

Frequently Asked Questions

This information is updated regularly. (Last updated 3/17/2020)

American Job Center (AJC) Customers

Question: I had an appointment to meet with AJC staff to work on my resume. Can I still go?

Answer: Contact your local American Job Center to determine the status. Some offices remain open and some have limited access for appointments only. Contact information for AJCs across the state is available at <http://www.labor.maryland.gov/employment/onestops.pdf>

Question: I was registered to attend a mandatory workshop at my local AJC this week to maintain my Unemployment Insurance payments. What do I do if my AJC is closed?

Answer: *Reemployment staff are reaching out daily to individuals scheduled for activities to provide services over the phone and/or via email.*

Question: How will I know when my AJC reopens to customers?

Answer: Please contact your local AJC or check their website via <http://www.labor.maryland.gov/county>
All have posted their hours as well as how long they will be available to the public.

Question: I have been laid off due to recent events related to COVID-19. Can I collect Unemployment Insurance (UI)?

Answer: Check out this website for many answers to UI questions:
<https://www.dllr.state.md.us/employment/uicovidfaq.shtml>

The Maryland Workforce Exchange (MWE)

Question: I recently lost my job. I want to use this period while I'm at home to explore new employment options online. Can I still use the Maryland Workforce Exchange (MWE)?

Answer: *MWE services have not been impacted by the emergency. The MWE website remains fully functional, offering a wide range of services to jobseekers and businesses. Help Desk staff are available to answer emails at WeHelp@dllr.state.md.us
Customers may also access technical assistance via live chat.*

DWDAL Grantees

Question: I'm a grantee. Is Labor still accepting/processing reports, cash requisitions and invoices?

Answer: *Please review the information below for instructions related to specific grants and programs.*

FAQ: INVOICES AND PAYMENTS - DWDAL Fiscal Staff continue to process cash requisitions and invoices remotely to the best of their abilities during the office closures. Since we are not at normal operations, there may be delays in the overall process. The best way to reach us is by email. Grantees, Vendors and Local Workforce Development Areas can check the status of payments at: <https://interactive.marylandtaxes.gov/extranet/gad/GADLogin/login.asp>

FOR WORKFORCE DEVELOPMENT GRANTS - (WIOA, Opioid, Apprenticeship and other Discretionary Grants) Please continue to email invoices and cash requisitions to Dorothee Schlotterbeck at dorothee.schlotterbeck@maryland.gov

FOR EARN MARYLAND (EARN) GRANTS - Quarterly Reports, including Request for Payment forms, are due on April 15th. Grantees will have the ability to request an extension to May 15th. In order to do so, please contact Mary Keller at mary.keller@maryland.gov

EARN staff remain committed to processing invoices in a timely manner and providing any additional support necessary in these unprecedented times.

FOR ADULT EDUCATION - Local adult education program partners should contact their respective Education Program Specialist with any questions.

FOR CORRECTIONAL EDUCATION - DWDAL Correctional Education Staff will have limited capabilities to process requisitions and invoices. Please continue to email invoices and requisitions to Courtney Jones at courtney.jones@maryland.gov

We will process payments remotely to the best of our abilities during the office closures. Since we are not at normal operations, there may be delays in the overall process. The best way to reach us is by email.

Apprenticeships

Question: My apprentices may not be able to complete their related instruction classes due to closures of schools. Will my apprentices be able to complete their current year?

Answer: The Maryland Apprenticeship and Training Program staff are working with Sponsors to offer alternative arrangements for Sponsors and apprentices. Please email info@mdapprenticeship.com for assistance.

Question: What impact will closings have for the Apprenticeship Maryland Program, the state's youth apprenticeship initiative?

Answer: Current youth apprentices and the employers they work for are asked to refer to their local school system contacts for additional guidance regarding any impacts related to COVID-19 closures.

Businesses

Question: I operate a business here in Maryland. Who do I notify about my intent to layoff employees as a result of COVID-19?

Answer: Employers can fill out the Notice of Dislocation Form online at <http://labor.maryland.gov/employment/disworkerreport.shtml>

Question: I'm a business owner who was already working with a Business Services Representative at Labor. Will my services continue despite the fact that Labor employees are working remotely?

Answer: Yes, staff are continuing to make calls and speak to businesses. They will be happy to speak to you via conference call or email concerning your needs. If a recruitment or large job fair has been scheduled in the upcoming weeks, these activities will be cancelled until current restrictions are lifted.