



Frequently Asked Questions **Howard County Office of Workforce Development**

Questions:	I am a client of the Howard County Office of Workforce Development (HCOWD). How do I get in touch with my counselor?
Answer:	The staff is currently teleworking. You can meet with your counselor by phone. If you email your counselor or leave a message, he/she will get back to you as soon as they are able. If you do not know how to contact your counselor, please call 410-290-2620 and leave a message or email owd@howardcountymd.gov . Someone will get back to you. Messages are checked several times throughout the day Monday – Friday.
Question:	How do I know if my class is cancelled, postponed or on-line?
Answer:	If you are currently in an HCOWD-funded class or have already registered for class, then the training institution should have contacted you. If you have not heard from the training institution, then contact your counselor.
Question:	What do I do if I need job search assistance during this time? (i.e. resume and interviewing assistance)
Answer:	Please contact the Office of Workforce Development at 410-290-2620 or owd@howardcountymd.gov and we will contact you to assist. We encourage you to register with the Maryland Workforce Exchange at: https://mwejobs.maryland.gov/vosnet/Default.aspx as part of your job search.
Question:	I am interested in training. How do I get started?
Answer:	Due to the COVID-19 virus, training services are limited due to training institution closures. If you would like to speak with a counselor to discuss training opportunities once classes resume, please contact us at owd@howardcountymd.gov or call 410-290-2620 and we will discuss your eligibility. We are grant funded and have federal eligibility requirements that must be met before training can be approved.
Question:	How do I file for Unemployment Insurance?
Answer:	For information about Unemployment Insurance, visit https://www.dllr.state.md.us/employment/uicovidswfags.shtml . If you are laid off from work temporarily or if your hours are reduced due to COVID-19, you may be able to receive unemployment benefits. You can apply for unemployment insurance benefits online at https://secure-2.dllr.state.md.us/NetClaims/Welcome.aspx . or by phone between 7:30 a.m. - 3:30 p.m., Monday through Friday, at 410-949-0022 or 800-827-4839. For answers specifically related to Unemployment Insurance and Covid-19, visit https://www.dllr.state.md.us/employment/uicovidswfags.shtml .



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Question:	I am an employer and I have job openings. How can I share this information?
Answer:	Please contact our business services unit at elawson@howardcountymd.gov or 410-290-2609 for assistance. If you would like to post your openings on-line please visit the Maryland Workforce Exchange at https://mwejobs.maryland.gov/vosnet/Default.aspx . Once you create an account you may also search for individuals who are seeking employment.
Question:	I am going to layoff several people from my company. Can you assist them?
Answer:	Please contact us at 410-290-2620 or owd@howardcountymd.gov . We will get back in touch with you and work with our state partners to provide you and your employees assistance through this time.
Question:	Is there other assistance available for businesses?
Answer:	<p>Yes, the following organizations may be of assistance:</p> <ul style="list-style-type: none"> • Howard County Economic Development Authority portal has an array of information for businesses. Please visit their website at http://hceda.org/coronavirus. • The Howard County Chamber of Commerce may be reached at www.howardchamber.com • The State of Maryland resources for businesses may be found at the Maryland Business Express, https://govstatus.egov.com/md-coronavirus-business <p>Other State of Maryland resources for business:</p> <ul style="list-style-type: none"> • http://www.labor.maryland.gov/employment/covidlafund.shtml • https://commerce.maryland.gov/fund/maryland-small-business-covid-19-emergency-relief-loan-fundd • http://www.labor.maryland.gov/employment/worksharing/ • https://govstatus.egov.com/md-coronavirus-business