



CONGRESSMAN ELIJAH E. CUMMINGS
CONSTITUENT RESOURCE GUIDE

Unemployment Insurance, Benefits, and Services

Unemployment Insurance: Administered by the Maryland Department of Labor, Licensing & Regulation

The Unemployment Insurance (UI) program pays benefits to workers who have lost their job through no fault of their own and meet the program's eligibility requirements. The unemployment insurance program is funded primarily through state and federal payroll taxes paid by employers. These temporary benefit payments allow unemployed workers to allocate a reasonable amount of time to search for gainful employment.

In the State of Maryland, you may be eligible for up to 26 weeks of benefits at a set amount ranging from a minimum of \$50 to a maximum of \$430 per week. The amount you are eligible to receive is determined by the wages you have earned during the base period of the claim.

Contact information: Phone: (800) 827-4839 TTY Website: dluinquirstaff-dllr@maryland.gov

Unemployment Insurance Resources:

- **Filing Information:** <http://www.dllr.state.md.us/employment/unemployment.shtml>

All Claim Centers take claims by telephone only, every Monday through Friday, excluding State holidays. Hours of operation are Monday through Friday 8:00 a.m. ET to 2:00 p.m. ET. Please file your claim in the claim center located closest to your home.

UI Claim Center	Phone Number to File a Claim	Areas Served
Baltimore Metro South	410-368-5300 1-877-293-4125 (toll free in MD only)	Baltimore City Anne Arundel County Howard County
College Park Claim Center	301-313-8000 1-877-293-4125 (toll free in MD only)	Calvert County Charles County Montgomery County Prince Georges County St. Mary's County
Cumberland Claim Center	301-723-2000 1-877-293-4125 (toll free in MD only)	Allegany County Frederick County Garrett County Washington County
Salisbury Claim Center	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 Claim Center	410-853-1600 1-877-293-4125 (toll free in MD only)	Baltimore County Carroll County Cecil County Harford County

Benefits handbook: This publication provides detailed instructions on how to apply to unemployment insurance benefits: learn about eligibility requirements, and what to expect from the program.

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

Unemployment Insurance Appeals

Applicants found ineligible for unemployment insurance have a right to appeal this decision. In the appeal process claimants have the opportunity to present their case to be determined if they are eligible to receive unemployment insurance benefits.

- **Board of Appeals Frequently Asked Questions (FAQs):**

<https://www.dllr.state.md.us/uiappeals/apboard.shtml>

Filing an Appeal:

An appeal must be filed in writing and must be filed by mail, fax or in person within 15 calendar days from the date the determination was mailed. The address to file your appeal is:

Appeals Division
1100 N. Eutaw Street, Room 505
Baltimore, MD 21201
Telephone: 410-767-2421
Fax: 410-225-9781

The last date to file an appeal as well as the address to which the appeal should be directed is printed on both monetary and non-monetary determinations. Your name must be legibly printed, and your signature must be included on the request for appeal. **Appeals cannot be filed by E-mail.**

Job Seeker Services

Department of Labor, Licensing and Regulation Division of Workforce Development and Adult Learning

The Division of Workforce Development and Adult Learning coordinates job seeker services and training, business services, adult learning programs, and labor market information.

Contact information:

Phone: 410-767-2173

Website: <https://www.dllr.state.md.us/employment/>

Maryland Division of Rehabilitation Services (DORS)

DORS offers programs and services that help people with disabilities go to work.

Contact information:

Phone: 410-554-9442

Website: <https://dors.maryland.gov/Pages/default.aspx>

Maryland Workforce Exchange

The Maryland Workforce Exchange is an internet-based job search tool that features current statewide openings by category and is connected to nationwide job banks providing a vast network of employment opportunities.

Contact information:

Phone: 410-767-9664

Website: www.mwejobs.maryland.gov

Maryland's American Job Centers * Please see attached sheet for a list of all Job Centers.

The American Job Centers connects individuals to employment and training opportunities available at local American Job Centers. The website provides contact information on a range of local work-related services, including unemployment benefits, career development, and educational opportunities.

Contact information:

Phone: 410-767-2173 (General Information)

Website: <https://www.dllr.state.md.us/employment/onestops.pdf>

Mayor's Office of Employment Development

The Mayor's Office of Employment Development (MOED) coordinates and directs workforce development initiatives responsive to the needs of Baltimore City employers and job seekers in order to enhance and promote the local economy.

Contact information:

Phone: 410-396-3009

Website: <https://moed.baltimorecity.gov/employer-services>

USAJobs.gov

Internet based job search tool that features federal job opportunities.

Contact information:

Website: <https://www.usajobs.gov/>

Re-Entry Services

If you are having difficulty obtaining employment due to a criminal conviction or record, the State of Maryland offers assistance through a number of resources listed below:

America Works – Baltimore

America Works places hard-to-serve populations and has jobs for all skill levels.

Contact information:

22 Light Street ,5th Floor

Baltimore, MD 21202

410-625-9675

<http://www.americaworks.com/>

Anne Arundel Workforce Re-Entry Initiative (AAWDC)

AAWDC's Re-Entry Program, a partnership with the Anne Arundel County Detention Center, provides the opportunity for offenders to successfully transition back into the community with the emphasis on employment.

Contact information:

401 Headquarters Drive, Suite 208

Millersville, MD 21108

410-987-3890

Baltimore City's Reentry Center

Baltimore City's career center assisting the returning ex-inmate population.

Contact information:

2401 Liberty Heights Avenue,

Mondawmin Mall Suite 302

Baltimore, MD ,21215

410-523-1060

<http://www.oedworks.com/jobseek/index.htm>

Baltimore Transitional Jobs Project

The Job Opportunities Task Force (JOTF) Transitional Jobs Project works to increase the skills, job opportunities, and incomes of ex-offenders.

Contact Information:

217 East Redwood Street

Suite 1500

Baltimore, MD ,21202

410-234-8040

<http://www.jotf.org/>

Center for Urban Families

Specializing in serving Baltimore's hard-to-reach populations, such as the formerly incarcerated.

Contact information:

2201 North Monroe Street

Baltimore, MD 21217

410-367-5691

<https://www.cfuf.org>

Goodwill Industries of the Chesapeake -SEETTS Supporting Ex-Offenders in Employment Training and Transitional Services

Goodwill's SEETTS (Supporting Ex-Offenders in Employment Training and Transitional Services) program was established with the purpose of enhancing the growth and development of ex-offenders in career choices and goals. The SEETTS program assists the ex-offender in connecting with community services that can help make the transition back into society easier.

Contact Information:

222 East Redwood Street

Baltimore, MD 21202

410-837-1800

<http://www.goodwillches.org/work/employee/training-programs/>

Living Classrooms

Living Classrooms -Project Serve program provides job skills training and workforce development programs that assist disadvantaged youth and young adults to overcome obstacles including lack of education, lack of skills, poor work history, a history of substance abuse, or criminal behavior.

Contact Information:

802 S. Caroline Street

Baltimore, MD 21231

410-685-0295

https://livingclassrooms.org/ourp_project_serve.php

Maryland New Directions Career Focus

The Career Focus program offers job readiness training to Baltimore City residents who are struggling with significant barriers to employment.

Contact Information:

2700 N. Charles Street

Suite 200

Baltimore, MD 21201

410-230-0630

<http://www.mdnewdirections.org/mnd/Programs/tabid/52/Default.aspx>

MENding Families - Re-Entry Program

MENding Families offers male and female returning citizens assistance in adapting back into the community with a major focus on employment and job readiness.

Contact information:

6490 Landover Road

Suite A9

Cheverly, MD 20785

301-221-7292

<http://mending-families.org/programs/re-entry-program/>

Power Inside

This organization helps women returning to the community from prison and jail who face overwhelming barriers.

Contact information:

325 E 25th Street

Baltimore, MD 21211

410-889-8333

<http://www.powerinside.org/>

Project SERVE

Project SERVE (Service-Empowerment-Revitalization-Volunteerism-Employment) is a community-based program that assists ex-offenders to transition from incarceration into Project SERVE and then into employment.

Contact information:

228 W. Lexington Street

Suite 220

Baltimore, MD 21231

410-685-0295

<http://www.catholiccharities-md.org/volunteer/serve/>

United States Attorney's Office- Reentry Guide

Website: <https://www.justice.gov/usao-md/page/file/941351/download>

Volunteers of America Chesapeake

This program assists men and women in making a successful transition from prison to the community through pre-release and work-release programs.

Contact information:

7901 Annapolis Road

Lanham, MD 20706

301-459-2020

<https://www.voachesapeake.org/>

Work Opportunity Tax Credit - A Federal Tax Credit for Employers - Workforce Development & Adult Learning

This is a tax credit incentive program for employers to hire individuals who are recent recipients of: food stamps, TANF Benefits, SSI or vocational rehabilitation services, as well as those who have a disability, are Veterans, were incarcerated, live in HUD designated communities, or disconnected youth.

Contact information:

Phone: 410-767-2995.

Website: <https://www.dlir.state.md.us/employment/wotc.shtml>

Education Resources

Maryland Department of Labor, Licensing and Regulation – Adult Education Programs

Adult Education and Literacy Services is an integral part of the Division of Workforce Development and Adult Learning, providing instruction in basic academic skills, workforce preparation, and English Language acquisition, along with high school diploma options for adult residents of Maryland.

Website: <http://www.dllr.maryland.gov/gedmd/bacity.shtml>

Maryland Department of Labor, Licensing and Regulation – Maryland Diploma Options

In Maryland there are three ways an adult who has withdrawn from high school before graduating may earn a high school diploma: GED, National External Diploma Program and the Adult High School Pilot Program.

Website: <http://www.dllr.maryland.gov/gedmd/diploma.shtml>

Rep. Elijah Cummings Student Resources

A cross-section of select scholarships, grants, website addresses and a listing of reference books for obtaining scholarships.

Website: <https://cummings.house.gov/services/resources/students-and-parents>

U.S. Department of Education – Federal Student Aid for Adult Students

Federal Student Aid, a part of the U.S. Department of Education, is the largest provider of student financial aid in the nation. FSA helps make college education possible to every dedicated mind by providing federal grants, loans, and work study finds each year to more than 15 million students paying for college or career school.

Website: <https://studentaid.ed.gov/sa/sites/default/files/federal-student-aid-for-adult-students.pdf>

U.S. Department of Education – Federal Student Aid At A Glance Brochure

Website: <https://studentaid.ed.gov/sa/sites/default/files/2019-20-do-you-need-money.pdf>

U.S. Department of Education – Free Application for Federal Student Aid

Website: <https://studentaid.ed.gov/sa/fafsa>

Emergency and Transitional Housing Providers

Housing Authority of Baltimore City – Public Housing Program and Housing Choice Voucher Program

The Housing Authority of Baltimore City provides federally-funded public housing programs and related services for Baltimore's low-income residents.

Contact information:

Phone: 410-396-3232

Website: <http://habc.baltimorehousing.org/>

Maryland Department of Human Resources – Directory of Maryland Emergency Shelters and Transitional Housing Programs

Website: <http://dhr.maryland.gov/blog/wp-content/uploads/2012/10/Updated-Transitional-Housing-Directory-12.12.14.pdf>

Shelter Referrals

Contact information:

Baltimore City Department of Social Services

Phone: [443-378-4600](tel:443-378-4600)

Website: <http://dhr.maryland.gov/local-offices/baltimore-city/>

Statewide Rental Housing Locator

Maryland Housing Search Directory

Website: <http://www.mdhousingsearch.org/>

U.S. Department of Housing and Urban Development – Resource Locator

Website: <https://resources.hud.gov/>

U.S. Department of Housing and Urban Development – Subsidized Privately Owned Rental Housing List

Website: <http://www.hud.gov/apps/section8/index.cfm>

Utilities Assistance Programs

Baltimore City Department of Public Works

The Baltimore City Department of Public Works offers several programs to assist qualifying Baltimore City customers who need bill adjustments, payment plans, or financial assistance; as well as provide credits and fee exemptions for financial hardship. Low Income Water Bill Assistance Program and Senior Water Bill Assistance Program.

Contact information:

Phone: 410- 396-3500

Website: <https://publicworks.baltimorecity.gov/Water-Billing-Programs-to-Assist-Residents>

Office of Home Energy Programs

The Office of Home Energy Programs is designed to help eligible low-income households pay for winter energy service.

Contact information:

Phone: 410 396-5555

Website: <http://dhr.maryland.gov/office-of-home-energy-programs/how-do-you-apply/>

Utility Service Protection Program (USPP)

The **Utility Service Protection Program (USPP)** is designed to protect low-income families from utility turn-offs during the heating season. All MEAP eligible customers may participate in USPP. Participation also requires a year-round even monthly **budget billing**.

Budget Billing is a mechanism that utility companies provide to help manage electric bills. Please check with your Utility Company on eligibility requirement and budget billing policy. You may contact your Utility provider at the number listed on your bill or log on to the PSC website for listing of utility companies contact information at www.psc.state.md.us.

EmPOWER Maryland Low Income Energy Efficiency Program

Maryland's EmPOWER Program helps low-income households with installation of materials and equipment at no charge.

Contact information:

Housing and Building Energy Programs

Phone: 1-855-583-8976

Website: <https://dhcd.maryland.gov/Residents/Pages/lieep/default.aspx>

Baltimore Gas and Electric (BGE)

BGE offers several programs that provide credits to your bill.

Contact information:

Phone: 410-265-4000

Website: www.bge.com

Social Services

The Maryland Department of Human Services (DHS)

DHS is the state's primary social service provider to assist people in economic need, provide preventive services, and protect vulnerable children and adults in each of Maryland's 23 counties and Baltimore City.

Contact information:

Phone: 1-800-332-6347

Website: <https://dhr.maryland.gov/>

Baltimore County Department of Social Services (DSS)

Baltimore County DSS strives to promote individual well-being, stronger families and communities, to protect vulnerable children and adults from abuse and neglect, and to provide support to help people achieve and sustain independence.

Contact information:

Phone: 410-853-3000

Baltimore City Department of Social Services (DSS)

Baltimore City DSS strives to assist and empower people in economic need, provide prevention services, and protect vulnerable children and adults.

Contact information:

Phone: 443- 378-4512

Health Care

211Maryland

2-1-1 Maryland is a partnership of four agencies working together to provide simple access to health and human services information.

Contact information:

Phone: 211

Baltimore City Health Department

Contact information:

Phone: 410-396-4398

Baltimore City Dental Clinic / Oral Health Services

Provides basic dental care such as exams, x-rays, teeth cleaning, fillings and extractions to eligible children and adults ages 12 months and older. Urgent Care services such as tooth extraction available for all ages. Dental care also available for pregnant women enrolled in Medicaid. **Baltimore City residency required.**

Contact information:

- Druid Dental Clinic
Phone: 410- 396-0840
- Eastern Dental Clinic
Phone: 443- 984-3548

Baltimore County Health Department

Contact information:

Phone: 410-887-2243

Druid Family Planning Clinic

Provides reproductive health services to women and men ages 25 to 50. Services are also available to teens.

Contact information:

- Druid Family Planning Clinic
Phone: 410-396-0185
- Eastern Family Planning Clinic
Phone: 410-396-9401

Maryland Children's Health Program (MCHP)

The Maryland Children's Health Program (MCHP) program offers many Maryland children, up to age 19, comprehensive healthcare that includes doctor's visits, hospital stays, prescriptions drugs, vision care, dental care and medical devices like eyeglasses.

Contact information:

Phone: 1-855-642-8572

Website: www.MarylandHealthConnection.gov

Maryland Department of Health

Maryland Department of Health works to promote and improve the health and safety of all Marylanders through disease prevention, access to care, quality management, and community engagement.

Contact information:

Phone: 410-767-6500

Website: <https://health.maryland.gov/pages/index.aspx>

Maryland Health Connection

The Maryland Health Connection offers private plans called qualified health plans from insurance companies you recognize. **Open enrollment for health and dental plans is Nov. 1-Dec. 15.** However, you can enroll any time of year if you're eligible for Medicaid or if you've recently had certain qualifying life events, like getting married or turning 26.

Contact information:

Phone: 855-642-8572

Website: <https://www.marylandhealthconnection.gov/how-to-enroll/>

Maryland Primary Adult Care Program (PAC)

PAC covers primary health care, certain outpatient mental health services, and prescription drugs for certain low income eligible Maryland residents. Applicants must be 19 years of age or older, not eligible for Medicare, and a U.S. citizen or a qualified alien who meets all requirements for benefits.

Contact information:

Phone: 1-800-226-2142

The Men's Health Center

Operated by [Total Health Care, Inc.](#), the Men's Health Center provides primary care, screening and health education to uninsured males residing in Baltimore City.

Contact information:

Phone: 410-383-8300 ext. 70000

Expungement

Maryland Courts

If your case meets certain conditions, you may ask the court to expunge a criminal record. Expungement removes information about a case from court and law enforcement records. This guide is designed to give you pertinent information concerning the removal of criminal records and civil offense or infraction records from public access in Maryland and to help you understand the process of filing for expungement.

Website: <https://mdcourts.gov/sites/default/files/court-forms/ccdccr072br.pdf>

Maryland Volunteer Lawyers Service – Expungement Legal Assistance Resource

Contact information:

Phone: 410-547-6537

Website: <https://mvslaw.org/>