

Dislocated Worker Service Guide



One-Stop Job Market
917 Mt. Hermon Rd. • Salisbury, MD • 21804
410-341-6515 • www.onestopjobmarket.org

Directory of Services

Overview	Page 3
Unemployment Insurance Information	Page 4
Maryland Workforce Exchange (Job Search)	Page 7
Lower Shore Workforce Alliance (Job Training)	Page 10
Useful Web Links	Page 13

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 917 Mt. Hermon Road 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!

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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 during the first quarter of 2010, benefits will be based on earnings from October 1, 2008 through September 30, 2009.

The maximum weekly benefit amount is \$410. 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 \$410 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. There is currently an extension to the basic 26 weeks. Your eligibility for benefits beyond the basic 26 weeks will be dependent on future Congressional action.

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.

You may work part-time and still receive unemployment benefits. All earnings from full time and part-time work or odd jobs must be reported. If total gross earnings are less than your benefit amount, you may be paid "partial benefits". The law allows you to earn \$100 per week before reducing your benefits. Each \$1 you earn in excess of \$100 reduces your benefits by \$1.

You must be able and available for full time 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. File Your Initial Unemployment 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**. Remember, your claim starts the week you call or file by internet. Backdated claims will not be accepted.

2. To receive your benefits, you must file what is called a CONTINUED CLAIM.

This can be done with a phone-in system called “TELECERTS”, or by internet using a system called “WEBCERTS”. Detailed instructions 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 you within the first 10 days after you file your initial claim. The card, supplied by Citibank, will arrive in a yellow envelope. Full instructions on activating the card, direct deposit options, and managing your account are included with the card. Citibank’s toll free customer service number is 1-800-582-4910.

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

Claim line open Monday through Friday, 8:00 a.m. to 3:00 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

REV 12/14/2009

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

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



www.mwejobs.com

One-Stop Job Market
917 Mt. Hermon Road, Suite #1
Salisbury, MD 21804-5105
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 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
MD Dept. of Labor, Licensing & Regulation
Maryland Workforce Exchange
One-Stop Job Market

<http://www.lswa.org>
<http://www.dllr.state.md.us>
<http://www.mwejobs.com>
<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>
- Virginia Employment Commission (757) 302-2029
<http://www.vec.state.va.us/>

Energize Your Job Search



Consultations include:

- Resume Review
- Job Search Techniques
- Interviewing Tips

Request a one-on-one consultation :

- Inquire at the MWE Help Desk
- Call 410-341-8533 Ext. 0



Lower Shore Workforce Alliance (LSWA)

www.lswa.org

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.

- ✚ Schedule an appointment with a WIA Job Training Counselor:
 - Vanessa Satchell - 410-341-8533 ext. 235
 - Wanda Mumford – 410-341-8533 ext. 117

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

The Lower Shore Workforce Investment Act Adult Program

Which Path Is Right For You?

Career Development services are offered to job seekers who need new skills for entering or re-entering the workforce.



PROGRAM APPLICATION STEPS

Step 1 - Complete Maryland Workforce Exchange (MWE) Job Search and Job Search Activities

Maryland's premiere job search database is an easily accessible resource for area employment opportunities. Information available is a good starting point for making necessary job contacts on the road to employment! Enrollment is quick and posting a resume could not be easier. Maryland Workforce Exchange (www.mwejobs.com) is accessible on any computer that is connected to the internet. For those individuals who are not computer savvy, knowledgeable staff is available for assistance both in the One-Stop Job Market and onboard the Mobile One-Stop Unit. After enrollment into the MWE system (including posting your resume), it is required that a **minimum of 2 employment contacts be made per week for a minimum 4 weeks**, before advancing on to the next step in the process. You must fully complete the Maryland Workforce Exchange registration process and job search activities in order to be scheduled for WIA Orientation.

Step 2 - Complete Workforce Investment Act (WIA) Orientation to Services

Conducted by WIA Staff and held at the One-Stop Job Market, "Orientation to WIA Services" is a brief informational session highlighting available services, the application process, eligibility determination, assessment information, and approved courses. You must be registered to attend this event!

Step 3 - Complete Career Scholarship Application and Labor Market Research

The Career Scholarship Application is designed to help you make an informed decision about your training request. You'll be researching current labor market demands for your occupational interest and contacting local employers to obtain information on hiring practices and conditions. The Career Scholarship must be completed in its entirety and returned to the Career Counselor for review. *Completion of the Career Scholarship Application does not guarantee funding for training.*

Step 4 - Meet with Career Counselor to develop a Customized Training Solution

Knowledgeable and friendly staff will meet with you to determine the available options that will put you on a path headed toward career success. Options may include remedial education, short-term skill enhancement or training/retraining for new occupational skills. *Assessment of basic reading and math skills are a pre-requisite for occupational skills training.*

*** If approved for Occupational Skills Training:

All of the above training requirements must be completed at least 2 weeks before training course begins

Training scholarship availability is subject to change and is contingent upon funding, occupational demand by the labor market, and training vendors. Training scholarship awards are targeted toward those individuals who are most in need.



Income Eligibility Guidelines

These income guidelines are subject to change. The specific income levels used for program eligibility will be determined at the time of certification

INCOME ELIGIBILITY GUIDELINES				
Family Size	WIA Adult 125%		WIA Youth 100%	
	Annual	Semi—Annual	Annual	Semi-Annual
1	13,538	6,769	10,830	5,415
2	18,213	9,106	14,570	7,285
3	22,888	11,444	18,310	9,155
4	27,563	13,781	22,050	11,025
5	32,238	16,119	25,790	12,895
6	37,419	18,709	29,935	14,968
7	42,841	21,421	34,273	17,137
8	48,264	24,132	38,611	19,306
Over 8 add	5,423	2,711	4,338	2,169

Policies for Training - through the Workforce

- Must appear on the approved training list
- Cannot have a college degree.
- In one employable skill only. (One-time training)
- Cannot exceed two years.
- Does not include correspondence courses.



Certificate (1 Year)

Accounting
Computer Aided Drafting
Criminal Justice
Early Childhood Education
Electronic Engineering Technology
Hotel-Motel Restaurant Management
Licensed Practical Nurse
Manufacturing Engineering Technology

Associate Degree (2 Years)

Accounting
Chemical Dependency Counseling
Criminal Justice
Early Childhood Education
Electronic Engineering Technology
Hotel-Motel Restaurant Management
Manufacturing Engineering Technology
Nursing
Radiological Tech

Non-Credit

Air Conditioning and Refrigeration
Child Care Training
Dental Assisting
Health Assistant Training (HAT)
Medical Office Assistant

Certified Nursing Assistant
Class A Commercial Driver's License
Class B Commercial Driver's License
Medical Coding and Billing
Phlebotomy Skills



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Available Course selections must appear from the Locally Approved Training Course List. The list is based on occupational employment demand for the Lower Shore Area - Somerset, Wicomico, and Worcester Counties. Currently, training is contracted through Wor-Wic Community College and SHORE UPI, Inc.

REQUIRED DOCUMENTS FOR ENROLLMENT

- ✓ Social Security Card
- ✓ Proof of Address
- ✓ Birth Certificate
- ✓ Driver's License
- ✓ Proof of family income for the past 6 months
- ✓ Proof of Family Size
- ✓ Proof of TCA/ food stamps if you are receiving them
- ✓ DD214 if you are a veteran

*** BACKGROUND CHECK REQUIRED FOR ALL PROGRAMS ***

Useful Web Links

- ✚ **Shore Transit** provides regional transportation services and information serving the Lower Shore
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
- ✚ **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
- ✚ **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
- ✚ **Division of Rehabilitation Services** promotes the employment, economic self-sufficiency and independence of individuals with disabilities.
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
- ✚ **Consumer Credit Counseling Service** offers assistance with debt management.
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/
- ✚ **Department of Social Services** offers a variety of programs.
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
- ✚ **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