Maryland
DEPARTMENT OF LABOR

Division of Workforce Development and Adult Learning (DWDAL)

Policy Issuance

PI 2026-18 Partner Access to the MWE Policy | October 28, 2026

TO	Division of Workforce Development and Adult Learning (DWDAL) staff; Division of Rehabilitation Services (DORS) staff; Department of Human Services staff; and Local Workforce Development Area staff.
FROM	DWDAL Maryland Department of Labor (MD Labor)
SUBJECT	Maryland Workforce Exchange (MWE) Virtual One Stop Partner Access
PURPOSE	To ensure the State's Workforce Innovation and Opportunity Act (WIOA) partners understand MD Labor policy on partner access to the Maryland Workforce Exchange Virtual One Stop (MWE).
ACTION	Local Workforce Development Area (Local Area) Directors, American Job Center (AJC) Reemployment Program Directors, and central office managers will ensure all employees are aware of and receive copies of this policy. DWDAL policies are available on the MD Labor website.
EXPIRATION	Until Cancelled.
QUESTIONS	Melissa Volpe Acting Director Office of Workforce Development DWDAL, MD Labor 410.767.2995 melissa.volpe@maryland.gov Lauren Gilwee Director Policy DWDAL 410.767.2268 laurene.gilwee@maryland.gov
PREPARED BY	Margaret Drew, Policy Analyst, DWDAL, MD Labor

TABLE OF CONTENTS
PARTNER ACCESS TO THE MWE

EXECUTIVE SUMMARY 3
GENERAL INFORMATION 4
WORKFORCE INNOVATION AND OPPORTUNITY ACT 4
MARYLAND'S APPROACH 4
Read-Only Access to MWE for Partners 6
PARTNER ACCESS TO THE MWE 7
REQUESTING READ ONLY ACCESS 7
RESPONSIBILITIES 8
Partner Responsibilities 8
Local Contact Responsibilities 8
MD Labor Responsibilities 8
ADDITIONAL RESPONSIBILITIES 9
Adult Education 9
DORS 9
Local Department of Social Services (LDSS) Responsibilities 9
TRAINING RESPONSIBILITIES 10
FUNDING PARTNER ACCESS 11
MONITORING 12
FAIR PRACTICES AND ACCESSIBILITY 13
REFERENCES 14
LAW 14
REGULATION 14
U.S. DEPARTMENT OF LABOR GUIDANCE 14
OTHER REFERENCES 14

EXECUTIVE SUMMARY

The Maryland Department of Labor Division of Workforce Development and Adult Learning (DWDAL) oversees the Maryland Workforce Exchange (MWE). MWE serves as the data system for a number of Workforce Innovation and Opportunity Act (WIOA) programs. It was specifically designed for job seekers, students, case managers, employers, training providers, workforce professionals, and others seeking benefits and services. Maryland does not currently have an integrated data system. As such, partner agencies, outlined in this policy, may request partner access to the MWE. By requesting access to MD Labor's MWE data system, each partner agency or Local Contact has roles and responsibilities to ensure the privacy and security of WIOA participants.

GENERAL INFORMATION

WORKFORCE INNOVATION AND OPPORTUNITY ACT

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 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	·		Maryland Department of Labor (MD Labor)
Dislocated Worker Program	·		MD Labor
Youth Program	·		MD Labor
Wagner-Peyser Act Program	·		MD Labor
Adult Education & Family Literacy Act Program	·		MD Labor
Vocational Rehabilitation Program	·		Maryland State Department of Education
Temporary Assistance for Needy Families Program (TANF)[1]		·	Department of Human Services (DHS)
Supplemental Nutritional Assistance Program Employment & Training (SNAP E&T)		·	DHS
Trade Adjustment Assistance for Workers Program		·	MD Labor
Jobs for Veterans State Grant Program (JVSG)		·	MD Labor
Unemployment Insurance		·	MD Labor
Senior Community Service Employment Program (SCSEP)		·	MD Labor and Center for Workforce Inclusion
Community Services Block Grant		·	Department of Housing and Community Development (DHCD)

Maryland is committed to moving towards an integrated systems approach, in which its separate legacy data systems will be replaced gradually. While the MD Labor, MSDE Division of Rehabilitation Services (DORS), and 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. MD Labor is therefore currently unable to access data from agencies, like DORS and DHS, which collect data outside of the Maryland Workforce Exchange (MWE)[2] system, and agencies may have limited knowledge of how partner programs are serving mutual customers.

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, JVSG Program, the Trade Adjustment Assistance for Workers Program, Unemployment Insurance, and SCSEP. However, TANF, SNAP E&T, Vocational Rehabilitation, Adult Education, and CSBG do not currently house data in the MWE.

[1] Called Temporary Cash Assistance in Maryland

[2] The MWE is available at https://mwejobs.maryland.gov/vosnet/Default.aspx.

WIOA Program	Data System(s) Used
Adult Program	MWE
Dislocated Worker Program	MWE
Youth Program	MWE
Wagner-Peyser Act Program	MWE
Adult Education & Family Literacy Act Program	Literacy and Community Education System
Vocational Rehabilitation Program	AWARE
TANF Program	WORKS/CARES
SNAP E&T	Eligibility & Employment
Trade Adjustment Assistance for Workers Program	MWE
JVSG Program	MWE
Unemployment Insurance (UI)	MWE
CSBG	Community Software Group

Read-Only Access to MWE for Partners

MD Labor has an automated system to support the needs of the State's workforce system. With funding from various grants, the MWE 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. These programs include many of MD Labor's key workforce programs, as noted above. The MWE is the official data source for all performance and program management data for these key workforce programs. This system allows MD Labor 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 correct 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, confidential UI information can also 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 will be central to determining appropriate partner security level. MD Labor is currently in the process of incorporating the State Wage Interchange System (SWIS) into the MWE system. In the interim, the requested data must be requested by the partner contact. Each partner contact will only be granted access to data, forms, and reports relevant to their service.

PARTNER ACCESS TO THE MWE

REQUESTING READ ONLY ACCESS

To request read-only access to the MWE, WIOA partners[3] must contact the designated local contact person(s) (Local Contact) of their Local Workforce Development Area (Local Area).

When contacted, the Local Contacts should direct the MWE requester to fill out the MWE User and Confidentiality Agreement.

Local Contacts must ensure that partners adhere to the confidentiality clause of the User Agreement. The User Agreements must be updated annually.

Note: MD Labor's Division of Workforce and Development and Adult Education (DWDAL) and the Division of Unemployment Insurance (MDUI) 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 both DWDAL and MDUI for the sharing of wage and workforce data. For local partners to be granted access to the MWE system, including the confidential UI wage data within MWE, then the applicable Local Area must have a MOU in place with MDUI. MD Labor will only grant MWE read-only access to partners in Local Areas that have MOUs in place with MDUI.

After ensuring that a data sharing MOU is in place with MDUI and that the MWE requester has filled out the MWE User and Confidentiality Agreement, the Local Contact must then fill out the Access Request Form, on behalf of the requester, and submit the form to the MWE Help Desk.

The partner agency must inform the Local Contact immediately of an employment dismissal or re-assignment of any MWE user by email within 10 business days. If the MWE user departs voluntarily, the partner agency would 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 in the Local Area of that change.

[3] Non-WIOA partners, e.g. nonprofits or community-based organizations, may be granted MWE read-only access on a case-by-case basis, in accordance with the partner's Local Area's MOU agreement with MD Labor.

RESPONSIBILITIES

Partner Responsibilities

For maintaining and updating MWE partner access, partners must:

1. Enter into an appropriate Data Sharing MOU;
2. Complete the User Agreement;
3. Maintain client confidentiality and protecting PII[4] and confidential UI data; and
4. Inform the Local Contact of any users previously granted access need to be restricted or inactivated in the MWE system (e.g. the user moved positions and no longer requires MWE access for his/her job function) within 24 hours of decision to inactivate user.

Local Contact Responsibilities

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

1. Complete the Local Contact Agreement;
2. Ensure the Local Contact Agreement is updated annually;
3. Ensure the MWE User and Confidentiality Agreement is updated annually;
4. Ensure the data requester has a data sharing MOU in place with MD Labor;
5. Complete the Access Request Forms on behalf of the MWE requesters;
6. Ensure partners are granted the correct level of access needed for their job functions;
7. Ensure partner access is inactivated;
8. Ensure that local training is provided on the MWE system and maintain and protect PII and confidential UI data;
9. Inform partners of MWE account information (i.e. username and password or inability to grant access) within 3 business days of receiving the partner Access Request Form and User Agreement; and
10. Inform MD Labor of any changes in Local Contact designation.

MD Labor Responsibilities

For maintaining and updating MWE partner access, MD Labor must:

1. Ensure data sharing agreements are in place and up-to-date with external WIOA partners;
2. Ensure the Local Contact Agreements are up-to-date;
3. Update and maintain the Local Point of Contact List;
4. Ensuring partner User Agreements are up-to-date;
5. Provide technical assistance and training on the MWE system and maintain and protect PII and confidential UI data; and
6. Process incoming requests.

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

ADDITIONAL RESPONSIBILITIES

Adult Education

The Local Adult Education Program Administrator is responsible for informing the Local Contact to request access or to restrict access to the MWE system. The adult education program administrator must inform the Local Contact immediately of an employment dismissal of any MWE user by email. If the MWE user departs voluntarily, the adult education program administrator would send an email with the exact date on or before departure when access is to be terminated.

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 immediately of an employment dismissal of any MWE user by email. If the MWE user departs voluntarily, the DORS Regional Director would 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 individual responsible for informing the Local Contact to request access or to restrict access to the MWE system differs by county. The LDSS designated individual must inform the Local Contact immediately of an employment dismissal of any MWE user by email. If the MWE user departs voluntarily, the LDSS designated individual would send an email with the exact date on or before departure when access is to be terminated.

TRAINING RESPONSIBILITIES

The MWE Help Desk is a small unit for the MWE. The members of this help desk perform some or all of the following – answer phone calls and email requests from job seekers, employers, AJC 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.

Local Area staff and partner training, including "read-only" access partners, is the responsibility of the area's "train-the-trainer" staff person. This is because of the small size of the MWE Help Desk and the fact that the locals are best able to provide information and training to their own staff and partners in accordance with local policy and best practices.

In addition, the MWE provides training on a bi-monthly on various features within the MWE. These are available to staff users of the site, and include refresher training and training on new functionality within the site. The MWE Help Desk's System Administrator provides the list of such trainings to the WIOA Directors, Labor Exchange Administrators, and Management Information Systems Managers a few weeks before the training date, so they and staff from their respective areas may sign-up and attend. Local management may invite their "read-only" staff and partners to participate.

There are occasions, though, that a member of the MWE Help Desk will provide training to a group of Local Area staff, if requested.

FUNDING PARTNER ACCESS

MD Labor absorbs its partner's costs for MWE as an in-kind contribution. MD Labor will annually assess partner access funding implications in the 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 Final Rules, federal regulations, and State policies, and that those laws and regulations are enforced properly.

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

When emailing documents containing PII, all partner access entities and MD Labor staff must use password-protection, encryption-preferred, strong authentication procedures, or other security controls to make the information unusable by unauthorized individuals. Physical records must be kept in locked offices or file rooms. If the file room is shared with other programs, and/or staff other than staff authorized for this program have access to that room, then the files must be maintained in locked cabinets.

FAIR PRACTICES AND ACCESSIBILITY

It is MD Labor's policy that all persons have equal opportunity and access to services and facilities without regard to race, religion, color, sex (including pregnancy, childbirth and related medical conditions, transgender status, gender identity, and sexual orientation), marital status, genetic information, age, national origin or ancestry (including Limited English Proficiency), disability, veteran status, political affiliation or belief, for the beneficiaries, applicants, and participants only, on the basis of citizenship status, or participation in a program or activity that receives financial assistance under Title I of WIOA. Interested parties may refer to MD Labor's Nondiscrimination Plan[5] and Language Access Plan[6] for more information on accommodations and services.

[5] MD Labor's Nondiscrimination Plan can be found here: https://www.labor.maryland.gov/employment/ndp/

[6] MD Labor's Language Access Plan can be found here: https://www.labor.maryland.gov/employment/wioa-access.pdf

REFERENCES

LAW

- Workforce Innovation and Opportunity Act (WIOA), 29 U.S.C. § 3101 et. seq (2015);
- Md. Ann. Code, Labor and Emp. Art., Title 11, Division of Workforce Development and Adult Learning.
- 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".
- 2 CFR §§200, 683 and 2900 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards;
- 20 CFR Part 651, "General Provisions Governing the Wagner-Peyser Act Employment Service;"
- Employment and Training Administration, Workforce Innovation and Opportunity Act; Final Rule (WIOA DOL Final Rule) published at 81 FR 56071 (Aug. 19, 2016);
- 29 CFR Part 38 –"Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act;"
- COMAR 09.33 *et* seq. Job Service;
- COMAR 09.12.42 Equal Employment Opportunity;
- COMAR .09.12.43 Maryland Apprenticeship and Training; and,
- COMAR 09.37.01 *et* seq. Workforce Development and Adult Learning.

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.

OTHER REFERENCES

- Maryland WIOA State Plan;
- WIOA Technical Document 2016-01, "Definitions for WIOA Implementation".
- DWDAL Policy Issuance Page;
- Language Access Plan;
- Maryland Local Plans;
- Maryland WIOA Combined State Plan;
- MD Labor's Non-Discrimination Plan.