

Partner Access to the Maryland Workforce Exchange (MWE) | December 18, 2017

TO: Division of Workforce Development and Adult Learning (DWDAL) staff;
Local Workforce Development Area (LWDA) staff;
Local Administrators of WIOA Title II Adult Education provider programs;
Division of Rehabilitation Services (DORS) staff;
Department of Human Services (DHS) staff;
Local Departments of Social Services staff

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

SUBJECT: Partner Access to the Maryland Workforce Exchange

PURPOSE: To ensure the State's Workforce Innovation and Opportunity Act (WIOA) partners understand DLLR policy on partner access to the Maryland Workforce Exchange Virtual One Stop (MWE)

ACTION: Local Workforce Development Area (LWDA) directors, Labor Exchange Administrators (LEAs) and central office managers must ensure that all employees are aware of and receive copies of this policy. DWDAL policies are available [on the DLLR website](#).

EXPIRATION: Until cancelled or replaced.

QUESTIONS:

Lloyd Day
Director, OWD
410.767.2995
lloyd.day@maryland.gov

Erin Roth
Director of Policy, DWDAL
410.767.5870
erin.roth@maryland.gov

Carolyn Mitchell
Director, OWIP
410.767.2953
carolyn.mitchell@maryland.gov

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GENERAL INFORMATION

WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA)

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, and went into effect July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 (WIA) and amends the Adult Education and Family Literacy Act, the Wagner Peyser Act, and the Rehabilitation Act of 1973. By design, the workforce system established under WIOA is integrated to help both businesses and jobseekers. WIOA envisions connecting businesses with job seekers, through meaningful partnerships among workforce, education, human services, and economic development entities to ensure optimum results and leveraging of resources. The law addresses the needs of job seekers through establishing a workforce system that helps them access employment, education, training, and support services to succeed in the labor market. Through the American Job Centers (AJCs), WIOA works to address employer needs by matching them to the skilled workers they need to compete in the global economy.

WIOA envisions a “systems approach” and the breaking down of silos in order to better serve both businesses and jobseekers. To be effective, this approach must maximize partner strengths while simultaneously improving customer flow and access across partner programs and services. WIOA partner agencies must collaborate and align themselves, in areas ranging from philosophical features, such as the Maryland goal of placing “people before performance,”¹ to more concrete elements, including data and reporting. In order to better serve customers, and to limit duplication of efforts, WIOA partners must work collaboratively. Coordination can be enhanced through providing access to each other’s documentation and case management data.

MARYLAND’S APPROACH

Maryland’s key WIOA programs are as follows:

WIOA State Plan Program	Core WIOA Program as determined by law	Additional WIOA Program as determined by Governor	MD State Agency Responsible for Oversight
Adult Program	•		DLLR
Dislocated Worker Program	•		DLLR
Youth Program	•		DLLR
Wagner-Peyser Act Program	•		DLLR
Adult Education & Family Literacy Act Program	•		DLLR
Vocational Rehabilitation Program	•		MSDE
Temporary Assistance for Needy Families Program ²		•	DHS
Trade Adjustment Assistance for Workers Program		•	DLLR
Jobs for Veterans State Grant Program		•	DLLR
Reintegration of Ex-offenders Program ³		•	N/A

¹ See State Plan.

² Called Temporary Cash Assistance in Maryland

³ Effective July 1, 2016, Seedco (Structured Employment and Economic Development Corporation) and Bon Secours Community Works administer the Reintegration of Ex-Offenders grant program in Maryland.

Maryland is committed to moving towards an integrated systems approach, in which its separate legacy data systems will be replaced gradually. While the Department of Labor, Licensing and Regulation (DLLR), Maryland State Department of Education Division of Rehabilitation Services (DORS), and Department of Human Services (DHS) are capable of reporting on each individual WIOA program to the respective federal oversight agencies, Maryland does not currently have an integrated system that is accessible to all partner programs. DLLR is therefore currently unable to access data from agencies, like DORS and DHS, which collect data outside of the Maryland Workforce Exchange (MWE)⁴ system, and agencies may have limited knowledge of how partner programs are serving mutual customers.

As shown, the MWE serves as the data system for a number of WIOA programs: the WIOA Title I Adult, Dislocated Worker, and Youth programs; WIOA Title III Wagner-Peyser employment services, Jobs for Veterans State Grant Program, and the Trade Adjustment Assistance for Workers Program. However, Temporary Assistance for Needy Families (TANF), Vocational Rehabilitation, and Adult Education do not currently house data in the MWE. Due to contract end dates in 2019 and 2020, as shown in the chart below, the WIOA leadership team recognizes that Maryland needs both short- and long-term solutions and goals to data sharing and alignment.

WIOA Program	Data System(s) Used	Year Contract Expires
Adult Program	Maryland Workforce Exchange	2019
Dislocated Worker Program	Maryland Workforce Exchange	2019
Youth Program	Maryland Workforce Exchange	2019
Wagner-Peyser Act Program	Maryland Workforce Exchange	2019
Adult Education & Family Literacy Act Program	Literacy and Community Education System	2019
Vocational Rehabilitation Program	AWARE	2020
Temporary Assistance for Needy Families Program	WORKS	2017
Trade Adjustment Assistance for Workers Program	Maryland Workforce Exchange	2019
Jobs for Veterans State Grant Program	Maryland Workforce Exchange	2019
Reintegration for Ex-Offenders	N/A	N/A

As detailed in Maryland’s [Combined State Workforce Plan](#), DHS is leading the discussion on long-term data system integration, through the development of MD THINK, Maryland’s Total Human-services Information Network.⁵

In the short-term, the WIOA leadership team has identified a number of key steps to take while the MD THINK system is in development. Granting WIOA partner agencies “read only” basic access, with the appropriate releases, is one key shorter-term, achievable step towards system alignment.

Read-Only Access to Maryland Workforce Exchange (MWE) for Partners

DLLR’s Maryland Workforce Exchange (MWE) is an automated system to support the needs of the State’s jobseekers and businesses. With funding from various grants, the MWE was established in 2011. It has improved the State’s ability to serve both jobseekers and businesses through an innovative, technology-based approach that provides comprehensive workforce services and online applications for a variety of WIOA programs.

⁴ The MWE is available at <https://mwejobs.maryland.gov/vosnet/Default.aspx>.

⁵ See page 5 for additional details on MD THINK.

The MWE allows DLLR to fulfill the reporting and labor market information needs of its job candidates, workforce professionals, and employers, through the following features:

1. Comprehensive client tracking;
2. Comprehensive case management;
3. Case management tools;
4. Performance reporting; and
5. Compliance with State and Federal standards.

Expanding partner access to the MWE system to a read-only level requires a team approach, where agencies must triage clients in order to properly enroll them and provide the most appropriate services. Currently, Personally Identifiable Information (PII), including Social Security Number, disability status, etc., are stored and protected through MWE, where partners can only see information that is pertinent to their work. Additionally, limited read-only confidential Unemployment Insurance (UI) information can be viewed through the MWE system and must be protected accordingly. MWE is a secure platform to protect the confidentiality of customers. As access to the MWE is expanded, client protections are central to determining appropriate partner security level. Each partner contact should only be granted access to data, forms, and reports relevant to their programs and those services offered by those programs, but they cannot edit, change, or add data or case notes to the MWE system.

MD THINK

Under Governor Hogan’s leadership, DHS is leading the creation of a long-term solution to sharing information between partners. MD THINK is a cloud-based technology platform to revolutionize Maryland’s delivery of human services. MD THINK will integrate data systems at DHS, DLLR, the Department of Juvenile Services, the Maryland Health Benefit Exchange, and the Department of Health in order to break down silos and improve service delivery. Currently, these agencies all have their own systems, housing disconnected yet overlapping information. MD THINK represents the largest Information Technology project in the history of Maryland. This modern “client-centric” integrated platform will provide employees, partner providers, and constituents of Maryland’s human services agencies an efficient and effective platform for delivering collaborative services. A web and mobile front end will provide a central place to access any service from any participating agency. MD THINK’s projected implementation date is December 2018.

Project IMPROVE

In March 2016, the U.S. Department of Health and Human Services selected Maryland to participate in a technical assistance effort called Project IMPROVE. Maryland joined this technical assistance opportunity in an effort to improve outcomes for TANF recipients—one of Maryland’s target WIOA populations.

Through Project IMPROVE, DLLR, DHS, DORS, and local WIOA implementation teams partnered with Mathematica Policy Research Services to inform the implementation of WIOA. Through Project IMPROVE, Mathematica is intensively working with several of Maryland’s local WIOA implementation teams to employ a behavioral science-informed approach that tests short-term interventions through a process called “Learn, Innovate, Improve.” Each of Maryland’s Project IMPROVE sites will test interventions to improve TANF customer outcomes within the Maryland Workforce System under WIOA.

Baltimore County’s pilot will focus on enhancing service delivery through the provision of local partner access to the MWE, greater than on a read-only basis. This project is aligned with Maryland’s goal of greater system integration. If effective, Baltimore County’s Project IMPROVE pilot will set the foundation to scale-up efforts beyond MWE read-only access for the State’s WIOA system.

PARTNER ACCESS TO THE MWE

REQUESTING READ-ONLY ACCESS

To request read-only access to the MWE, WIOA partners⁶ must contact the designated local contact person(s) (Local Contact) for their Local Workforce Development Area. See *Attachment A – Local Point of Contact List* for contact information by Local Area.

It is important to note that the DLLR Division of Workforce and Development and Adult Education (DWDAL) and the DLLR Division of Unemployment Insurance (DUI) have a data-sharing Memorandum of Understanding (MOU) in place, allowing DWDAL to access wage record information. DORS and DHS both have MOUs in place with DWDAL and DUI for the sharing of wage and workforce data. For local partners to receive access to the MWE system, including the confidential UI wage data within MWE, the applicable Local Area must have a MOU in place with DLLR, meeting the confidentiality requirements of Federal and State law for UI information. DWDAL will only grant MWE read-only access to partners in Local Areas that have requisite MOUs in place with DLLR.

Local Contacts should direct the MWE requester to fill out the MWE User and Confidentiality Agreement (hereinafter referenced as “User Agreement”). The MWE partner requester must submit the User Agreement to both DUI (ISPI@dllr.state.md.us) and DWDAL’s MWE Help Desk (WeHelp@dllr.state.md.us). *Attachment B – Example of User Agreement* is included as an example. Local Contacts must ensure that partners adhere to the confidentiality clause of the User Agreement. The User Agreements must be updated annually.

After ensuring that a data sharing MOU is in place with DLLR and that the MWE requester has filled out the MWE User and Confidentiality Agreement, the Local Contact must then complete the Access Request Form (See *Attachment C – Example of Access Request Form* for example of MWE form) within the MWE on behalf of the partner requester, and submit the form to the MWE Help Desk.

The partner agency must inform the Local Contact within 10 business days of an employment dismissal or re-assignment of any MWE user by email. If the MWE user departs voluntarily, the partner agency must send an email with the exact date on or before departure when access is to be terminated.

Upon departure of a Local Contact, a new Local Contact must be assigned. The new Local Contact must inform MWE users and DLLR in the Local Area of that change.

RESPONSIBILITIES

Partner Responsibilities

For maintaining and updating MWE partner access, partners must:

- Enter into an appropriate Data Sharing MOU with DLLR;
- Complete the User Agreement and submit it to both DUI (ISPI@dllr.state.md.us) and DWDAL’s MWE Help Desk (WeHelp@dllr.state.md.us);
- Maintain client confidentiality and protect PII⁷ and confidential UI data; and

⁶ Reference to “WIOA Partners,” for purposes of MWE access under this Policy, includes partner agencies and their contractors/agents for the WIOA Title I Adult Program, Dislocated Worker Program, Youth Program; Wagner-Peyser Act Program; Trade Adjustment Assistance for Workers Program; and for the Jobs for Veterans State Grant Program, as well as staff from WIOA Title II Adult Education providers, DORS, and DHS Local Department of Social Services (LDSS). Non-WIOA partners, e.g. nonprofits, community-based organizations, or external monitors, may be granted MWE read-only access on a case-by-case basis, in accordance with the partner’s Local Area’s MOU agreement and with DLLR and governing State and Federal law.

- Inform the Local Contact of any users who were previously granted access and need to be restricted or inactivated in the MWE system (e.g. the user changed positions and no longer requires MWE access for his/her job function) within 10 business days of decision to inactivate user.

Local Contact Responsibilities

For maintaining and updating MWE partner access, Local Contacts must:

- Complete the Local Contact Agreement (Note: **Attachment D – Local Contact Agreement** is included as an example of the agreement that Local Contacts must complete before assuming their responsibilities);
- Ensure the Local Contact Agreement is updated annually;
- Ensure the User Agreement is updated annually;
- Ensure the data requester has a data sharing MOU in place with DLLR;
- Complete the Access Request Forms on behalf of the MWE requesters;
- Ensure partners are granted the correct level of access needed for their job functions;
- Ensure partner access is inactivated when needed;
- Ensure that local training is provided on the MWE system and maintain and protecting PII and confidential UI data;
- Inform partners of the status of their MWE account information (i.e. username and password or inability to grant access) within 3 business days of receiving the partner User Agreement; and
- Inform DLLR of any changes in Local Contact designation.

DLLR Responsibilities

For maintaining and updating MWE partner access, DLLR must:

- Ensure data sharing agreements are in place and up-to-date with DHS and DORS;
- Ensure the Local Contact Agreements remain up-to-date;
- Update and maintain the Local Point of Contact List;
- Ensure partner User Agreements remain up-to-date;
- Provide technical assistance and training on the MWE system and maintain and protecting PII and confidential UI data; and
- Process incoming requests for granting, removing, or changing read-only access to the MWE system.

RESPONSIBILITIES BY WIOA PARTNER

Adult Education

The local adult education program administrator is responsible for contacting the Local Contact to request access or to restrict access to the MWE system. The adult education program administrator must inform the Local Contact within 10 business days of an employment dismissal of any MWE user by email. If the MWE user departs voluntarily, the adult education program administrator must send an email with the exact date on or before departure when access is to be terminated.

Division of Rehabilitation Services (DORS)

The DORS Regional Directors are responsible for informing the Local Contact to request access or to restrict access to the MWE system. The DORS Regional Director must inform the Local Contact within 10 business days

⁷ PII must be protected in accordance with Training and Employment Guidance Letter (TEGL) 39-11.

of an employment dismissal of any MWE user by email. If the MWE user departs voluntarily, the DORS Regional Director must send an email with the exact date on or before departure when access is to be terminated.

Local Department of Social Services (LDSS) Responsibilities

For LDSS, the responsible individual for informing the Local Contact to request access or to restrict access to the MWE system differs by county. *Attachment E – LDSS Contact List* lists the individuals responsible for each county. The LDSS designated individual must inform the Local Contact within 10 business days of an employment dismissal of any MWE user by email. If the MWE user departs voluntarily, the LDSS designated individual must send an email with the exact date on or before departure when access is to be terminated.

MWE TRAINING RESPONSIBILITIES

Local Contacts hold the primary responsibility for providing MWE system training. MWE training for Local Contacts and other Local Area staff is offered continuously throughout the year. Local Contacts should serve as the “train-the-trainers” for partner staff. These Local Area staff are best able to provide information and training to their local partner staff.

In addition, the MWE vendor provides training on a bi-monthly basis on various features within the MWE. These trainings are available to staff users of the site and include refresher training and training on new functionality within the MWE. The MWE Help Desk’s System Administrator distributes the list of available, upcoming trainings to the Local WIOA Title I Directors, Labor Exchange Administrators, and Management Information Systems Managers with advance notice, and Local Area staff are strongly encouraged to sign-up and attend. Local contacts may invite WIOA partner staff to participate in these trainings.

MWE TECHNICAL ASSISTANCE

For Partners, Local Contacts hold the primary responsibility for MWE system related questions, changes to staff account status, and/or any data changes required. The MWE Help Desk, which is a small unit within DLLR DWDAL for the MWE, will receive the online new user requests and create staff accounts. In addition, the MWE Help Desk will review and perform any needed data changes that are compliant with State and Federal reporting.

The MWE Help Desk provides MWE technical assistance to job seekers, employers, American Job Center staff, and partner agencies. These requests include, but are not limited to, assistance with obtaining access to customers’ own user accounts and assistance with understanding and using the various features available through the MWE, such as registering as a new user, creating resumes, posting job orders, and using the Events Calendar to sign up for workshops and other activities. This help desk also handles requests to correct data input by AJC staff and register new staff users. While Local Area staff hold the primary responsibility of training, the MWE Help Desk unit is also available to provide support.

FUNDING PARTNER ACCESS

DWDAL absorbs its partner's costs for MWE as an in-kind contribution. The Division will annually assess partner access funding implications in the WIOA Resource Sharing Agreement.

MONITORING

The State of Maryland acknowledges that the USDOL has the authority to monitor and assess the services and requirements of the WIOA programs in the MWE to ensure that Federal awards are used for authorized purposes in compliance with State and federal statute, regulations, and policy.

To ensure that policies are being followed and expectations are being met, MWE partners and Local Contacts should also expect DWDAL to conduct monitoring of requesting, granting, and removing MWE access. Where needed, the Division will provide technical assistance.

REFERENCES

LAW

- [Workforce Innovation and Opportunity Act \(Pub. L 113-128\)](#), dated July 22, 2014;
- Maryland Annotated Code, Labor and Employment Article §8-625, “[Employment Records](#)”;
- Maryland Annotated Code, General Provisions Art. §§4-101et seq., “[Public Information Act](#)”;
- Maryland Annotated Code, State Government Art. §§10-1301 et seq., “[Protection of Information by Government Agencies](#)”.

REGULATION

- 20 CFR 603, “[Federal-State Unemployment Compensation \(UC\) Program; Confidentiality and Disclosure of State UC Information](#)”.

U.S. DEPARTMENT OF LABOR GUIDANCE

- Training and Employment Guidance Letter (TEGL) 39-11, “[Guidance on the Handling and protection of Personally Identifiable Information \(PII\)](#)”, dated June 28, 2012;
- TEGL 05-08, “[Policy for Collection and Use of Workforce System Participants’ Social Security Numbers](#)”, dated November 13, 2008;
- TEGL 07-16, “[Data Matching to Facilitate WIOA Performance Reporting](#)”, dated August 23, 2016.

OTHER REFERENCES

- [Maryland WIOA State Plan](#), dated February 18, 2016;
- WIOA Technical Document 2016-01, “[Definitions for WIOA Implementation](#)”.

ATTACHMENTS

Attachment A – Local Point of Contact List

Attachment B – Example of Access Request Form

Attachment C – Example of MWE VOS User and Confidentiality Agreement

Attachment D – Example of Local Contact Agreement

Attachment E – LDSS Contact List

MWE Partner Access Local Point of Contact List

ATTACHMENT A

Local Area	Local Contact	Email	Telephone
Anne Arundel	Milena Kornyl Jason Papanikolas	mkornyl@aawdc.org jpapanikolas@aawdc.org	443-670-7690 410-424-3250
Baltimore City	Patricia A. Morfe	pmorfe@oedworks.com	410-396-1261
Baltimore County	Carol Hayward-Cottman Lura Bozarth	carol.cottman@maryland.gov lbozarth@baltimorecountymd.gov	410-288-9050 x 401 410-288-9050 x 340
Frederick County	Joyce Bouchard Tom Byrne	joyce.bouchard@maryland.gov tbyrne@frederickcountymd.gov	301-600-2273 301-600-2255
Lower Shore (Wicomico, Somerset, and Worcester Counties)	Becca Webster Greg Eberts	rwebster@tcclesmd.org greg.eberts@maryland.gov	410-341-3835 x 2501 410-341-8533 x 1200
Mid-Maryland (Carroll and Howard Counties)	Julie Givens	julie.givens@maryland.gov	410-290-2603
Montgomery County	Cynthia Grissom Barbara Ebel	cgrissom@worksourcemongomery.com barbara.ebel@maryland.gov	240-641-6736 301-929-4390
Prince George's County	Andrea Williams Barbara Ebel	awilliams@co.pg.md.us barbara.ebel@maryland.gov	301-618-8424 301-618-8432
Southern Maryland (Charles, Calvert, and St. Mary's Counties)	Alan Crawley Cheryl Thorne	alan.crawley@maryland.gov Cheryl.thorne@maryland.gov	301-374-1142 301-374-1185
Susquehanna (Harford and Cecil Counties)	Sharon L. Miller George Balog Karen Hamilton Linda Siegel	sharon.miller@maryland.gov george.balog@maryland.gov khamilton@swnetwork.org ldsiegel@swnetwork.org	410-836-4631 410-955-0552 410-996-0550 410-939-4240
Upper Shore (Kent, Queen Anne's, Talbot, Caroline, and Dorchester Counties)	Jackie Nichols Terenda Thomas	jnichols@chesapeake.edu terenda.thomas@maryland.gov	410-822-1716 x 2299 410-822-3030
Western Maryland (Garett, Allegany, and Washington Counties)	Wilma Moore Charles Hunt Debora Gilbert	wmoore@westernmarylandconsortium.org charles.hunt@maryland.gov dgilbert@westernmarylandconsortium.org	301-791-3164 301-600-2193 301-791-3076

Updated as of 25 September, 2017.

Contact Lloyd Day, DLLR Director of the Office of Workforce Development for updates at lloyd.day@maryland.gov.

FY 2018 Agreement

Maryland DLLR/DUI & Chief Elected Official for Lower Shore Workforce Development Area

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APPENDIX B

Confidentiality Certification

For Limited Online Viewing Access to

DLLR/DUI's Confidential UI Data and/or the Maryland Workforce Exchange (MWE)

I understand that I will or may be exposed to certain confidential information from records maintained by the Maryland Department of Labor, Licensing and Regulation, Division of Unemployment Insurance ("DLLR/DUI") and the Division of Workforce Development and Adult Learning ("DWDAL"), which has been released to my employer pursuant to an Agreement and/or Memorandum of Understanding ("Agreement"). Such information, hereinafter referred to as "Confidential Data," may include, but is not limited to, names, addresses, social security numbers, wages, employment data, and unemployment insurance ("UI") benefit information, which information is private and confidential and may not be disclosed to others. I understand that this certification must be renewed periodically depending on the access I have been granted or requirements of DLLR/DUI and/or DWDAL. I acknowledge and agree to abide by the following standards for the receipt and handling of Confidential Data:

- A. I shall not disclose my username (if applicable), password (if applicable), or any other information needed to access Confidential Data maintained by DLLR/DUI and/or DWDAL to any party nor shall I give any other individual access to this information.
- B. If I should become aware that any other individual, other than an authorized employee, agent, contractor, or subcontractor of my employer, may have obtained or has obtained access to my username, password or other information needed to access records maintained by DLLR/DUI and/or DWDAL, I shall immediately notify DLLR/DUI and/or DWDAL and immediately change my password.
- C. I will not share with anyone any other information regarding access to Confidential Data records maintained by DLLR/DUI and/or DWDAL unless I am specifically authorized by DLLR/DUI and/or DWDAL.
- D. I will not request access to any social security numbers or wage data unless such access is necessary for the performance of my official duties.
- E. I will not disclose any Confidential Data to any parties who are not authorized to receive such information (including but not limited to relatives, friends, etc.) except in the form of reports containing only aggregate statistical information compiled in such a manner that it cannot be used to identify the individual(s) involved.
- F. I shall retain Confidential Data only for that period of time necessary to perform my duties or to comply with the purposes set forth in the Agreement. Thereafter, I shall either arrange for the retention of such information consistent with federal record retention requirements or delete or destroy such data.
- G. I have either been trained in the proper use and handling of Confidential Data or I have received written standards and instructions in the handling of such data. I shall comply with all confidentiality safeguards contained in such training, written standards, or instructions, including but not limited to: a) protecting the confidentiality of my username and password; b) securing computer equipment, disks, and

offices in which wage record data may be kept; and c) following procedures for the timely disposal, destruction or deletion of Confidential Data.

H. I understand that if I violate any of the confidentiality provisions set forth in the written standards, training, and/or instructions I have received, my user privileges may be immediately suspended or terminated. I further acknowledge that applicable state law may provide that any individual who discloses Confidential Data in violation of state law or regulation may be subject to a fine and/or a period of imprisonment and dismissal from public service. I have been instructed that if I should violate the provisions of the law, I may receive one or more of these penalties.

I. Should I have any questions concerning the handling or disclosure of Confidential Data, I shall immediately notify DLLR/DUI at ISPI@dllr.state.md.us and DWDAL at wehelp@dllr.state.md.us and be guided by advice given by DLLR/DUI and/or DWDAL regarding the handling of Confidential Data.

Employee Signature: _____ Date: _____

Employee Name (printed): _____

Employer: _____

Address:

Work Telephone: _____

E-Mail: _____

Partner Agency Access Request Form

* Required

1. **Email address ***

2. **Requester: ***

Enter the name of the AJC staff requesting the new user or modification request.

3. **Requester's Job Title: ***

4. **Request Type: ***

Mark only one oval.

- Add Partner Agency New User *Skip to question 5.*
- Change Existing Partner Agency User *Skip to question 23.*
- Inactivate or Activate a Partner Agency User *Skip to question 27.*

Add User Page:

5. **First Name: ***

The following information is for the partner agency staff member you are requesting system access:

6. **Last Name: ***

7. **Job Title: ***

8. **Agency ***

9. **Address: ***

Primary work location.

10. **City: ***

11. **Zip Code: ***

12. **Primary Telephone: ***

13. **Email Address: ***

14. Write a brief description of duties:

15. List AJC office(s) the Partner Staff is representing: *

16. I am requesting MWE Access for: *

Mark only one oval.

- Adult Education Staff
- DHS -Department of Human Services Staff
- DORS -Department of Rehabilitation Services Staff
- SCSEP -Senior Community Service Employment Program Staff
- UI - Unemployment Insurance Staff
- AJC Partner - Other

Partner Access Page

By Default all partner staff will have "View Only" access to the individual profile. If expanded privilege settings are required, please indicate below. Remember to ensure customer confidentiality, only allow access based on the staff persons role.

UI wages are uploaded into the MWE on a quarterly basis. Depending on the agency, certain rights to wages will be unavailable. The MWE follows all confidentiality rules in handling and viewing wages data as indicated in TEGL 7-16.

17. Partner Agency Staff default to View Only privileges *

Mark only one oval.

- I agree

18. Grant View Only Access to the following: *

Check all that apply.

- Individual Registration Data
- Individual SSN
- Individual Resume Data
- Individual Program Application (Ex. WP/WIOA/TAA) Data
- Individual Assessments
- Individual IEP
- Individual Case Notes
- Employer Registration Data
- Employer Job Order Data
- Employer Case Notes

19. I accept responsibility to train the staff user on system functionality, and data security practices: *

Hands-on New hire training has been performed by Local Area? (Full system manual, Instructional Videos, Tip Sheets and recorded training webinars are available to staff via the Staff Resources and Community Site).

Mark only one oval.

- Yes
- No
- Scheduled

20. If training is scheduled, list trainer name and the date training will be provided.

21. I agree to notify the MWE help desk when the account needs to be removed or restricted to comply with security, confidentiality and system integrity. *

Mark only one oval.

- Yes
- No

22. Have you had the staff member complete the Confidentiality agreement and send to WeHelp@dllr.state.md.us? *

The Confidentiality agreement is available on the MWE Staff Online Resources Page and is required

Mark only one oval.

- Yes
- No - not yet

Stop filling out this form.

Change User Page

23. Staff User ID: *

24. Change Address?

Input new address below.

25. Change available AJC locations?

26. Change Other:

List a change(s) not previously listed above.

Stop filling out this form.

Inactivate/Activate User Page

Complete this section to inactivate an employee that no longer needs system access or to activate an employee who have had previous access.

27. **Staff User ID:** *

28. **If inactivating a user's access, please indicate the Inactivation Date.** *

Example: December 15, 2012

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Local Contact Agreement for Maryland Workforce Exchange (MWE) Virtual One Stop User

I understand that I am accepting responsibility for ensuring that the only appropriate access is given to the MWE system. Maryland Department of Labor, Licensing and Regulation, Division of Workforce Development and Adult Learning (DWDAL) maintains confidential records including certain confidential information from records maintained by the Division of Unemployment Insurance (“DUI”), which have been released to my employer pursuant to an Agreement and/or Memorandum of Understanding (“Agreement”). This “Confidential Data” may include, but is not limited to: names; addresses; social security numbers; birth dates; wages; employment data; other unemployment insurance (“UI”) information, and other data collected during the process of assisting our customers. This data is private and confidential and may not be disclosed to others. I have read and understand this Local Contact Agreement.

I agree to follow the attached checklist in the course of my responsibilities to ensure system and data integrity. I understand that if I violate any of the confidentiality provisions set forth in the written standards, training, and/or instructions I have received, my user privileges may be immediately suspended or terminated. I further acknowledge that applicable state law may provide that any individual who discloses Confidential Data in violation of state law or regulation may be subject to a fine and/or a period of imprisonment and may also result in disciplinary action, up to and including termination. I have been instructed that if I should violate the provisions of the law, I may receive one or more of these penalties.

Employee Signature: _____ Date: _____

Employee Name (printed): _____

Employer: _____

Address:

Work Telephone: _____

E-Mail: _____

Checklist for new user access

___ Confidentiality Certification For Limited Online Viewing Access to DLLR/DUI's Confidential UI Data and/or the Maryland Workforce Exchange signed

___ Access Request form completed

___ Documentation saved and forwarded to DWDAL for access

Upon separation of employment contact DWDAL as soon as possible but in no more than 10 days to terminate system access.

LOCAL DEPARTMENTS OF SOCIAL SERVICES CONTACTS - PARTNER ACCESS TO THE MARYLAND WORKFORCE EXCHANGE					
LAST NAME	FIRST NAME	TITLE	LDSS	PHONE NUMBER	EMAIL ADDRESS
Walker	Bill	FI Assistant Director	Allegany	(301)-784-7022	bill.walker@maryland.gov
Arnett	Brenda	Data Manager	Anne Arundel	(410)-269-4523	brenda.arnett1@maryland.gov
Williams	Venus	Resource Division Manager	Anne Arundel	(410)-269-4592	venus.williams@maryland.gov
Harvey	Desiree	Workforce Development Program Manager	Baltimore City	(443)-423-4555	desiree.harvey@maryland.gov
Beegle	Suzie	Job Network Administrator	Baltimore County	(410)-853-3981	suzy.beegle@maryland.gov
Vincent	Patricia	FI Supervisor	Calvert	(443)-550-6924	patricia.vincent@maryland.gov
Robinson	Rayshelle	FI Assistant Director	Caroline	(410)-819-4467	rayshelle.robinson@maryland.gov
Bernard	Karen	FI Assistant Director	Carroll	(410)-386-3362	karen.bernard@maryland.gov
Phillips	Dorothea	Human Service Administrator I	Cecil	(410)-996-0342	dorothea.phillips@maryland.gov
Seufert	Susan	FI Assistant Director	Charles	(301)-392-6560	susan.seufert@maryland.gov
Andrews	Doug	FI Assistant Director	Dorchester	(410)-901-4233	doug.andrews@maryland.gov
Slaby	Leslie	FI Assistant Director	Frederick	(301)-600-2403	leslie.slaby@maryland.gov
Weber	Karen	TCA Supervisor	Frederick	(301)-600-2423	karen.weber@maryland.gov
Grishkot	Cora	FI Assistant Director	Harford	(410)-836-4730	Cora.Grishkot@Maryland.gov
Etukudo	Joy	FI Assistant Director	Howard	(410)-872-8262	inyang.etukudo@maryland.gov
Wright	Dawn	FI Supervisor	Kent	(410)-810-7612	dawn.wright@maryland.gov
Talley	Monica	Program Manager II	Montgomery	(240)-777-1799	monica.talley@montgomerycountymd.gov
Ware	Delania	Deputy Assistant Director, FID	Prince Georges	(301)-909-7089	delania.ware@maryland.gov
Garner	Gerri	FI Assistant Director	Somerset	(410)-677-4380	gerri.garner@maryand.gov
Tolodziecki	Carol	Data Manager	St. Mary's	(240)-895-7133	carol.tolodziecki@maryland.gov
Diane	Shaffer	FI Assistant Director	Talbot	(410)-770-5907	diane.shaffer@maryland.gov
Gossard	James	FI Supervisor	Washington	(240)-420-2283	james.gossard@maryland.gov
Heagy	Cathy	FI Supervisor	Washington	(240)-420-2324	cathy.heagy@maryland.gov
Hill	Susan	FI Assistant Director	Wicomico	(410)-713-3944	susan.hill@maryland.gov
Payne	Ellen	FI Assistant Director	Worcester	(410)-677-6882	ellen.payne@maryland.gov