WE’RE OPEN for Business
The Maryland Department of Labor, Licensing and Regulation (DLLR) is committed to safeguarding and protecting Marylanders. We’re proud to support the economic stability of the state by providing businesses, the workforce and the consuming public with high-quality customer-focused regulatory, employment and training services. For updates and information, please check out our website (www.dllr.maryland.gov) and follow DLLR on Twitter (@MD_DLLR) and Facebook (www.facebook.com/DLLR.Maryland).

Larry Hogan
Governor

Boyd K. Rutherford
Lt. Governor

Kelly M. Schulz
Secretary
OFFICE OF THE COMMISSIONER OF FINANCIAL REGULATION

500 N. Calvert Street, Suite 402
Baltimore, MD 21202
410.230.6100
Toll Free: 888.784.0136
Fax: 410.333.0475
DLFRFinReg-DLLR@maryland.gov
www.dllr.maryland.gov/finance

The Office of the Commissioner of Financial Regulation (OCFR) is responsible for chartering and supervising Maryland state-chartered banks, credit unions and trust companies; licensing and supervising state-licensed financial institutions including mortgage lenders, mortgage brokers, mortgage servicers, mortgage loan originators, affiliated insurance producer-originators, check cashers, money transmitters, consumer debt collection agencies, consumer lenders, installment lenders, sales finance businesses, credit services businesses, debt management companies; and registering and supervising credit reporting agencies and debt settlement companies, to ensure compliance with the laws and regulations of Maryland.

OCFR provides assistance to consumers by investigating complaints of questionable business practices involving state-chartered, licensed and registered financial institutions under its supervision and authority. The Office also conducts outreach focused on foreclosure and mortgage delinquencies in the State. Additionally, the Office helps to connect Maryland consumers to effective financial education available through the State and nationally.

Depository Supervision Unit
410.230.6022
The Depository Supervision Unit is responsible for examining and supervising banks, credit unions and trust companies the OCFR charters to ensure their safe and sound operation and compliance with State and Federal laws and regulations.
Office of the Commissioner of Financial Regulation

Depository Corporate Applications Unit  
410.230.6103  
The Depository Corporate Applications Unit is responsible for the review and processing of all applications filed by banks, credit unions and trust companies required under Titles 1 through 6 of Maryland’s Financial Institutions Code.

Non-Depository Supervision/Compliance Unit  
410.230.6074 (Mortgage Lending Supervision)  
410.230.6095 (Mortgage Servicing Supervision)  
410.230.6091 (Non-Depository Supervision)  
The Non-Depository Compliance Unit is responsible for monitoring the business activities of financial service business licensees, ensuring their compliance with State and Federal laws and regulations.

Consumer Services Unit  
410.230.6097  
The primary function of the Consumer Services Unit is to investigate consumer inquiries and complaints involving entities under the OCFR’s jurisdiction. Maryland residents may file a complaint simply by writing a letter detailing the nature of their concern or completing a complaint form found on our website at www.dllr.maryland.gov/finance/consumers/comphow.shtml

Non-Depository Licensing Unit  
410.230.6155 (General Licensing calls taken  
Mon. to Thurs. 8:30am to 4:30pm)  
The Non-Depository Licensing Unit of the OCFR is responsible for the licensing of financial service businesses requiring a license under Maryland law.

State Collection Agency Licensing Board  
410.230.6017  
The State Collection Agency Licensing Board has statutory responsibility for the licensing of collection agencies operating in Maryland.
THE GOVERNOR’S WORKFORCE DEVELOPMENT BOARD

Phone: 410.767.2408
Toll free: 866.408.5487
Fax: 410.383.6732
DLGWDB-DLLR@maryland.gov
www.gwdb.maryland.gov

The Governor’s Workforce Development Board is a business-led board of 53 members, a majority of whom represent the business community, as mandated by the Workforce Innovation and Opportunity Act (WIOA). Other members include the governor, cabinet secretaries, college presidents, the state superintendent of schools, elected officials, labor and representatives of nonprofit organizations.

The GWDB is responsible for developing policies and strategies to form a coordinated workforce system from a variety of education, and employment and training programs. It brings together and focuses various workforce development partners and stakeholders on two key outcomes - a properly prepared workforce that meets the current and future demands of Maryland employers, and providing opportunities for all Marylanders to succeed in the 21st century workforce.
DIVISION OF LABOR AND INDUSTRY

www.dllr.maryland.gov/labor

The Division of Labor and Industry protects and promotes the health, safety and employment rights of Maryland employers, employees and citizens. To find out about our outreach initiatives, please call 410-767-2182 or email us at: dllrlaborindustry-dllr@maryland.gov.

Employment Standards and Employment of Minors

410.767.2357

Enforces laws concerning the payment of wages, minimum wage and overtime, and the employment of minors.

Living Wage

410.767.2365

Enforces the payment of wage rates for persons working on certain state service contracts.

Maryland Occupational Safety and Health (MOSH)

410.527.4499

Provides consultation services, outreach and educational programs, conducts safety inspections and enforces occupational safety and health laws.

Prevailing Wage

410.767.2365

Enforces the payment of wage rates for persons working on certain state funded construction projects.

Safety Inspection

410.767.2990

Inspects amusement rides, boilers and pressure vessels, elevators and escalators, and railroads.

Worker Classification Protection

410.767.3036

Enforces worker classification law in the construction and landscaping industries.
DIVISION OF OCCUPATIONAL AND PROFESSIONAL LICENSING

410.230.6231
dlopl-dllr@maryland.gov
www.dllr.maryland.gov/license

Overseeing 21 licensing boards, commissions and programs appointed by the Governor, the Division of Occupational and Professional Licensing is responsible for regulating the activities of more than 239,000 individuals and businesses across 25 professions.

The Division’s mission is to help foster economic growth by assisting our customers in a timely, professional manner while protecting the health, safety and welfare of the public by assuring that our licensees have met a standard of expertise.

From the time you wake up in the morning until you go to sleep at night, you will likely have come into contact with one of our licensees. We are focused on making sure that these services are provided to our citizens by competent, duly licensed professionals. We strive to provide these licensing services in a customer-friendly and efficient manner.

Board of Architects
410.230.6261

Athletic Commission
410.230.6223

Board of Barbers
410.230.6320

Office of Cemetery Oversight
410.230.6229

Board of Cosmetologists
410.230.6320

Board of Master Electricians
410.230.6231

Elevator Safety Review Board
410.230.6231

Board of Stationary Engineers
410.230.6231

Board for Professional Engineers
410.230.6260

Board of Foresters
410.230.6231

Board of Heating, Ventilation, Air-Conditioning and Refrigeration Contractors
410.230.6231
DIVISION OF OCCUPATIONAL AND PROFESSIONAL LICENSING (continued)

Home Improvement Commission 410.230.6309
Board of Individual Tax Preparers 410.230.6257
Board of Certified Interior Designers 410.230.6229
Board of Examiners of Landscape Architects 410.230.6256
Board for Professional Land Surveyors 410.230.6256
Board of Pilots 410.230.6262
Board of Plumbing 410.230.6231
Board of Public Accountancy 410.230.6258

Real Estate Commission 410.230.6200
Commission of Real Estate Appraisers, Appraisal Management Companies, and Home Inspectors 410.230.6363
Licensure of Secondhand Precious Metal Object Dealers and Pawnbrokers 410.230.6231
Licensure of Athlete Agents 410.230.6264
Licensure of Locksmith Businesses 410.230.6264
Licensure of Oil and Gas Land Professionals 410.230.6264
The Maryland Racing Commission oversees and regulates both the harness and thoroughbred horse racing industry in Maryland. This includes Maryland’s six off-track betting sites. Maryland is also the proud host of the Preakness, the second jewel of thoroughbred racing’s Triple Crown.

All of the participants, from the track itself to the jockeys to the concessionaires who provide the food and drink at the racetrack, are licensed by the Maryland Racing Commission. The Commission ensures proper distribution of wagering dollars and regularly reviews the financial statements of the racing associations. The Maryland Racing Commission also maintains its own lab to test for drugs in horses to maintain the integrity of the sport. All of these measures protect and perpetuate first class horse racing in Maryland.
The Division of Unemployment Insurance (DUI) oversees the State’s Unemployment Insurance Trust Fund and provides benefits to individuals who become unemployed through no fault of their own (as determined under state law) and who are willing, able, available and actively seeking work. Funding for UI benefits comes from quarterly contributions paid by employers. No deductions are ever made from an employee’s paycheck to pay for unemployment insurance benefits in Maryland.

DUI operates four UI claim centers statewide. Claim Centers do not take UI claims in-person. All claims for unemployment insurance benefits may be filed online at www.md.unemployment.com 24 hours a day, 7 days a week or by telephone through a Maryland UI Claim Center, Monday through Friday, 8:00 a.m. to 2:00 p.m. EST, excluding state holidays.

DUI also operates an automated Claimant Information Service voice-response (IVR) telephone system available 24 hours a day, 7 days a week. Callers can select different options by phone, such as, information on how to file for unemployment insurance, filing weekly claim certifications to request payment (can also be done online), obtaining payment (can also be done online), overpayment, penalties, or appeals information, requesting an address change, including the 1099-G Tax form and other relevant claimant information.

For further UI assistance or help with special problems, service representatives are available on the Claimant Information Service telephone line Monday through Friday, 8:00 a.m. to 2:00 p.m. EST, excluding state holidays.

Claimant Information Services
dluinquirystaff-dllr@maryland.gov
410.949.0022 (Baltimore Area and Out-of-State)
800.827.4839 (Outside Baltimore Area, however within Maryland)
711 (Maryland Relay for Hearing Impaired)
<table>
<thead>
<tr>
<th>UI Claim Centers</th>
<th>Phone Number To File Claim</th>
<th>Areas Served</th>
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<tbody>
<tr>
<td>College Park</td>
<td>301.313.8000 877.293.4125</td>
<td>Calvert County Charles County Montgomery County Prince George’s County St. Mary’s County</td>
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<td>(Toll Free in MD only)</td>
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<tr>
<td>Cumberland</td>
<td>301.723.2000 877.293.4125</td>
<td>Allegany County Frederick County Garrett County Washington County</td>
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<tr>
<td>Salisbury</td>
<td>410.334.6800 877.293.4125</td>
<td>Caroline County Dorchester County Kent County Queen Anne’s County Somerset County Talbot County Wicomico County Worcester County</td>
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<tr>
<td>Towson</td>
<td>410.853.1600 877.293.4125</td>
<td>Baltimore County Carroll County Cecil County Harford County Baltimore City Anne Arundel County Howard County</td>
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<td>(Toll Free in MD only)</td>
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Employer Information Services
dluiemployerassistance-dllr@maryland.gov
410.949.0033 (Baltimore Area and Out-of-State)
800.492.5524 (Maryland and Out-of-State)

For more information on unemployment services, please visit Maryland Division of Unemployment Insurance online at www.mdunemployment.com.
Are you either looking for a job or looking to hire a great employee? Interested in getting training? Seeking labor market information? The Division of Workforce Development and Adult Learning, part of Maryland Jobs Now workforce organizations, creatively and effectively coordinates job seeker services and training, business services, adult learning programs, and labor market information. Our goal is to ensure that businesses have skilled workers and job seekers have access to employment and training resources and services.

EARN Maryland
410.767.2017
EARN Maryland is a State-funded, competitive workforce development grant program that is industry-led, regional in focus, and a proven strategy for helping businesses cultivate the skilled workforce they need to compete.

Office of Workforce Development (OWD)
410.767.2173
In partnership with local workforce development areas, the Office of Workforce Development oversees the State’s workforce programs and initiatives:

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<tr>
<th>Apprenticeship and Training</th>
<th>New Americans</th>
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<tr>
<td>410.767.2246</td>
<td>410.767.2173</td>
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<tr>
<th>Business Services</th>
<th>Senior Community Services</th>
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<tr>
<td>1.877.713.3328 or 410.767.9664</td>
<td>Employment Program 410.767.2057</td>
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<tr>
<th>Dislocated Workers</th>
<th>Re-entry</th>
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<tbody>
<tr>
<td>410.767.2093</td>
<td>410.767.2018</td>
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<tr>
<th>Federal/State Tax Credits</th>
<th>Veterans Services</th>
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<tr>
<td>410.767.2093</td>
<td>410.767.2015</td>
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<th>Individuals with Disabilities</th>
<th>Youth Services</th>
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<td>410.767.4736</td>
<td>410.767.2832</td>
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DIVISION OF WORKFORCE DEVELOPMENT AND ADULT LEARNING
(continued)

Adult Education and Literacy Services (AELS)
410.767.0162
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.

Correctional Education (CE)
410.767.9764
Correctional Education provides educational opportunities to more than 9,000 inmates with services offered at each Division of Public Safety and Correctional Services (DPSCS) State institution, the Patuxent Institution and all pre-release units. Its mission is to provide incarcerated individuals with high quality services that facilitate successful transition into Maryland’s workforce and communities.

Office of Workforce Information and Performance (OWIP)
410.767.2100
Reporting on the needs and demands of the labor market, OWIP collects and interprets data on Maryland’s workforce to support departmental programs.

Maryland Workforce Exchange and Virtual One Stop (MWE-VOS)
https://mwejobs.maryland.gov
410.767.2250
Available 24/7, Maryland Workforce Exchange (MWE) is a powerful online job seeker/workforce services system, accessed as a website on the Internet, at an American Job Center or on your mobile device by searching for “MWEJOBS” in the Apple® App Store and Google Play™. It was specifically designed for job seekers, students, case managers, employers, training providers, workforce professionals, and others seeking benefits and services.

The system provides fast access to a complete set of employment tools on one website.
OTHER HELPFUL CONTACTS

Business License Information System (BLIS)
http://commerce.maryland.gov/start

Department of Assessment & Taxation
http://dat.maryland.gov

Governors Office of Community Initiatives
http://goci.maryland.gov/

Maryland Attorney General
http://www.marylandattorneygeneral.gov/

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