Department of Labor web page at
www.dol.gov/dol/topic/health-plans/cobra.htm.

You may also contact the **Maryland Health Connection** at

www.marylandhealthconnection.gov

Or call 1-855-642-8572

To find in-person help, visit HCAMaryland.org
or call 410-500-4710 or 855-288-3667 (toll free)

Job Search Assistance

What other kinds of job search assistance are available to me?

You may be asking yourself a variety of questions . . .

- WHO is going to hire me?
- WHAT do I need to know to properly approach a job interview?
- WHERE can I develop other job skills that fit the needs of employers?
- WHEN can I utilize services that might be available?
- HOW do I prepare a résumé?

The answers to these questions are available from the Department of Labor, Licensing and Regulation's (DLLR) American Job Centers, operated in partnership with your Local Workforce Development Board. American Job Centers offer a variety of resources that will assist job seekers in their search for gainful employment. They provide job seekers with virtually unlimited resources of employment opportunities through their network of American Job Centers across the state. Each of the American Job Centers offers the Maryland Workforce Exchange, a web-based program that lets you manage your own career account using individual on-line folders and links you to job search resources and partner agencies that can assist you in your job search. In addition to the job search function, the Maryland Workforce Exchange offers several links to other job sites such as state sites, employer sites and private agencies.



MDJobsNow.com

mwejobs.maryland.gov

Overview of the Division of Workforce Development and Adult Learning

The Division of Workforce Development and Adult Learning, within the Maryland Department of Labor, is the State's main workforce development entity. The Division oversees the operation of Maryland's 30 American Job Centers located in each county of the State. At these American Job Centers, Marylanders actively participate in interview workshops as well as receive information on job training programs and résumé assistance.

The Division also oversees the functioning of Maryland's job bank: the Maryland Workforce Exchange. The Maryland Workforce Exchange is an online site where jobseekers can upload their résumé. It is also a powerful tool for Maryland's businesses. The website connects with popular job search sites like Monster.com. The Division also just launched its MWEJOBS Mobile App that is now available on the Apple iTunes App Store and Google Play.

Also within the Division are the Office of Adult Education and Literacy Services and the Office of Correctional Education. These programs were transferred from the Maryland State Department of Education to the Maryland Department of Labor in 2009. The Office of Adult Education oversees the administration of the GED® program and the National External Diploma Program. Both are ways in which adult learners can obtain their Maryland High School diploma. The Office of Correctional Education oversees the administration of both academic and occupational education opportunities at Maryland's Correctional Institutions. Academic services are provided to inmates, spanning from special education to high school equivalency.

Additionally, the Division oversees workforce programs for New Americans and veterans. It also oversees the processing of a number of Federal and State tax credits. For more information about the Division, you can visit the Department's website or call (410)767-2173.

Maryland's American Job Center system, a proud partner of the American Job Center network, is an equal opportunity employer/program committed to diversity in the workplace. We do not discriminate on the basis of race, religion, color, sex, age, sexual orientation, national origin, or disability. Please contact a local American Job Center to make arrangements for auxiliary aids, interpreter services, and reasonable accommodations.

American Job Centers

For job seekers, the American Job Centers are nationally recognized leaders for using state-of-the-art technologies to match people with jobs and jobs with people. American Job Centers have resource areas equipped with Internet access and a variety of job search resource materials. To further assist you in your job search, they offer free faxing, copying, and telephone services. A staff of experienced workforce professionals is available to assist you. Auxiliary aids and services are available upon request to individuals with disabilities.

The American Job Centers partner with other State agencies, local service areas, businesses, community colleges, and local governments to make employment information and opportunities a “One-Stop” effort.

Automated services can be accessed on the Maryland Workforce Exchange, available at the American Job Centers or via the Internet at <https://mwejobs.maryland.gov>, or on America’s Job Bank at www.ajb.org.

The following services to meet your employment needs are provided at no cost to you:

- Access the largest single source of computerized listings of public and private job openings in Maryland and throughout the country;
- Use Maryland’s largest résumé job-matching database;
- Register and search for jobs of interest in your Local Area or across the nation;
- Look for a job; post, update, and maintain your résumé on the Internet;
- Explore information about training and educational opportunities or information about apprenticeships and financial aid programs;
- Access Federal, State, and County listings;
- Computer workstations with word processing and résumé software to prepare résumés and cover letters;
- Job referral and placement services;
- A variety of job search workshops that include:
 - * Successful Job Search Strategies,
 - * Interviewing Skills, and
 - * Résumé Preparation; and
- Labor Market Information: reliable and up-to date information on job qualifications, occupation trends, wages ,and industry projects.

A complete listing of American Job Centers and contact information for the Centers may be found on the next page (page 16) as well as on the Labor website at <http://www.labor.maryland.gov/county>.

MARYLAND AMERICAN JOB CENTERS (30 Centers)

(E) = Aqui se habla español (11) **(ELA)** = English Classes (7) **(AE)** = Adult Ed. Classes (1) **(FS)** = Full Service Center (21) **(S)** = Satellite Center (8)

ANNE ARUNDEL COUNTY
(FS) Linthicum American Job Center
 613 Global Way
 Linthicum, MD 21090
 Hours: 8 AM - 4 PM, M-F
 Phone: 410-424-3240 / Fax: 410-508-2002

(S) Fort Meade Outreach Center
 (For Military and Spouses)
 Building 4432
 Fort Meade, MD 20755
 Hours: 8 AM - 4 PM, M-F
 Phone: 410-674-5240 / Fax: 410-672-3543

(S) BWI Thurgood Marshall Airport
 BWI Airport American Job Center
 P.O. Box 46024
 BWI Airport, MD 21240
 Hours: 11 AM - 4 PM
 Phone: 410-684-6838

BALTIMORE CITY
(FS) Eastside American Job Center
 3001 E. Madison Street
 Baltimore, MD 21205
 Hours: 8:30 AM - 4:30 PM, M-W, F
 8:30 AM - 7 PM, Th
 Phone: 410-396-9030 / Fax: 410-396-4063

(FS) Northwest American Job Center
 (Re-entry Center) Mondawmin Mall
 2401 Liberty Heights Avenue, Suite 302
 Baltimore, MD 21215
 Hours: 8:30 AM - 4:30 PM, M, W-F
 8:30 AM - 7 PM, T
 Phone: 410-396-7873 / Fax: 410-523-0970

BALTIMORE COUNTY
(E) (ESOL) (FS) Baltimore County Workforce
 Development Center at Eastpoint
 7930 Eastern Avenue
 Baltimore, MD 21224
 Hours: 8:30 AM - 4:30 PM (Computer lab 4 PM)
 Phone: 410-288-9050 / Fax: 410-288-9260

(FS) Baltimore County Workforce Development
 Center at Liberty Center
 3637 Offutt Road
 Randallstown, MD 21133
 Hours: 8:30 AM - 4:30 PM (Computer Lab 4 PM)
 Phone: 410-887-8912 / Fax: 410-496-3136

(FS) Baltimore County Workforce
 Development Center at Hunt Valley
 11101 McCormick Road, Suite 102
 Hunt Valley, MD 21031
 Hours: 8:30 AM - 4:30 PM (Computer Lab 4 PM)
 Phone: 410-887-7940 / Fax: 410-329-1317

FREDERICK COUNTY
(FS) Frederick County American Job Center
 200 Monroe Ave., Ste. 1
 Frederick, MD 21701
 Hours: 8 AM - 4 PM, M-F
 Phone: 301-600-2255 / Fax: 301-600-2906

LOWER SHORE
(E) (ESOL) (AE) (FS) SOMERSET, WICOMICO,
 WORCESTER COUNTIES
 One Stop Job Market
 31901 Tri-County Way, Suite 111
 Salisbury, MD 21804
 Hours: 8 AM - 4 PM, M-F
 Phone: 410-341-8533 / Fax: 410-334-3454

MID-MARYLAND
CARROLL COUNTY
(E) (ESOL) (FS) Business & Employment
 Resource Center
 224 N. Center Street
 Westminster, MD 21157
 Hours: 8 AM - 4:30 PM, M-TH
 8 AM-2 PM F
 Phone: 410-386-2820 / Fax: 410-876-2977

HOWARD COUNTY
(E) (FS) Columbia Workforce Center
 7161 Columbia Gateway Drive, Suite D
 Columbia, MD 21046
 Hours: 8 AM - 4:30 PM, M-F
 Phone: 410-290-2600 / Fax: 410-312-0834

MONTGOMERY COUNTY
(E) (ESOL) (FS) WorkSource Montgomery
 American Job Center
 Westfield Shopping Center
 South Office Building
 11002 Veirs Mill Road
 Wheaton, MD 20902
 Hours: 8:30 AM - 5 PM, M & W
 8:30 AM - 6 PM, T & Th
 8:30 AM - 3 PM, F
 Phone: 301-929-4350 / Fax: 301-929-4383

(E) (FS) WorkSource Germantown
 American Job Center
 12900 Middlebrook Road
 Germantown, MD 20874
 Hours: 8:30 AM - 5 PM, M-Th
 8:30 AM-3 PM, F
 Phone: 240-406-5485 / Fax: 301-685-5569

PRINCE GEORGE'S COUNTY
(E) (ESOL) (FS)
 Prince George's American Job Center
 1801 McCormick Drive, Suite 120
 Largo, MD 20774
 Hours: 8 AM - 4:30 PM, M-Th
 8 AM - 2 PM, F
 Phone: 301-618-8425 / Fax: 301-386-5533

(E) (S) Laurel Regional Workforce Center
 312 Marshall Avenue, 6th Floor
 Laurel, MD 20707
 Hours: 8 AM - 4:30 PM, M-Th
 8 AM - 2 PM, F
 Phone: 301-362-9708 / Fax: 301-362-9719

Professional Outplacement Assistance Center (POAC)
 312 Marshall Avenue, 6th Floor
 Laurel, MD 20707
 Hours: 8 AM - 4:30 PM, M-Th; 8 AM - 2 PM, F
 Phone: 301-362-1646 / Fax: 301-362-9719

SOUTHERN MARYLAND
(E) (FS) CHARLES COUNTY
 Southern MD JobSource
 175 Post Office Road
 Waldorf, MD 20602
 Hours: 8 AM - 4 PM, M-F
 Phone: 301-645-8712 / Fax: 301-645-8713

SAINT MARY'S COUNTY
(S) Southern MD JobSource
 21795-F N. Shangri-La Drive
 Lexington Park, MD 20653
 Hours: 8:30 AM - 4 PM, M-F
 Phone: 301-844-6404 / Fax: 240-237-8384

SUSQUEHANNA REGION
CECIL COUNTY
(FS) Susquehanna Workforce Center - Elkton
 1275 West Pulaski Hwy
 Elkton, MD 21921
 Hours: 8 AM - 4:30 PM, M-F
 Phone: 410-996-0550 / Fax: 410-996-0555

HARFORD COUNTY
(FS) Susquehanna Workforce Center - Bel Air
 Mary Risteau Building
 2 South Bond Street, Suite 204
 Bel Air, MD 21014
 Hours: 8 AM - 4:30 PM, M-F
 Phone: 410-836-4603 / Fax: 410-836-4640

(FS) Susquehanna Workforce Center - University Center
 1201 Technology Drive, Room 107
 Aberdeen, MD 21001
 Hours: 8 AM - 4:30 PM, M-F
 Phone: 410-272-5400 / 443-327-8763

UPPER SHORE
CAROLINE COUNTY
(S) Caroline County American Job Center
 300 Market Street, Suite 201
 P.O. Box 400
 Denton, MD 21629
 Hours: 8 AM - 4 PM, M & Th
 Phone: 410-819-4549 / Fax: 410-819-4503

DORCHESTER COUNTY
(FS) Dorchester County American Job Center
 627A Race Street
 Cambridge, MD 21613
 Hours: 8 AM - 4 PM, T-F
 Phone: 410-901-4250 / Fax: 410-221-1817

KENT COUNTY
(FS) Kent County American Job Center
 115A Lynchburg Street
 Chestertown, MD 21620
 Hours: 8 AM - 4 PM, M & F
 Phone: 410-778-3525 / Fax: 410-778-3527

QUEEN ANNE'S COUNTY
(S) Queen Anne's County American Job Center
 125 Comet Drive
 Centerville, MD 21617
 Hours: 8 AM - 4 PM, T
 Phone: 410-758-8044 / Fax: 410-758-8113

(E) (ESOL) (FS) TALBOT COUNTY
 Talbot County American Job Center
 301 Bay Street, Suite 301
 Easton, MD 21601
 Hours: 8 AM - 4 PM, M-F
 Phone: 410-822-3030 / Fax: 410-820-9966

WESTERN MARYLAND
ALLEGANY COUNTY
(FS) Allegany County American Job Center
 McMullen Building
 138 Baltimore Street, Suite 102
 Cumberland, MD 21502
 Hours: 8 AM - 4 PM, M-F
 Phone: 301-777-1221 / Fax: 301-784-1702

GARRETT COUNTY
(S) Garret County American Job Center -
 Western Maryland Consortium
 Garrett College Southern Outreach Center
 14 N. 8th Street
 Oakland, MD 21550
 Phone: 301-334-8136 or 8137
 Fax: 301-334-1400

(E) (FS) WASHINGTON COUNTY
 Washington County American Job Center
 14 N. Potomac Street, Suite 100
 Hagerstown, MD 21740
 Hours: 8 AM - 4 PM, M-W, F
 8 AM - 3 PM, Th
 Phone: 301-393-8200 / Fax: 301-791-4673



www.labor.maryland.gov



mwejobs.maryland.gov

MARYLAND JOBS NOW
A proud partner of the americanjobcenter networks

MDJobsNow.com



"Maryland's American Job Center system, a proud partner of the American Job Center network, is an equal opportunity employer/program committed to diversity in the workplace. We do not discriminate on the basis of race, religion, color, sex, age, sexual orientation, national origin, or disability. Please contact a local American Job Center to make arrangements for auxiliary aids, interpreter services, and reasonable accommodations."

Jobseeker/Employment Services

The American Job Centers are the heart of Maryland's workforce system. Each has valuable tools and resources to assist in your search for gainful employment, and the Job Center staff can help you secure a new or better job, identify and select a career path, access skills training, and get the information you need to succeed in today's economy.

Whether you are unemployed, underemployed, considering a career change, or simply trying to upgrade your skills, the Maryland American Job Centers offer information sessions, various tools, and resources to give you the competitive edge needed to be successful in your job search. Employment services include the following:

- Computer Classes
- Job Specific Training Programs
- Professional Development Seminars
- Workshops
- Career Counseling
- Computer Lab Access
- Dislocated Worker Services
- Early Intervention (EI) Program
- Ex-Offender Services
- Interviewing Techniques
- Internet Access
- Job Matching and Referral
- Job Search
- Labor Market information
- Maryland Workforce Exchange Virtual One Stop (MWE-VOS)
- Services for New Americans
- Office Equipment Use (Copiers, Fax, and Phone)
- Professional Outplacement Assistance Center (POAC)
- Résumé Help
- Skills Assessments
- Training
 - ⇒ Including information on Pell Grants
- Unemployment Insurance Assistance
- Veteran Services
 - ⇒ Including information on the G.I. Bill

Registered Apprenticeships

Registered Apprenticeships are jobs where workers “earn and learn.” While working on the job, employees receive one-on-one full-time training from a skilled craftsperson as well as related classroom instruction. An apprentice is “sponsored” by an employer or association and is paid according to a progressive wage scale. You will earn a wage, while receiving industry credentials without incurring tuition debt. You will learn transferable skills to advance your career and gain job satisfaction by performing meaningful work. As a Registered Apprentice, you are paid on a progressive wage scale. The more experience and training you gain as an apprentice, the more pay you will receive.

Anyone 18 years or older who meets the qualifications can be a registered apprentice. However, some programs allow individuals 16 years and older with parental permission. You must be physically able to perform required tasks and have access to transportation. Most, but not all, Registered Apprenticeship programs require a Maryland high school diploma by means of high school graduation or successful completion of the GED® Test or National External Diploma Program®. You may have to pass specific tests in math and English. Individual program requirements may vary.

Individuals interested in learning more about apprenticeship programs available in Maryland can refer to the Department of Labor’s *Apprenticeship Locator*. The Locator includes only active apprenticeship opportunities, ensuring job seekers find just those programs seeking to hire apprentices, and employers locate only those sponsors that are currently working within their industry. The scope of information available in the locator includes: program name, counties where the program is available, type of program, occupation, industry, program contact information, job description, length of program, and minimum age for candidates.

To visit the **Apprenticeship Locator**, please go to:

<http://www.labor.maryland.gov/employment/appr/apprsearch.shtml>

Veteran Services

DWDAL Veteran Services

Priority of Service at Maryland's American Job Centers

This means that veterans and eligible spouses, who meet the eligibility requirement, will be given access to employment, training, and placement services at an earlier time or before persons who are not eligible for Priority of Service.

One-On-One Assistance

Veterans' Services at Maryland's American Job Centers

American Job Centers offer a variety of services to assist veterans, transitioning military personnel, and other qualified individuals. Veterans and other eligible persons may also receive one-on-one assistance. Local Veterans Employment Representatives (LVERs) develop hiring opportunities within the local areas by contacting businesses, Federal agencies and contractors, and employer associations to encourage the hiring and advancement of qualified veterans. Disabled Veterans' Outreach Program (DVOP) staff provide specialized intensive employment assistance to eligible veterans who have special employment and training needs. The DVOPs assist individuals to overcome barriers that prevent them from gaining meaningful employment. DVOPs apply a case management approach and access a broad network of providers and resources to assist eligible veterans with their employment goals.

A list of American Job Centers can be found on side two of this flyer and is on Maryland Department of labor's website at:

<http://labor.maryland.gov/employment/veteranservices.shtml>

Professional Outplacement Assistance Center (POAC)

www.dllr.state.md.us/poac

The Professional Outplacement Assistance Center (POAC) is a service offered by the Maryland Department of Labor's Division of Workforce Development and Adult Learning. POAC provides assistance to individuals who are in the professional, executive, technical, managerial, and/or scientific occupations

The centerpiece of the POAC program is the staff's unique combination of skills, experiences and backgrounds. The POAC staff reflects the needs of the professional, executive, technical, managerial and scientific workers the program serves. The staff consists of professionals experienced in working with thousands of job seekers from a wide range of professional occupations. The program provides job seekers with a level of support that is only available through few private outplacement services costing thousands of dollars. POAC, as with all the services of our agency, provides high quality services that are free of cost to Maryland residents.

Services Available

JumpStart – a two-day workshop which addresses the re-employment needs of our targeted population

Aptitude and Interest Assessment Assistance

Résumé Writing Assistance by Certified Professional Résumé Writers

Navigating the Federal Employment Process by Certified Trainers

Interview Training

Computer Lab

Peer Training

Individualized Career Counseling

Networking and Accountability Groups

E-mail Career Management Announcement Services

For more information and to find out how you can benefit from POAC's services, contact them at:

POAC

312 Marshall Avenue, Suite 600, Laurel, MD 20707

Phone: 301-362-1646 Fax: 301-362-9719

Trade Impacted Workers

THE TRADE ADJUSTMENT ASSISTANCE (TAA) PROGRAM

TAA is a federal entitlement program established under the Trade Act of 1974, amended by the Trade and Globalization Adjustment Assistance Act of 2009. The TAA Program provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports or production transfers abroad. The federal TAA program includes job training and benefits. To receive TAA benefits, you must have lost a job covered by a trade certification issued by the U.S. Department of Labor (DOL). If you think you qualify and are interested, our American Job Centers' office staff can discuss the following benefits with you:

- **Job Search Assistance**—improves job-hunting skills.
- **Job Search Allowance**—pays travel expenses for job interviews outside your Local Area.
- **Relocation Allowance**—pays most of the moving expenses for you and your family if you get a job outside your Local Area.
- **Training (Vocational and Remedial)**—pays for training for a new occupation.
- **Trade Readjustment Allowances (TRA)**—pays you benefits while you are in approved full-time training.
- **Alternative/Reemployment Trade Adjustment Assistance (ATAA/RTAA)**—supplements your wages if you are at least age 50 and return to work earning less in wages in your new job than you did in your previous job.

How to Request TAA Training

Get started at your local American Job Center. (Refer to the list on page 14).

To request TAA training, you should:

- Contact a career counselor at a local American Job Center immediately. Your counselor must approve your training plan BEFORE you enter training if you expect TAA to pay for it. This process may take several weeks.
- Select an occupation and begin a reemployment plan with your career counselor.
- Find a training program and training provider that match your needs and meet all of the TAA requirements.
- Meet all of the school and program entrance requirements.

***Your training programs can include required remedial training, such as English As a second language, Adult Basic Education, GED preparation, and required prerequisite training.

- Develop a curriculum plan with a school adviser that includes required courses by semester, starting and ending dates, and costs.
- Give the career counselor a list of required books and supplies with estimated costs, so the counselor can submit for approval.
- It is your responsibility to remain in contact with your counselor to notify them of any changes in your phone number, address, or training status. (For example: Drop or add a class)

TAA pays training costs only after your training program is approved. TAA does not pay for training you took before qualifying for TAA. You may participate in only one TAA training program per trade certification. Trade will only pay for those classes that are directly related to your Individual Employment Plan (IEP) and are required elements to your program relevant to your degree/certification. Additionally, the program must include everything to make you job ready for your selected occupation.

After training starts, you must:

- Attend TAA approved training classes regularly.
- Provide your career counselor with progress reports as scheduled.
- Achieve the anticipated training benchmarks, make satisfactory progress, and maintain good academic standing.
- Get your career counselor's approval before making any changes to your program or courses.
- Notify your career counselor if you become employed.

**For more detailed information on the Trade Program, please view the
Maryland Trade Adjustment Assistance Reauthorization Act Video:**

<http://www.dllr.maryland.gov/employment/taa.shtml> (Scroll to bottom of page)

Or

https://www.youtube.com/watch?time_continue=29&v=nWoYGEw8ZC0

NOTE: This handbook is an overview of the federal Trade Adjustment Assistance (TAA) program, as amended. It may not cover everything in the revised Trade Act.

Trade Readjustment Allowances (TRA)

Basic TRA

TRA are weekly benefits that may be paid after you run out of regular and extended Unemployment Insurance benefits (UI). To qualify for TRA allowances, you must:

- 1) Be laid off due to lack of work by a Trade Act certified company.
- 2) At the time of your first qualifying layoff, have worked for the adversely affected employer at least 26 of the last 52 weeks.
- 3) Be entitled to, and have exhausted all rights to , UI benefits.
- 4) If not enrolled in training, have the training requirement waived for one of the following reasons: health, training not available, or enrollment not available in a reasonable timeframe. (See #5 below)
- 5) Be enrolled in an approved training program by:
 - ⇒ The end of the allowable time after the certification was signed (refer to page 24),
 - ⇒ The end of the allowable time of your most recent qualifying separation, or
 - ⇒ The training requirement is waived prior to the deadline listed in the chart on page 24.

Additional TRA

To be eligible for Additional TRA you MUST be attending a Trade Act approved training program on a **full time** basis, as defined by the training institution.

Additional TRA starts immediately after exhaustion of Basic TRA **OR** the 2 year basic TRA completion eligibility period ends, **whichever comes first**.

Completion TRA

Workers whose training extends beyond the specified period may receive up to 13 more weeks of TRA, if eligible.

To file a TRA claim, please call 410-767-2534 or 410-767-2630.

Note: You cannot be paid TRA for breaks in training that are more than 30 days.

*****IMPORTANT*****

Please refer to the chart in the back of this manual for the specific rules regarding the certified petition that pertains to you.

Job Search Allowance

Job Search Allowance Benefits

- Pay for up to 90% of reasonable costs for expenses incurred in order to travel to an interview that are not covered by the new employer
- Interviews must be outside of the normal commuting distance
- Maximum amount of \$1,250.00
 - May cover the cost of more than one interview

Job Search Allowances Rules

To qualify for job search and/or relocation allowances, you must:

- Be covered by a DOL trade certification
- Visit your local American Job Center (AJC) and work with a Trade Adjustment Assistance case manager

Additional Rules on Job Search Allowances:

- Submit a written request (Form MD-861, “Request for Job Search Allowance”) BEFORE each job search trip
- Make your written request no later than 425 days after the date of your trade certification or after your most recent trade-affected layoff, whichever is later, or no later than 182 days* after completing TAA-approved training
- Have at least one legitimate job interview with someone with hiring authority in the area of the job search trip
- Keep your receipts from the job search trip and fill out your daily worksheet or itinerary

For more details, contact your local American Job Center before you begin moving.

***Rules may vary according to your petition number.**

Relocation Allowance

Relocation Allowances Benefits

- Cover up to 90% of allowable costs for moving not covered by new employer in order to accept new employment
- New employment must be outside of normal commuting area
- May include a Lump Sum payment of up to \$1,250.00

Relocation Allowances Rules

To qualify for job search and/or relocation allowances, you must:

- Be covered by a DOL trade certification
- Visit your local American Job Center (AJC) and work with a Trade Adjustment Assistance case manager

Additional Rules on Relocation Allowances:

- Must have written proof from the company of the job offer and company contact information
⇒ Job must be suitable, long-term employment
- Submit Form ETA-860 for relocation allowances BEFORE you begin the move.
- Submit your written request no later than 425 days after the date of your petition certification or after your most recent total layoff, whichever is later, OR no later than 182 days* after completing TAA-approved training
- Submit at least two written estimates
- TAA does not pay for moving expenses paid by your employer or others
- TAA pays to move only your household goods and personal property as defined in federal regulations

For more details, contact your local American Job Center before you begin moving.

***Rules may vary according to your petition number.**

Alternative/Re-employment Trade Adjustment Assistance (ATAA/RTAA)

RTAA provides assistance to eligible Trade affected workers aged 50 or older who obtain new employment that pays less than their Trade affected employment but not more than \$50,000 per year. RTAA benefits can be paid for up to two years from the earlier of exhaustion of unemployment benefits or date of re-employment **OR** until the individual receives \$10,000 in benefits, whichever comes first.

Qualified Worker:

1. Must file a TRA claim and receive an eligibility determination from the Reemployment and Trade Unit (RTU). To file a TRA claim, please call **410-767-2534** or **410-767-2630**.
2. Must be at least 50 years of age at the time of reemployment.
3. Must be reemployed full-time as defined by the state or be re-employed part-time (more than 20 hours per week) and be in full-time TAA approved training.
4. Cannot return to employment at the firm from which the worker was separated.
5. Cannot earn more than \$50,000 in the new employment.

RTAA Benefits:

1. RTAA pays up to 50% of the difference between the worker's wages at time of qualifying separation and the worker's wages from new employment.
2. RTAA benefits may be paid until the worker has received a total of \$10,000 **OR** the eligibility period has expired **OR** until the worker's reemployment income is expected to reach the \$50,000 annual limit, whichever comes first.

RTAA Eligibility Period:

1. Workers who **HAVE NOT** received TRA:
 - a. **HAVE** a 2-year period starting at the earlier of
 - i. The date on which the worker exhausts all right to unemployment insurance based on separation from the TAA-approved employer or
 - ii. Reemployment.
2. Workers who **HAVE** received TRA and **HAVE** a 2-year period beginning with the date of reemployment, reduced by the number of weeks the worker received TRA.

Trade Adjustment Assistance

BENEFITS AND SERVICES

	2009 Law Benefits Petitions TA-W-70,000-79,999	2011 Law Benefits Petitions TA-W-81,000-84,999	2015 Law Benefits Petitions TA-W-90,000 and above
Employment and Case Management Services	Skill assessment, career counseling, supportive services, information on training, and more.	Skill assessment, career counseling, supportive services, information on training, and more.	Skill assessment, career counseling, supportive services, information on training, and more.
Training	Up to 156 weeks of full time or part time training.	Up to 130 weeks of full time or part time training.	Up to 130 weeks of full time or part time training.
Trade Readjustment Allowances	Up to 156 weeks of cash payments for workers enrolled in full time training within 26 weeks of their trade-related layoff or certification, whichever is later.	Up to 130 weeks of cash payments for workers enrolled in full time training within 26 weeks of their trade-related layoff or certification, whichever is later.	Up to 130 weeks of cash payments for workers enrolled in full time training within 26 weeks of their trade-related layoff or certification, whichever is later.
Breakdown of the Trade Readjustment Allowances	52 weeks UI/Basic TRA 78 weeks Additional TRA 26 weeks Remedial TRA	52 weeks UI/Basic TRA 65 weeks Additional TRA 13 weeks Remedial TRA	52 weeks UI/Basic TRA 65 weeks Additional TRA 13 weeks Remedial TRA
Reemployment Trade Adjustment Assistance*	A wage subsidy for up to 2 years that is available to workers age 50 or over who get employed at a reduced salary.	A wage subsidy for up to 2 years that is available to workers age 50 or over who get employed at a reduced salary.	A wage subsidy for up to 2 years that is available to workers age 50 or over who get employed at a reduced salary.
Job Search Allowance*	For costs of a job search outside your Local Area.	Assistance with 90% of the costs of a job search outside your Local Area.	Assistance with 90% of the costs of a job search outside your Local Area.
Relocation Allowance*	For costs of relocating to a job outside your Local Area.	Assistance with 90% of the costs of relocating to a job outside your Local Area.	Assistance with 90% of the costs of relocating to a job outside your Local Area.