



POLICY ISSUANCE 2023-12

Recovery Friendly Workplace Pilot Program | December 12, 2023

TO: Division of Workforce Development and Adult Learning (DWDAL) staff, Recovery Friendly Workplace Advisory Council Member Staff, and Recovery Friendly Workplace Pilot Program Sub-awardees

FROM: DWDAL
Maryland Department of Labor (MD Labor)

SUBJECT: Recovery Friendly Workplace Pilot Program

PURPOSE: To provide policy guidance on the implementation of the Recovery Friendly Workplace Pilot Program.

ACTION: DWDAL staff, Recovery Friendly Workplace Advisory Council Member Staff, Recovery Friendly Workplace Pilot Program Sub-awardees, 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 canceled or replaced.

QUESTIONS:

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GENERAL INFORMATION

MARYLAND’S WORKFORCE DEVELOPMENT RESPONSE TO THE ADDICTION AND OVERDOSE EPIDEMIC

Opioid and other substance use surged in Maryland over the last decade, resulting in an urgent and growing public health threat affecting all demographics and geographical settings. From 2016 to 2019, 8,098 individuals in Maryland lost their lives due to opioid-related deaths, almost doubling the 4,387 opioid-related deaths the state experienced between 2010 and 2015.¹ In 2021, Maryland experienced 2,800 overdose related fatalities, representing the largest number in the State's history, largely due to a shift from heroin to fentanyl use, which contributed to 83.7% of all overdose deaths.²

In response to the severity of the overdose crisis ravaging communities across the State, Maryland created and maintained a heightened response framework and ongoing cooperation and mobilization of State and local stakeholders.

Maryland Department of Labor’s Coordinated Workforce System Response

The Maryland Department of Labor (MD Labor) has taken a multi-faceted approach to combatting the opioid and substance use crisis, utilizing a variety of different grants and funds to ensure that Marylanders are receiving the full breadth of possible support. A summary of the grants, both past and present, can be found in the table below:³

Grant Name	Funding Source	Timeline	Geographic Areas	Summary of Services
National Health Emergency Grant	Federal – Employment and Training Administration (ETA)	July 1, 2018 – June 30, 2020	Statewide	<ol style="list-style-type: none"> 1. Funding to WIOA Title I providers 2. Creation of Opioid Workforce Innovation Fund (OWIF)
Women’s Bureau Maryland Opioid Grant	Federal – United States Department Of Labor (USDOL) Women’s Bureau	October 1, 2018 – September 30, 2021	Baltimore City, Maryland Correctional Institution for Women (MCIW)	Pre-Apprenticeship Hospitality Pilot at MCIW
Certified Peer Recovery Specialist Pilot Program	State – Opioid Operational Command Center (OCCC)	Annually awarded through a competitive process Fiscal Years (FY) 2019-2024	Statewide	Pilot program to train Certified Peer Recovery Specialists at ten correctional facilities across Maryland
Workforce Development for Persons in Recovery	Federal – Substance Abuse and Mental Health	December 20, 2019 – April 30, 2021	Statewide	Funding provided to workforce development and behavioral health providers

¹ Maryland Opioid Operation Command Center, [Annual Report](#), January 1, 2019 – December 31, 2019, Released March 24, 2020

² [Data-Informed Overdose Risk Mitigation \(DORM\) 2022 Annual Report](#)

³ This table represents only grants managed by MD Labor and does not represent the full scope of opioid and substance use crisis work being done within Maryland State agencies, including the Maryland Department of Health:

<https://health.maryland.gov/bha/Pages/HELP.aspx>

	Services Administration (SAMHSA) via Maryland Department of Health (MDH)			to connect individuals impacted by opioid use to job training and employment.
Support to Communities: Fostering Opioid Recovery Through Workforce Development Grant Program (Support to Communities)	Federal – USDOL	October 1, 2020 – August 31, 2024	Statewide for interested Local Workforce Development Areas (Local Areas)	Awards Local Areas funds to provide workforce services to individuals personally affected by the opioid crisis
Workforce Development for Persons in Recovery 2	Federal – SAMHSA via MDH	December 1, 2020 – September 29, 2022	Statewide	Funding provided to workforce development and behavioral health providers to connect individuals impacted by opioid use to job training and employment
Supporting Recovery Through Employment (SRTE)	Federal - USDOL ETA Governor’s Set-Aside	November 1, 2022 - October 31, 2023	Statewide	Funding to support organizations in developing a recruitment to placement framework for individuals in recovery
Recovery Friendly Workplace (RFW) Pilot Program	Federal– SAMHSA via MDH Behavioral Health Administration (BHA)	July 18, 2023 – September 29, 2024	Western MD Local Area, Susquehanna Local Area, and St. Mary’s County	Awards funds to implement the RFW model in these three areas

With the above grants and projects, the MD Labor has sought to create comprehensive solutions to the addiction and overdose epidemic that extend beyond the exclusive scope of employment and training services. Maryland’s workforce system partners with the OOC and MDH BHA to address the complex needs of individuals struggling with substance use.

While all projects fit within Maryland’s efforts to combat the addiction and overdose epidemic, this *Recovery Friendly Workplace Pilot Program* policy relates exclusively to the final opportunity noted above: the RFW Pilot Program.

Recovery Friendly Workplace Nationally

The RFW model was pioneered in New Hampshire and has since expanded to more than thirty States across the country. The model engages employers to support their employees and communities by recognizing recovery from substance use disorder⁴ as a strength and by being willing to intentionally work with and hire people in recovery. Employers that participate as RFWs encourage a healthy and safe environment where their employees

⁴ “Recovery” is defined by the Substance Abuse and Mental Health Services Administration as “A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.” More information can be found here: <https://www.samhsa.gov/sites/default/files/samhsa-recovery-5-6-14.pdf>.

and broader community can collaborate to create positive change and eliminate barriers for those impacted by substance use.

RECOVERY FRIENDLY WORKPLACE IN MARYLAND

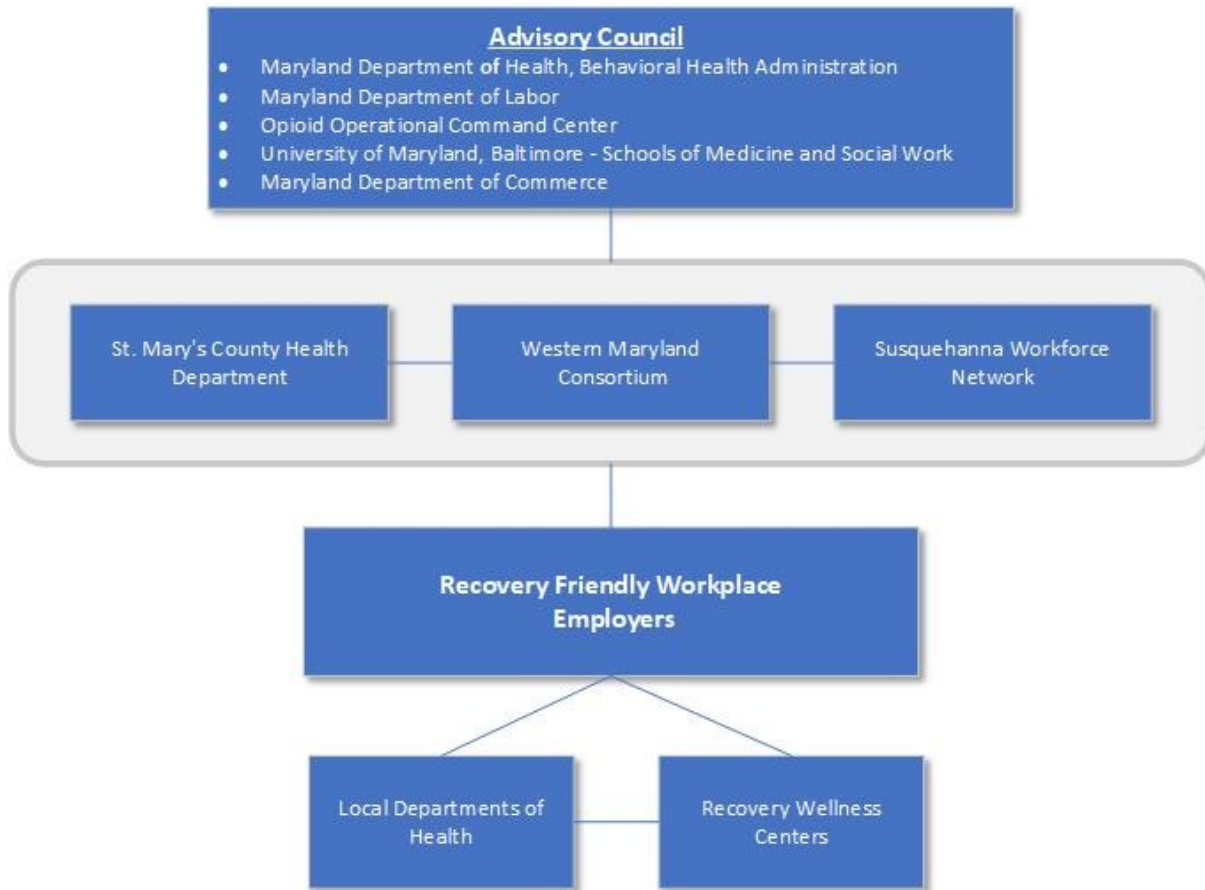
On July 18, 2023, MD Labor was awarded \$438,498.50 from MDH BHA to develop and support a RFW pilot initiative in three high-need areas of the State: Western Maryland, which includes Allegany, Garrett, and Washington counties; the Susquehanna region, which includes Cecil and Harford counties; and St. Mary's County. The goal of the pilot is to increase the number of RFWs within those areas and create a model for expanding the Program throughout the State. The period of performance for the pilot is 7/18/2023-9/29/2024.

MD Labor designed the RFW pilot based on national models, including New Hampshire's RFW Program,⁵ but altered the parameters to meet the specific needs of Maryland. The project is inclusive of four levels of stakeholders:

1. The Advisory Council, which oversees the project. The Advisory Council includes MDH BHA, MD Labor, the OOCC, the Maryland Department of Commerce, and the University of Maryland Baltimore Schools of Medicine and Social Work;
2. The sub-awardees – Western Maryland Consortium, Susquehanna Workforce Network, and St. Mary's County Health Department;
3. RFW Employers; and,
4. Entities supporting RFW employers, including, but not limited to:
 - a. Local Departments of Health; and,
 - b. Recovery Wellness Centers.

The following graphic illustrates the various stakeholders involved in the RFW Pilot Program:

⁵ More info on New Hampshire's RFW model can be found here: <https://www.recoveryfriendlyworkplace.com/>



Maryland’s RFW pilot will utilize a “tiered” approach for employers. While MD Labor encourages all employers to engage at the highest tier, this structure allows them the opportunity to engage with the RFW model at a pace that fits within their current capacity. To participate, employers must at a minimum commit to completing a brief online survey about opioid-related programs and needs in their organizations. From there, they may commit to participating in activities in one of four defined tiers based upon their need. Depending on which tier a participating employer begins their work, they are able to advance forward through the tiers as capacity and interest allows.

The key program activities are:

1. Updating/creating policies and/or practices addressing hiring, retention, and support of employees with an opioid or other substance use disorder;
2. Stigma-reducing education programming for the workplace;
3. Participation in research/data collection efforts related to Recovery Friendly Workplaces, such as completion of a more extensive survey evaluation; and,
4. Providing naloxone training for employees and having naloxone present in the workplace.

The tiers are as follows:

1. Platinum – Completing a brief online survey, connecting with a Recovery Friendly Advisor (RFA), and committing to adopting at least three key program activities;
2. Gold – Completing the brief online survey, connecting with a RFA, and committing to adopting two key program activities;

3. Silver – Completing the brief online survey, connecting with a RFA and committing to adopting one key program activity; and,
4. Bronze – Completing the brief online survey and connecting with a RFA.

As employers progress through the tiers, they receive additional benefits of participation, including, but not limited to:

1. More extensive access to peer recovery services;
2. Public recognition and promotion, including on MD Labor’s website, RFW brochures, and relevant conferences, among others; and,
3. Increased technical assistance and support from MD Labor, MDH, and local American Job Centers, as needed.

For a full list of benefits, please refer to MD Labor’s RFW webpage: <https://www.labor.maryland.gov/employment/rfworkplace.shtml>.

STAKEHOLDER ROLES AND RESPONSIBILITIES

ADVISORY COUNCIL

The Advisory Council is the administrative body that oversees the implementation of the grant consisting of representatives from:

1. MDH BHA
2. OCCC
3. MD Labor
4. Maryland Department of Commerce
5. University of Maryland Schools of Medicine and Social Work.

Maryland Department of Health Behavioral Health Administration

MDH BHA acts as the funder for the project via the Substance Abuse and Mental Health Services Administration (SAMHSA). In addition to overseeing MD Labor's management of the grant, MDH BHA will:

1. Provide technical assistance to MD Labor, sub-awardees, and employers on behavioral health best practices, as well as supporting individuals with opioid and/or stimulant use disorder; and,
2. Connect MD Labor with national counterparts implementing RFW programs.

Opioid Operational Command Center

The OCCC supports the RFW Pilot Program by:

1. Provide technical assistance to ensure alignment of RFW with Maryland's overall response to the opioid and stimulant use crisis; and,
2. Promote grant activities to relevant stakeholders.

MD Labor

MD Labor acts as the grant manager overseeing the project. MD Labor's responsibilities include:

1. Management of sub-awardees, including disbursement of funds and monitoring;
2. Creation of marketing and outreach materials for the project, including:
 - a. Creating and maintaining an RFW website;
 - b. Creating and distributing RFW webinars;
 - c. Creating and distributing RFW brochures and other promotional materials; and,
3. Submitting quarterly reports to MDH BHA.

Maryland Department of Commerce

The Maryland Department of Commerce supports the RFW Pilot Program by:

1. Providing technical assistance to MD Labor and sub-awardees, including, but not limited to the following topics:

- a. Strengthening relationships between local health departments, Local Workforce Development Boards, and local Chambers of Commerce;
 - b. Informing stakeholders of relevant employer/trade association convenings; and,
 - c. General employer engagement strategies; and,
2. Promoting grant activities to Maryland businesses.

University of Maryland Baltimore Schools of Medicine and Social Work

Faculty from the University of Maryland Schools of Medicine and Social Work have been collaborating on several interlinked projects addressing barriers to work participation and workplace management of opioid related issues. These projects include Operation PROSPER (Peer Reintegration and Other Services Promoting Employment in Recovery), which focuses on the role of peer specialists in supporting vocational recovery, and Workplace PROSPER⁶ (Partnering to Reduce Opioid Stigma and Promote Employment in Recovery), which focuses on engaging employers as partners in solving the opioid epidemic problem. The PROSPER principal investigators, Drs. Marianne Cloeren and Jodi Frey, will serve as advisors to MD Labor, and will:

1. Provide technical assistance to MD Labor on current best practices within RFW.

SUB-AWARDEES

MD Labor has sub-awarded funds to the following entities to implement RFW in their areas:

1. St. Mary's County Department of Health;
2. Susquehanna Workforce Network; and,
3. Western Maryland Consortium.

Through the pilot program, all sub-awardees must hire a Certified Peer Recovery Specialist (CPRS) to serve as a Recovery Friendly Advisor (RFA) for the project. The RFA will serve both as an intake specialist for people who disclose their direct or indirect impact by opioid and/or stimulant use disorder and seek to utilize American Job Center (AJC) services, as well as acting as a liaison for employers. The RFA will:

1. Support interested companies in finding practices to meet their individualized needs;
2. Develop and sustain the RFW Initiative in 30 total workplaces between the three sub-awardees;
3. Provide workplaces with information and resources to promote health, well-being, and recovery for employees and their family members;
4. Work with employers and other relevant parties to plan trainings related to substance use, behavioral health, and employee well-being that are tailored to the company's specific needs;
5. Partner with relevant community organizations; and,
6. Assist businesses with participating in public awareness and education events in their communities.

Through the project, RFA will support both jobseekers and employers, ensuring a holistic approach that allows all parties involved to benefit from the services provided.

In addition to hiring and managing RFAs, sub-awardees must also:

1. Develop and implement a plan to onboard employers to become RFWs; and,
2. Serve/refer individuals impacted by opioid and/or stimulant use disorder to relevant services.

⁶ More information on the PROSPER initiatives can be found here: <https://www.ssw.umaryland.edu/prosper/>

EMPLOYERS

The RFW Pilot Program could not exist without the support of participating employers. For employers that participate in the Program, MD Labor expects them to:

1. Complete the process for becoming a Recovery Friendly Workplace, including choosing a starting tier from which to participate; and,
2. Work with sub-awardee staff, project partners, and RFAs as needed.

Additionally, MD Labor encourages participating employers to share their experience as a RFW with other employers in their network.

REPORTING MONITORING AND RECORD RETENTION

REPORTING

Reporting Required for DWDAL

MD Labor must submit quarterly program and fiscal reports to MDH BHA on the progress of the Recovery Friendly Workplace Pilot Program.

Reporting Required for Sub-awardees

MD Labor requires RFW Pilot Program sub-awardees to submit monthly program and fiscal reports. Reports are due on the 10th of the month following reported activity. All reports should be sent via email to Casey Tiefenwerth at casey.tiefenwerth1@maryland.gov, Alex Sackey-Ansah at alex.sackey-ansahl@maryland.gov, and Linda Madison at linda.madison@maryland.gov. Examples of the reports can be found in *Attachment A – Sample Monthly Program Report* and *Attachment B – Sample Monthly Fiscal Report and Invoice*.

MONITORING

MD Labor acknowledges that the Substance Abuse and Mental Health Services Administration and/or MDH may conduct fiscal and/or programmatic monitoring of the Recovery Friendly Workplace program. Therefore, MD Labor, as it deems necessary, may supervise, evaluate, and provide guidance or direction on the eligibility terms under which this grant is awarded. However, failure of MD Labor to supervise, evaluate, or provide guidance and direction shall not relieve the grantee of any liability for failure to comply with the terms of the grant award.

RECORD RETENTION

Maryland requires participating programs to retain grant fiscal records for at least five years after grant closeout. If any litigation, claim, or audit is started before the expiration of the five-year period, the records must be retained until five years after all litigation, claims, or audit findings involving the records have been resolved and final action has been taken.

All records, both electronic and physical, must be maintained in accordance with DWDAL's policy concerning privacy and data security.⁷ PII is participant-level and employee data that either by itself or combined with other data can link to a specific individual or identity.

When emailing documents containing PII, all grantees 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.

⁷ DWDAL's Policy Issuance on privacy and data security can be found here: <http://www.labor.maryland.gov/employment/mpi/>.

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 or political affiliation or belief. Sub-awardees working with participants in need of accommodations are responsible for securing the necessary support.

Sub-awardees are also obligated to provide equal access to public services to individuals with Limited English Proficiency in compliance with MD. Code Ann., State Government Article, §10-1101 *et seq.*, and Policy Guidances issued by the Office of Civil Rights, Department of Health and Human Services, and MDH Policy 01.02.05.⁸ Sub-awardees may refer to MD Labor’s Nondiscrimination Plan⁹ and Language Access Plan¹⁰ for more information on accommodations and services.

⁸ MDH Policy 01.02.05, “[Limited English Proficiency \(LEP\) Policy](#).”

⁹ MD Labor’s Nondiscrimination Plan is available at the following link:
<http://www.labor.maryland.gov/employment/ndp/>.

¹⁰ The DWDAL and Division of Unemployment Insurance Language Access Plan is available at the following link:
<http://www.labor.maryland.gov/employment/wioa-access.pdf>.

REFERENCES

LAW

- MD. Code Ann., State Government Article, §[10-1101](#) *et seq.*

OTHER RESOURCES

- [Maryland Addiction and Behavioral Health Professionals Certification Board](#);
- Maryland Opioid Operation Command Center, [Annual Report](#), January 1, 2019 – December 31, 2019, Released March 24, 2020;
- [Maryland WIOA Combined State Plan](#);
- U.S. Department of Health and Human Services, “[Facing Addiction in America: The Surgeon General’s Report on Alcohol, Drugs, and Health](#),” dated September 2018;
- U.S. Department of Labor, Employment and Training Administration’s [Recovery-Ready Workplace Resource Hub](#); and,
- WorkforceGPS, “[Implications of Substance/Opioid Misuse and Addiction for the Workforce Development System](#),” dated October 18, 2018.

ATTACHMENTS

- Attachment A – Sample Monthly Program Report
- Attachment B – Sample Monthly Fiscal Report and Invoice

Sub-awardees of the Recovery Friendly Workplace Pilot program must submit monthly program reports to the Maryland Department of Labor. Please complete all fields of this document and submit it with all other required documents no later than **11:59PM on the 10th day following the end of the month of reported activity**. Prior to submission, review the items in the table below that are required for monthly reporting and all instructions in this document to ensure a complete and accurate submission.

Recovery Friendly Workplace Pilot Program Monthly Report Checklist

REQUIRED DOCUMENTS	OPTIONAL DOCUMENTS
<ul style="list-style-type: none"> • Monthly Program Report Form 	<ul style="list-style-type: none"> • Photos, Video, Program Collateral
<ul style="list-style-type: none"> • Monthly Fiscal Report and Invoice (submitted separately) 	

Submission Instructions

Completed reports should be submitted via email to:

Casey Tiefenwerth at casey.tiefenwerth1@maryland.gov
 cc: Alex Sackey-Ansah at alex.sackey-ansah1@maryland.gov and Linda Madison at linda.madison@maryland.gov.

Submissions should include all required documents listed above and should be submitted as a file transfer or as attachments to a single email.

Failure to submit timely and accurate Monthly Reports can result in delayed reimbursements and potential disqualification from future grant funding.

SECTION 1: AWARD INFORMATION

1	Organization Name			
2	Point of Contact Name			
3	Point of Contact Title			
4	Point of Contact Email Address			
5	Point of Contact Phone Number			
6	Organization Street Address			
7	Month	8	Fiscal Year	

SECTION 2: GRANT NARRATIVES

9	Briefly describe the program and the activities performed over the month.
10	<p>Provide a description of the following items for the program this month:</p> <ul style="list-style-type: none"> (a) Key activities completed; (b) Services or programs offered; (c) Barriers experienced by the program or program participants; and (d) Additional activities performed by the grantee, if applicable.
11	Provide a description of employer outreach activities.
12	Describe any challenges or concerns the project has encountered that may have affected or slowed grant progress of the timeline/work plan and how the project attempted to resolve them. Please include any areas that may require specific technical assistance from Labor staff.

13	Describe the next steps or key areas of emphasis planned for the project in the next month.

Instructions for Reporting Program Activity

Grantees must complete Section 3 of this report with programmatic data for both the monthly reporting period and the cumulative year to date.

SECTION 3: PROGRAM ACTIVITY			
15	Complete the chart below to identify the program’s targeted key performance outcomes.	This Month	Year to Date
A	Number of employers contacted		
B	Total Number of employers participating as RFWs		
C	Number of employers in the Bronze tier		
D	Number of employers in the Silver tier		
E	Number of employers in the Gold tier		
F	Number of employers in the Platinum tier		
G	Number of individuals provided workforce services through an American Job Center		
H	Number of individuals referred to workforce services through partner agencies		
I	Number of individuals that receive supportive services		
J	Number of individuals that receive a referral to treatment/recovery services		
K	Number of participants placed into unsubsidized employment		
L	Median monthly earnings for individuals placed into unsubsidized employment		

Instructions for Section 4: Significant Activities, Accomplishments, & Success Stories

This section is intended to provide more in-depth information than the previous sections about promising approaches, new processes, major accomplishments, and/or lessons learned from the program. In answering the following questions, sub-awardees should describe background information on the participant, include an analysis of any interventions used, and use evaluation data where appropriate. Participant-level stories and data may only be reported with the consent of the participant. Sub-awardees may use their own Release of Information forms or may request to use MD Labor’s Release of Information form.

SECTION 4: SIGNIFICANT ACTIVITIES, ACCOMPLISHMENTS, & SUCCESS STORIES	
16	Describe in detail any promising approaches, innovative processes, lessons learned, or major programmatic milestones.
17	Describe in detail any participant-level accomplishments or success stories from the month. <i>Photos, videos, web content, and other program collateral can be submitted as an attachment with the submission of this report.</i>

Completed reports should be submitted via email to:

Casey Tiefenwerth at casey.tiefenwerth1@maryland.gov,
cc: Alex Sackey-Ansah at alex.sackey-ansah1@maryland.gov and Linda Madison at linda.madison@maryland.gov

Submissions should include all required documents listed above and should be submitted as a file transfer or as attachments to a single email.

MONTHLY FINANCIAL REPORT and INVOICE

RECOVERY FRIENDLY WORKPLACE GRANT

This form must be completed by the **tenth** (10th) day of the month following the end of the preceding month by grantees. Signed forms must be submitted via email to:
 Maryland Department of Labor, DWDAL Attn: Alex Sackey-Ansah/Linda Madison Cc: Casey Tiefenwerth
alex.sackey-ansahl@maryland.gov
linda.madison@maryland.gov
casey.tiefenwerth1@maryland.gov

GRANTEE NAME:	
GRANT NUMBER:	
MONTH ENDING:	
DATE:	

SECTION A. FINANCIAL REPORT – please complete the blue shaded sections

SUMMARY OF EXPENDITURES					
EXPENDITURES	Approved Budget	Prior Month Expenditures (cumulative amount)	Monthly Net (= invoice)	Total Accrued Expenditures (cumulative amount)	Variance (over/under budget)
Staff Salary/Wages				-	-
Staff Fringes				-	-
Contractual				-	-
Travel	-			-	-
Supplies				-	-
Equipment				-	-
Training				-	-
Other				-	-
Other/Indirect/Admin				-	-
Total Expenditures and Monthly Invoice Amount	-		-	-	-
Unliquidated Obligations	n/a		n/a		n/a
Total Obligation (sum of expenditures and unliquidated obligations)	n/a		n/a	-	n/a

SUMMARY OF RECEIPTS					
Total Cash Received	n/a		n/a		n/a
Total Cash Disbursements	n/a		n/a		n/a

CERTIFICATION: By signing this report, I certify to the best of my knowledge and belief that the report is true, complete and accurate and the expenditures, disbursements and cash receipts are for the purposes and intent set forth in the award document. I am aware that any false, fictitious or fraudulent information may subject me to criminal, civil or administrative penalties. (U.S. Code, Title 18, Section 1001)

Authorized Signature and Date:

Print Name and Title:

SECTION B. MONTHLY INVOICE

PLEASE ADD COMPANY LETTERHEAD

DATE:	
GRANTEE:	
MONTH ENDING:	

INVOICE

Remit Payment To:			
Company Name:		Award #	
Address:		Award Amount:	
Address:		Invoice No.:	
		Invoice Date:	

Bill To:

Maryland Department of Labor
 DWDAL Fiscal Administration
 1100 N Eutaw Street, Room 209, Baltimore MD 21201
 Attn: [INSERT NAME(S)]

Description			
Item:		Amount:	
Item:		Amount:	
Item:		Amount:	
Item:		Amount:	
Item:		Amount:	
Item:		Amount:	
Item:		Amount:	
TOTAL INVOICE:			-

Authorized Signature:		Date:	
Printed Name:			