

# Dislocated Worker Service Guide



One-Stop Job Market  
31901 Tri-County Way • Salisbury, MD • 21804  
410-341-6515 • [www.onestopjobmarket.org](http://www.onestopjobmarket.org)

# Directory of Services

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## Overview

Any individual who loses their job as a result of a permanent layoff or plant closure is considered to be a "dislocated worker". The Workforce Investment Act (WIA) extends a wide range of services to dislocated workers. In Maryland, there is an extensive network of service providers in place to assist you during this transition. It is important that you become aware of the services that are available to you. Our primary objective is to inform you of the choices that you have and to help alleviate some of the stress that you may be feeling.

Although this can be a difficult time, there are many people out there who are working hard on your behalf to ease this transition. This may be an excellent opportunity for you to make a career change, to upgrade existing skills and to learn what is needed to be successful in the workforce. A wide range of career training is offered such as Certified Nursing Assistant (CNA), Commercial Driver's License (CDL) and other in-demand occupational trainings.

This guide offers information regarding many of the services that are available to you through the **One-Stop Job Market** located at 31901 Tri-County Way in Salisbury, Maryland, as well as some helpful web links to other local offices. Throughout this process, you will be informed of the range of services available as well as where, when and how to access those services. We certainly hope to cover all of the bases for you! Please be aware that in order to take full advantage of all of these services, you must have been employed with your company at the time of the layoff or closure announcement. However, if you were employed after this date, you still have access to what are known as core services such as basic computer training, job search assistance and resume writing.

*We look forward to working with you!*

**One-Stop Job Market**  
31901 Tri-County Way  
Salisbury, Maryland 21804  
(410) 341-6515 Phone  
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## MARYLAND UNEMPLOYMENT INSURANCE CLAIM INFORMATION

All unemployment insurance activities are conducted by telephone or internet.

Your new claim will be effective the Sunday of the first week you are unemployed and file an initial (new) claim. If you have filed a new claim for benefits in the past year, you will be reopening that claim.

Your claim is based on your earnings during the first 4 of the last 5 completed calendar quarters. This is called a "Base Period". For new claims filed in January, February and March 2014, benefits will be based on earnings from October 2012 through September 2013. For new claims filed in April, May and June 2014, benefits will be based on earnings from January 2013 through December 2013. If a claimant does not qualify for benefits using the above "standard" base period, the claim will be recalculated using the last 4 completed calendar quarters.

The maximum weekly benefit amount is \$430. Your benefit amount will be approximately 54% of your average weekly wage during the highest quarter of your base period.

You may receive dependent allowance of \$8.00 for any child, stepchild or legally adopted child under age 16. The child's social security number must be provided when you file. Your regular weekly benefit cannot exceed \$430 including dependent allowance.

Your claim remains in effect for one year from the date you first file. During that year, you may collect up to 26 weeks (six months) of benefits. Extensions to the basic 26 weeks have expired. The future status of extended benefits will depend on action by the U.S. Congress.

Unemployment Insurance benefits are taxable. You may have federal and/or Maryland taxes withheld from your benefits.

Vacation or Holiday Pay paid at the time of an indefinite or permanent layoff is not deductible from your unemployment insurance benefits. Severance Pay is deductible for the weeks covered by the payments. Pension payments made in a lump sum will not affect your unemployment insurance benefits. A monthly pension from a "base period" employer will affect your unemployment benefits.

All earnings from full time and part-time work or odd jobs must be reported. You may work part-time and still receive unemployment benefits. If your total weekly gross earnings are less than your weekly benefit amount, you may be paid "partial benefits". The law allows you to earn \$50 per week before reduction of benefits begins. Each \$1 you earn in excess of \$50 reduces your benefits by \$1. **Remember, all earnings must be reported.**

You must be able and available for work in order to receive benefits. You must actively look for work unless you enter into an approved training program through the Workforce Investment Act.

You must accept available suitable work if it is offered to you. Suitable work is work that is within your skills and abilities to perform, and pays the prevailing wage rate – the going rate for that type of work in your local labor market. The prevailing wage rate may be less than the wages on your last job.

If you are in approved training, you will not be required to look for a job or accept other work while you are in training. This exemption only applies while you are actually attending classes or training sessions.

**TO RECEIVE BENEFITS:**

**1. To begin the process, file your INITIAL UNEMPLOYMENT INSURANCE CLAIM:**

To receive benefits promptly after your layoff, you must open your initial claim during the first week you are unemployed. You may file by phone or internet. You may either call the telephone number of the Salisbury Claim Center listed below, or visit our website: **[www.mdunemployment.com](http://www.mdunemployment.com)**. Remember, your claim starts the week you call or file by internet. Backdated claims will not be accepted.

**2. To receive benefit payments, you must file what are called CONTINUED CLAIMS:**

You must request payment with a phone-in system called “TELECERTS”, or by internet using a system called “WEBCERTS”. Detailed instructions on how and when to file continued claims will be given in an information pamphlet that will be mailed to you when you file your initial claim. ***Please read the pamphlet.***

**Debit Cards:**

Benefits are now paid through a debit card that will be mailed to when you are determined eligible for benefits after you file your initial claim. The card, presently supplied by Bank of America, will arrive in a white envelope with the State of Maryland flag and a Tennessee return address in the upper left-hand corner. Full instructions on activating the card, direct deposit options, and managing your account are included with the card.

**Important Phone Numbers:**

Salisbury Claim Center:

From Upper Shore (toll free): 1-877-293-4125

From Lower Shore and from Outside Maryland: (410) 334-6800

Current claim line hours: Monday through Friday, 8:00 a.m. to 4:00 p.m.

Claimant Information Service & Telecert Line

From Eastern Shore of Maryland: 1-800-827-4839

From Baltimore area and Outside Maryland: (410) 949-0022

TTY Lines

From Eastern Shore of Maryland: 1-800-827-4400

From Baltimore area and Outside Maryland: (410) 767-2727

***MAILING ADDRESS:***

STATE OF MARYLAND – DLLR, DIVISION OF UNEMPLOYMENT  
INSURANCE

SALISBURY CLAIM CENTER

POST OFFICE BOX 4278,

SALISBURY, MD. 21803-4278

**FOR MORE INFORMATION, PLEASE VISIT:**

**[www.mdunemployment.com](http://www.mdunemployment.com)**

**Department of Labor, Licensing and Regulation (DLLR)**  
Division of Workforce Development

<http://www.dllr.state.md.us/employment/>



**<https:mwejobs.maryland.gov>**

One-Stop Job Market  
31901 Tri-County Way  
Phone: 410-341-8533  
Fax: 410-334-3454

**Maryland Workforce Exchange (MWE)** is a labor exchange system for job-seekers and employers developed in part by the Maryland Department of Labor, Licensing and Regulation (DLLR). MWE is part of a nationwide system that provides job information and other services to job seekers and employers. With offices around the State, there is one near you to assist with your job search. A computerized registration and job matching system provides you with information on jobs.

There are a variety of **FREE** services to assist you.

Office hours are **8:00 AM to 3:30 PM**

- Maryland Workforce Exchange, Maryland's One-Stop Career Source
- Job Listings ...Local & Nationwide
- Job Search Consultations
- Job Search Workshops
- Veterans' Employment Services
- Federal, State, and County Government Listings
- Computers to Prepare Resumes & Cover Letters
- Access To Career Planning & Training Information
- Labor Market Information
- Professional Job Seeker Services
- Dislocated Worker Services
- Job Search Resource Information
- Internet Job Search Programs

## Useful Websites

Lower Shore Workforce Alliance

Tri-County Council

MD Dept. of Labor, Licensing & Regulation

Maryland Workforce Exchange

One-Stop Job Market

<http://www.lswa.org>

<http://www.lowershore.org>

<http://www.dllr.state.md.us>

<https://mwejobs.maryland.gov>

<http://www.onestopjobmarket.org>

## **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 (302) 856-5230  
<http://www.delawareworks.com>

Division of Employment & Training  
600 N. Dupont Highway, Suite 207  
Georgetown, DE 19947  
(302) 856-5230

Division of Unemployment Insurance  
20093 Office Circle, Unit 205  
Georgetown, DE 19947  
(302) 856-5611

- Virginia Employment Commission (757) 302-2029  
<http://www.vec.state.va.us/>

Eastern Shore Workforce Center  
25036 Lankford Highway, Unit 16  
Onley, VA. 23418  
(757) 302-2029  
Arventa Smith





**Step 1:**  
Enroll at  
<https://mwejobs.maryland.gov>

**Step 2:**  
Create a resume in the system.

**Step 3:**  
Schedule your One-on-One appointment (*see below for contact information*).

**Step 4:**  
Bring copies of your resume, cover letter or other job search materials to your appointment.

## Contact Us

410-341-8533 Ext 0

### *Job Specialists:*

Ed Banning  
Alicia Dennis  
Richard Drake  
Bill Draucker  
Martin Jones  
Wanda Mumford  
Crystal Reichenberg  
Susan Willey

### *Veterans Representatives*

Ronnette Purnell  
J. Zack Walker

Email: [salisbury@dllr.state.md.us](mailto:salisbury@dllr.state.md.us)

31901 Tri-County Way  
Salisbury, MD 21804



[www.dllr.maryland.gov](http://www.dllr.maryland.gov)

# Energize Your Job Search

## Resume Reviews

Not getting any interviews? Have your resume reviewed by a Job Service Specialist to discuss up to date resume ideas and formatting tips to get your resume to the top of the pile.

## Job Search Techniques

If you are frustrated from navigating through endless job boards, social networking sites and piles of newspapers, we can help you mainstream your job search and learn to focus on finding the right job.

## Interviewing Tips

Learn how to get prepared for your upcoming interview and how to best answer questions about employment gaps, terminations and other sticking points that can be tricky, and what questions you need to ask the employer.

## Effective paper job applications

We can review your application before you turn it in and make sure you have all of the blanks completed and you have best demonstrated your skills and abilities.

## Effective online job applications

We can assist you through the sometimes complicated process of completing online applications from setting up an email account to copy and pasting your resume into the application.

## Job skills identification

Finding transferrable job skills while changing careers can be difficult, we can help you explore your past experience and learn how to translate those skills to another field.

## Resources for job seekers

There are many resources for job seekers from getting funding to go back to school to veteran services to computer training, ask how the One Stop can help you in finding your new career.

## Ask us to design a custom consultation to meet your needs

Meet one on one with a Job Service Specialist to further discuss problems you are encountering during your job search and how to overcome them with confidence.

Maryland's One Stop Career Center system, a proud partner of the American Job Center networks, 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. Auxiliary aids, interpreter services, and reasonable accommodations are available upon request at local One Stop Career Centers.

## **Lower Shore Workforce Alliance (LSWA)**

**LSWA-Main>Home (<http://www.lswa.org>)**

### **Job Skills Training**

#### **Workforce Investment Act (WIA)**

**The Lower Shore Workforce Alliance provides job training opportunities to residents of the Lower Eastern Shore of Maryland.**

The main goal of the organization is to ensure that the job-training services provided help participants gain a greater sense of confidence through a successful career and move towards a self-sufficient lifestyle.

#### **Training Offered**

- Non-Credit Programs
- Certificate Programs (One Year)
- Associate Degree Programs (Two Years)

#### **WIA Can Cover Costs Including**

- Tuition
- Books
- Supplies

#### **Eligibility Guidelines Include**

- Family size and income
- Length of unemployment
- Plant closings and downsizing

#### **How to Apply**

- Register in the Maryland Workforce Exchange including a complete resume
- Meet with a WIA counselor to develop a customized training program by calling

**410-341-6010**

## **Lower Shore Workforce Alliance (LSWA)**

**LSWA-Main>Home** (<http://www.lswa.org>)

### **Relocation Assistance**

Relocation Assistance- MUST BE WIA CERTIFIED FIRST! (See Certification Process above)

- Reimbursement MAY be available to you if you relocate for employment
- You MUST have started a job before receiving reimbursement
- You MUST provide receipts for the move, not to exceed \$750.00
- Schedule an appointment with a WIA Job Training Counselor to find out more about relocation assistance:

**410-341-6010**

## Useful Web Links

- **Shore Transit** provides regional transportation services and information serving the Lower Shore  
[www.shoretransit.org](http://www.shoretransit.org)
- **SHORE UP!, Inc.** is to aid individuals and families who because of debilitating conditions: age, disability and economic conditions; cannot unaided, move toward self-sufficiency.  
[www.shoreup.org](http://www.shoreup.org)
- **Job Corps** is the nations largest and most comprehensive residential, education and job training program for at-risk youth, ages 16 through 24.  
<http://jobcorps.doleta.gov>
- **Your Community Link** provides information on organizations and agencies serving Somerset, Wicomico, and Worcester Counties in Maryland.  
[www.yourcommunitylink.org](http://www.yourcommunitylink.org)
- **Wor-Wic Community College** provides quality post secondary credit programs leading to an associate degree or certificate of proficiency, as well as documents of completion for community and continuing education courses.  
[www.worwic.edu](http://www.worwic.edu)
- **Division of Rehabilitation Services** promotes the employment, economic self-sufficiency and independence of individuals with disabilities.  
[www.dors.state.md.us](http://www.dors.state.md.us)
- **Telamon** offers assistance to adults and youth who meet minimal eligibility requirements and to populations with special needs, including migrant and other seasonally employed farm workers.  
[www.telamon.org](http://www.telamon.org)
- **Consumer Credit Counseling Service** offers assistance with debt management.  
[www.nfcc.org](http://www.nfcc.org)
- **Small Business Development Center** helps you start your own business. Smart Start Seminars are offered through Salisbury University.  
[www.salisbury.edu/community/SBDC/](http://www.salisbury.edu/community/SBDC/)
- **Department of Social Services** offers a variety of programs.  
[www.dhr.state.md.us](http://www.dhr.state.md.us)
- **Maryland Capital Enterprises** offers small community-based businesses access to resources needed to start or grow your own business.  
[www.marylandcapital.org](http://www.marylandcapital.org)
- **MAC Inc.** serves as a focal point from which to address social and economic needs identified by older persons; and to provide a full range of services including health, nutrition, transportation, employment, education, recreation, and long term care services. [www.macinc.org](http://www.macinc.org)