



Ocean City, Maryland  
Chamber of Commerce

# Ocean City Summer Work Travel Conference

Tuesday, April 15, 2025



# Thank You Partners



OCEAN DOWNS  
CASINO™



TRAPPED  
ESCAPE ROOMS



*Seacrets*®





Thank You Today's Host



*Holiday Inn*



# Welcome!

**Amy Thompson**

Executive Director

Greater Ocean City Chamber of Commerce

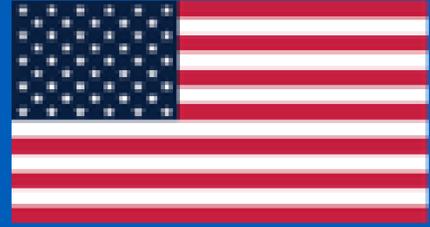


# Department of State

## **Carrie Linch**

Program Analyst for the U.S. Department of State

Bureau of Educational and Cultural Affairs



BridgeUSA

# Exchange Visitor Program

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Summer Work Travel

Community Support Group Meeting

Ocean City, MD

April 15, 2025



# Introduction

*Carrie Linch*

Program Analyst, Office of  
Private Sector Exchange  
Program Administration



BridgeUSA

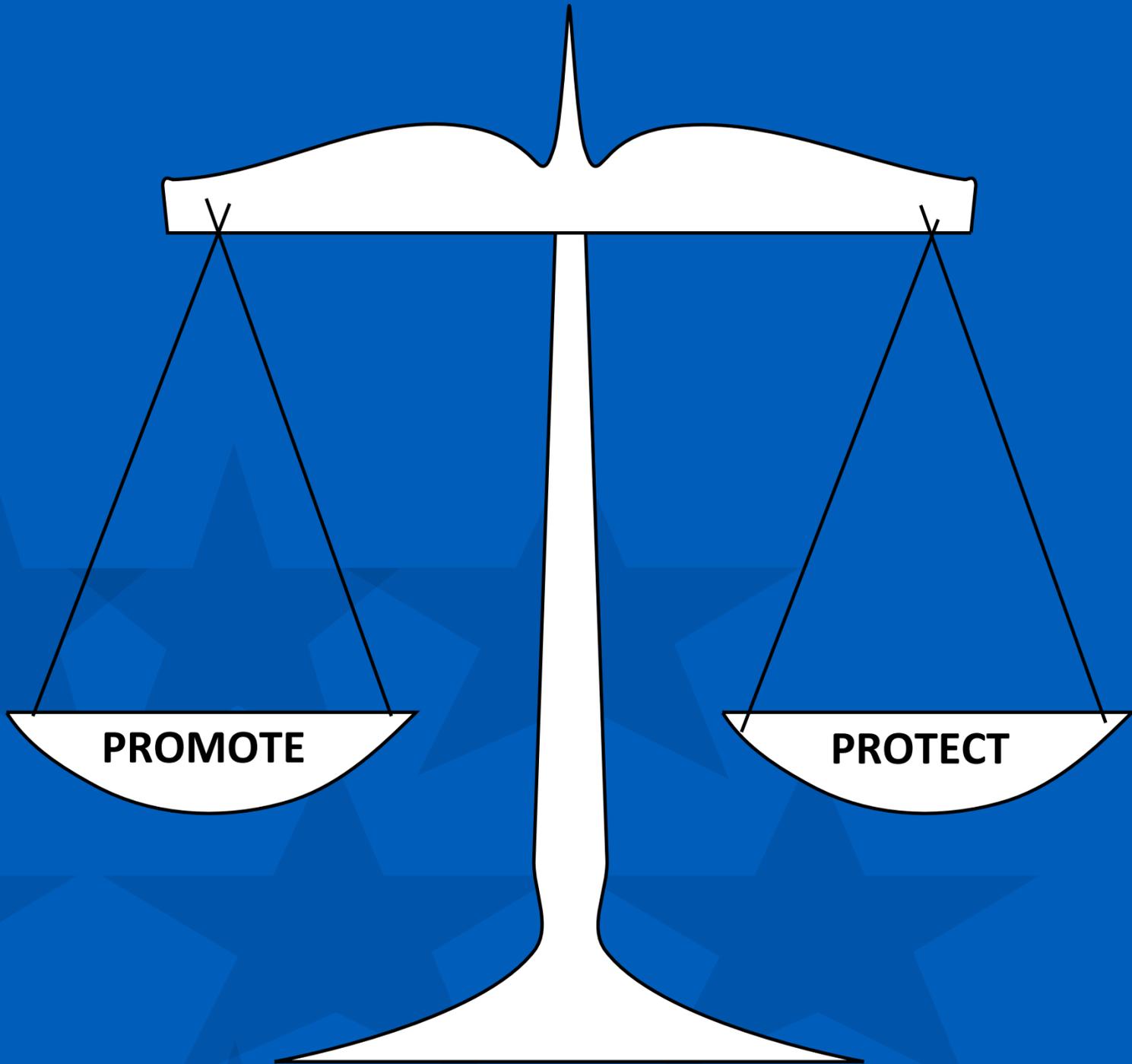
# Our Mission

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To increase mutual understanding between the people of the United States and the people of other countries through educational and cultural exchanges that support the development of peaceful relations.



# Finding a Balance: Protecting & Promoting Exchanges



 Alumni

 Initiatives

 Conferences

 Outreach

 Monitoring

 Coordination

 Site Visits & Consultation

 Incident Processing

# BridgeUSA Impact

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BridgeUSA is a Public Diplomacy resource that includes 13 exchange categories.



Public-private partnerships bring more than 300,000 exchange visitors to the U.S. each year.



1,450 designated sponsor organizations implement programs.



Exchanges are fee-based at virtually no cost to taxpayers.



Exchanges contribute \$1.2 billion to the U.S. economy per year.



# BridgeUSA Categories



Au Pair



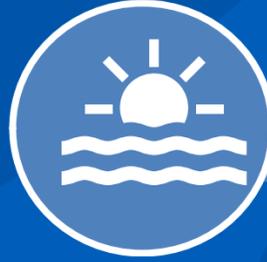
Camp Counselor



Professor



Trainee



Summer Work/Travel



Teacher



Intern



C/U Student



Specialist



Alien Physician



Research Scholar



Short-term Scholar



Secondary Student



# BridgeUSA Contributions to the U.S.

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## Safer

Fosters positive views of the U.S., leading to stronger ties & strategic alliances long term.



## Stronger

Ensures compliance with regulations and processes incident/complaint cases to maintain EV welfare.



## More Prosperous

Allows individuals to contribute to the U.S. economy and creates new jobs.

# BridgeUSA Summer Work Travel Program

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*Cultural Exchange for Foreign University Students:*



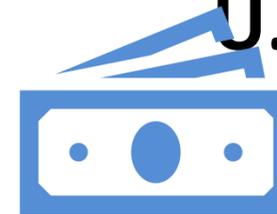
**Experience  
U.S. Culture**



**Share Their  
Culture**



**Work in Seasonal  
& Temporary Jobs**



**Earn Funds to  
Defray Expenses**

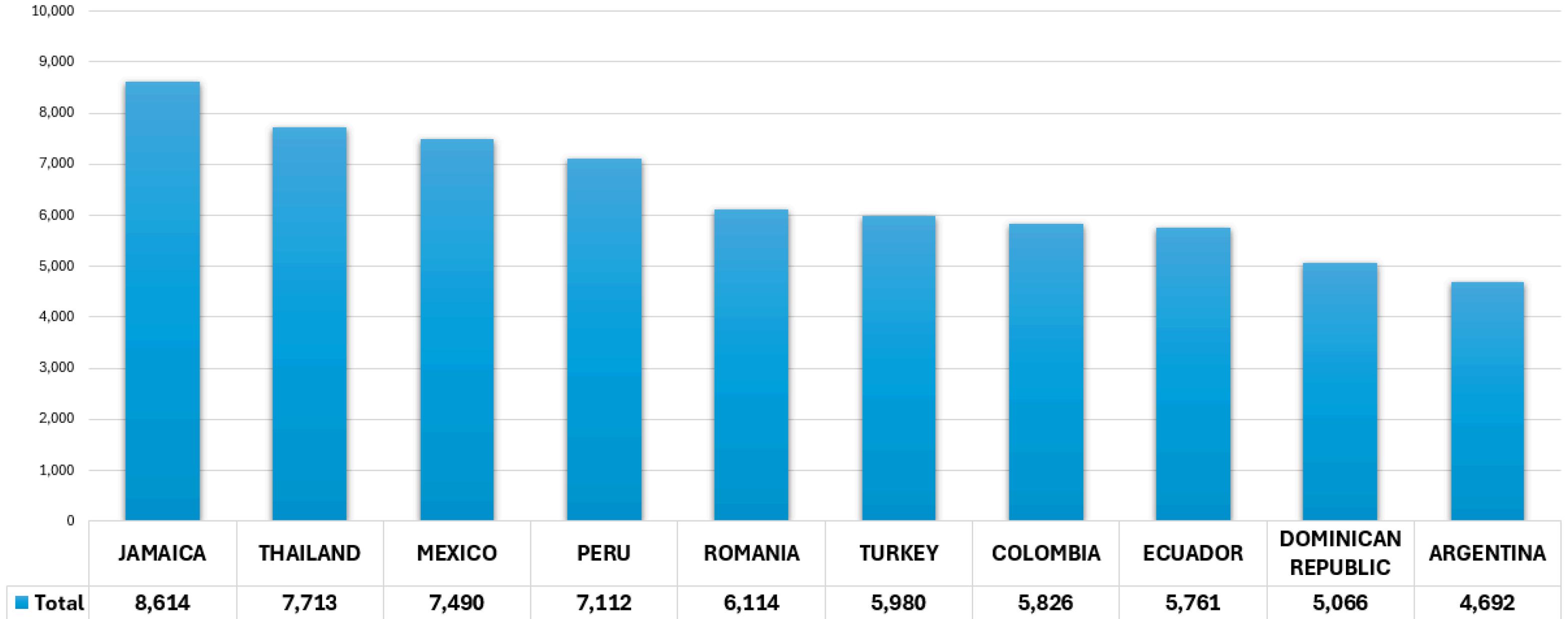
**Travel in the  
U.S.**



# SWT CY 2024 Statistics

Total Number of EVs in U.S. - 107,023

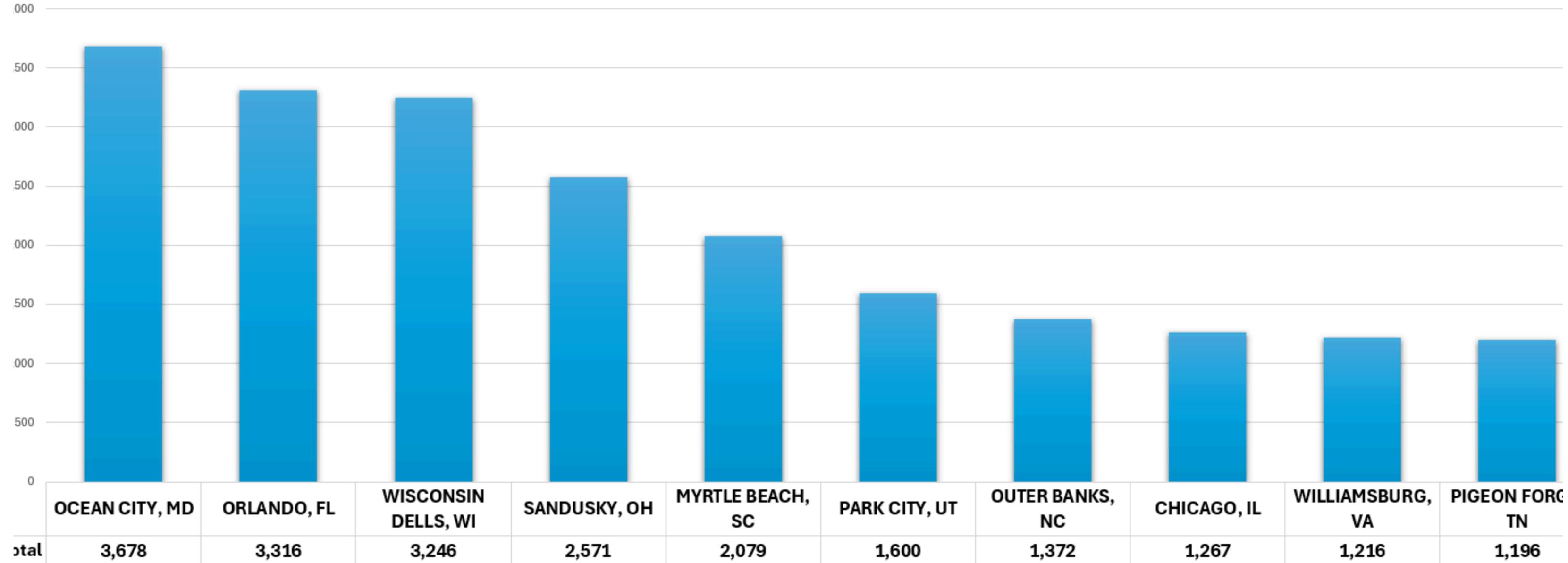
## Top 10 Sending Countries CY2024



# SWT CY 2024 Statistics

Total Number of EVs in U.S. - 107,023

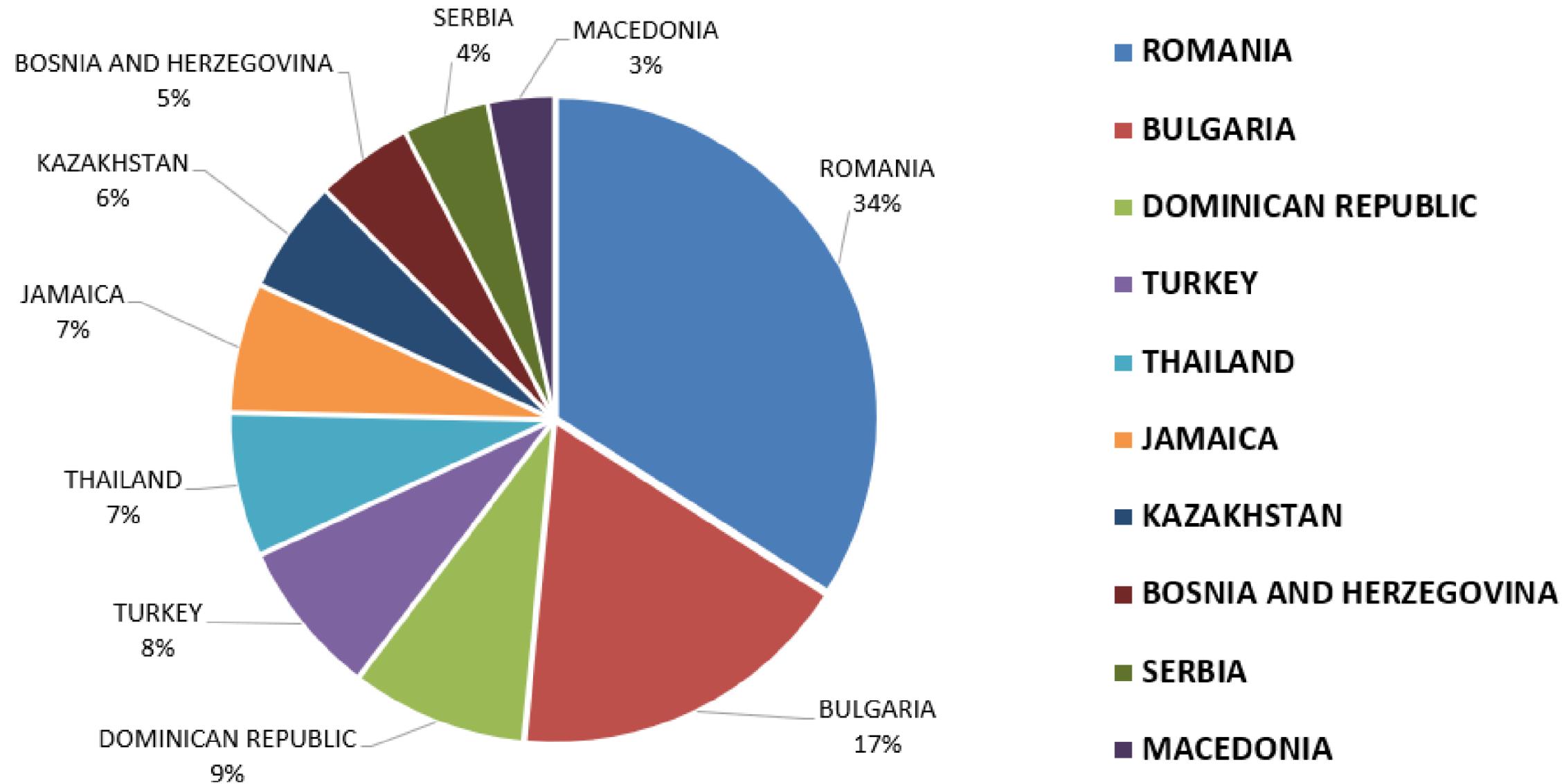
## Top 10 U.S. Destinations CY2024



# Summer Work Travel – Ocean City, MD

## Total EVs in 2024 – 3,678

### Top 10 Sending Countries



# Sponsors with Exchange Visitors in Ocean City in 2024

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Alliance Abroad  
Group, L.P.

American Work  
Adventures, Inc.

American Work  
Experience

ASSE Aspire, Inc.

Camp Counselors  
USA/Work  
Experience USA

CIEE, Inc.

CSB International,  
Inc.

GeoVisions

Greenheart  
Exchange

InterExchange, Inc.

International  
Exchange of North  
America, Inc.

Intrax Work/Travel

Life Adventures, Inc.

LifeTRAVELED, Inc.

Signature Services  
Corporation

Spirit Cultural  
Exchange, Inc.

United Studies, Inc.

United Work and  
Travel, a Division of  
APEI



# Role of the Sponsor

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- Designated by the Department of State to administer the Exchange Visitor Program.
- Responsible for exchange visitor screening and selecting.
- Support and monitor exchange visitors.
- Ensure the health, safety and welfare of their exchange visitors.



# Summer Work Travel Program

## Host Employers Responsibilities



**Provide EVs the number of hours of employment per week as agreed on the job offer**



**Pay eligible EVs for overtime worked in accordance with applicable state or federal law**



**Notify sponsors when EVs arrive at the work site; when there are any changes in the job; when EVs are not meeting the requirements of job; or when EVs leave their job early**



**Contact sponsors immediately in the event of any emergency involving EVs or any situation that impacts their health, safety or welfare**

# Summer Work Travel Program Exclusions

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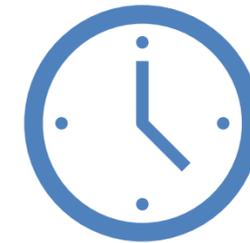
*Participants must **NOT** be placed in positions involving:*



**Domestic Worker**



**Vehicle Operation  
Requiring a License**



**Predominantly  
Overnight Hours**



**Sustained Physical  
Contact or Adherence  
to CDC Precautions**



**Requires a Li  
cense**



**Chemical Pest  
Control**



**Warehouses or  
Distribution Centers**



**No Regular Interaction w/  
U.S. Citizens and U.S.  
Culture**

# Office of Program Administration (EC/OPA)

## SWT Incidents and Complaints 2024

SWT Incidents	Cases
Accident (not resulting in death)	183
Health Issues	102
Crime and/or Arrest	91
EV Issues	62
Placement/Employment-Related Issues	58
Sexual Misconduct	37
Visa Issues	30
Mental Health	8
Death	3
Sponsor Program Administration Issues	2
<b>Grand Total</b>	<b>576</b>

*Incident Data*

SWT Complaints	Cases
Placement/Employment-Related Issues	163
EV Issues	28
Crime and/or Arrest	7
Sponsor Program Administration Issues	6
Accident (not resulting in death)	5
Sexual Misconduct	5
Visa Issues	3
Health Issues	1
<b>Grand Total</b>	<b>218</b>

*Complaint Data*

# 2024 SWT Virtual Monitoring



**Sent to all active EVs  
in July 2024**

**Over 81,000 EVs  
57% response rate**



**91% of respondents rated their program positively.**



**22% of respondents reported that their job hours are not what was expected based on their program agreement.**



**28% of respondents reported that housing is not near amenities.**



**29% of respondents reported dissatisfaction with availability of transportation options.**

# 2024 SWT Virtual Monitoring – Ocean City Results

**93%** of respondents increased their understanding of U.S. culture.



**86%** of respondents were satisfied with their job.



**85%** of respondents were satisfied with the transportation options.



# 2024 SWT Virtual Monitoring Ocean City Results

**Only 70% of respondents reported being satisfied with their housing.**

21% reported their rent was not what they expected.

27% reported their housing was not what they expected based on the housing agreement.

29% reported their housing was not well maintained.

34% reported there were not enough bathrooms at the housing.

# Safety is a Priority

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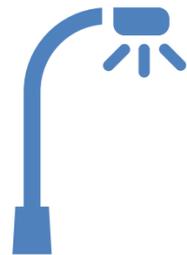
## Notable Safety Risks

- Cases of electric scooter accidents have increased significantly.
- Motor vehicle accidents are increasing every year (both driver and passenger related).

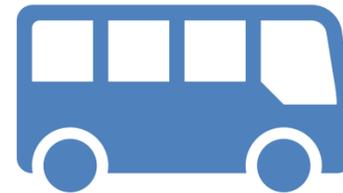
## Sponsor Safety Best Practices



Highlight  
Importance of Road  
Safety



Provide Well-Lit  
Spaces



Encourage Public  
Transportation



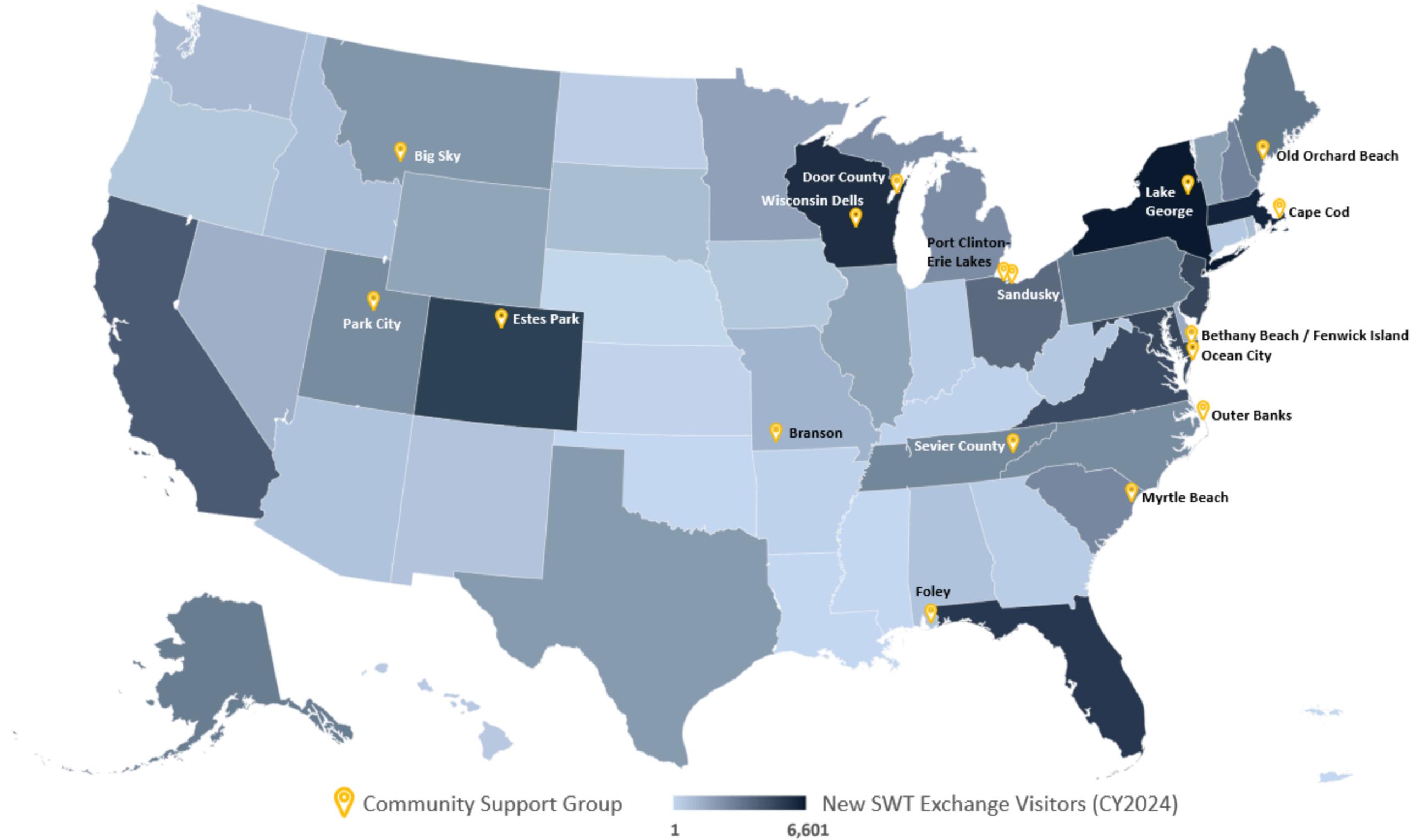
Prioritize Water  
Safety Instruction



# Supporting the BridgeUSA Program – Community Involvement



# Community Support Groups



# Community Best Practices

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- Bike safety videos

- Bike light giveaways



EVs safer on roads

- Employer engagement

- Manager involvement



Greater understanding in the workplace

- Welcome orientations

- Community safety presentations



EVs safer and more comfortable in community

- Host family arrangements

- Invites for locally cooked meals



Building relationships with Americans



# Engage with



@ECAatState



@ExchangeProgramsAtState



@ExchangeOurWorld



Send us your stories to be included on:

- Updated homepage on [J1visa.state.gov](http://J1visa.state.gov)
- Look out for upcoming Instagram Lives!
- Follow our social media channels so we can follow you!



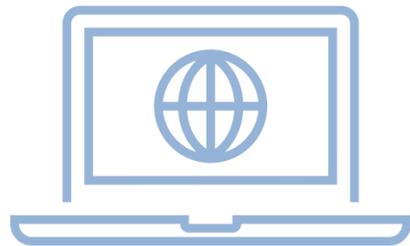
BridgeUSA

# Contact Information

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[Jvisas@state.gov](mailto:Jvisas@state.gov)



[J1visa.state.gov](http://J1visa.state.gov)



J-Visa Emergency Hotline: 1-866-283-9090



Thank You

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# Role of Sponsors

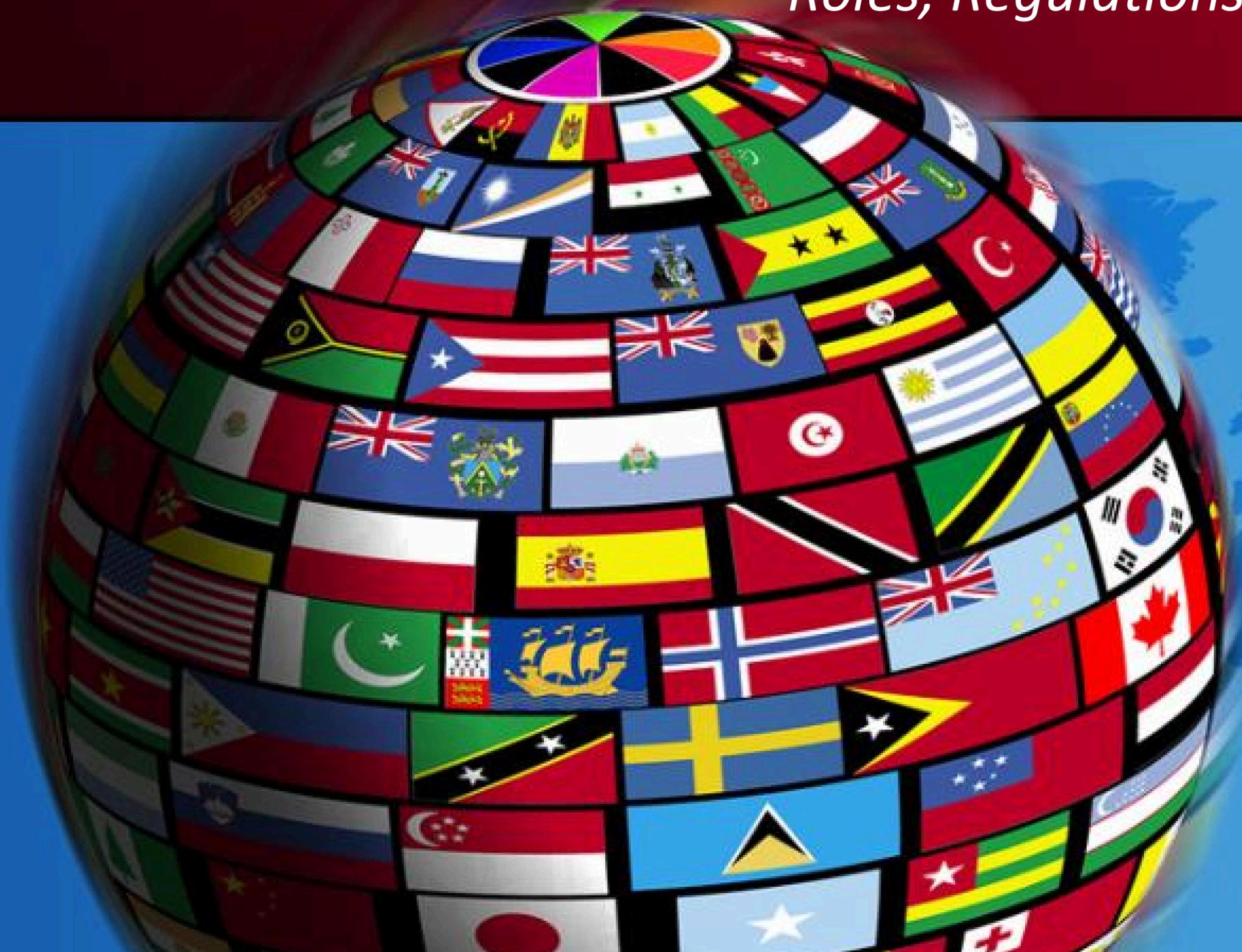
**Jamie Banjak**

Director of Strategic Development,

Alliance Strategies

# Summer Work Travel

*Roles, Regulations & Responsibilities Overview*





## *BEFORE WE GET STARTED ....*

### *GLOSSARY- all those acronyms!*

- DOS - Department of State
- ECA- Educational & Cultural Affairs
- EV - Exchange Visitor (also may see “Participant”)
- SWT- Summer Work Travel
- SEVIS - Student & Exchange Visitor Information System
- SSA/SSN - Social Security Administration/Number
- HC- Host Company (Employer)
- CSG- Community Support Group
- ISOP- International Student Outreach Program



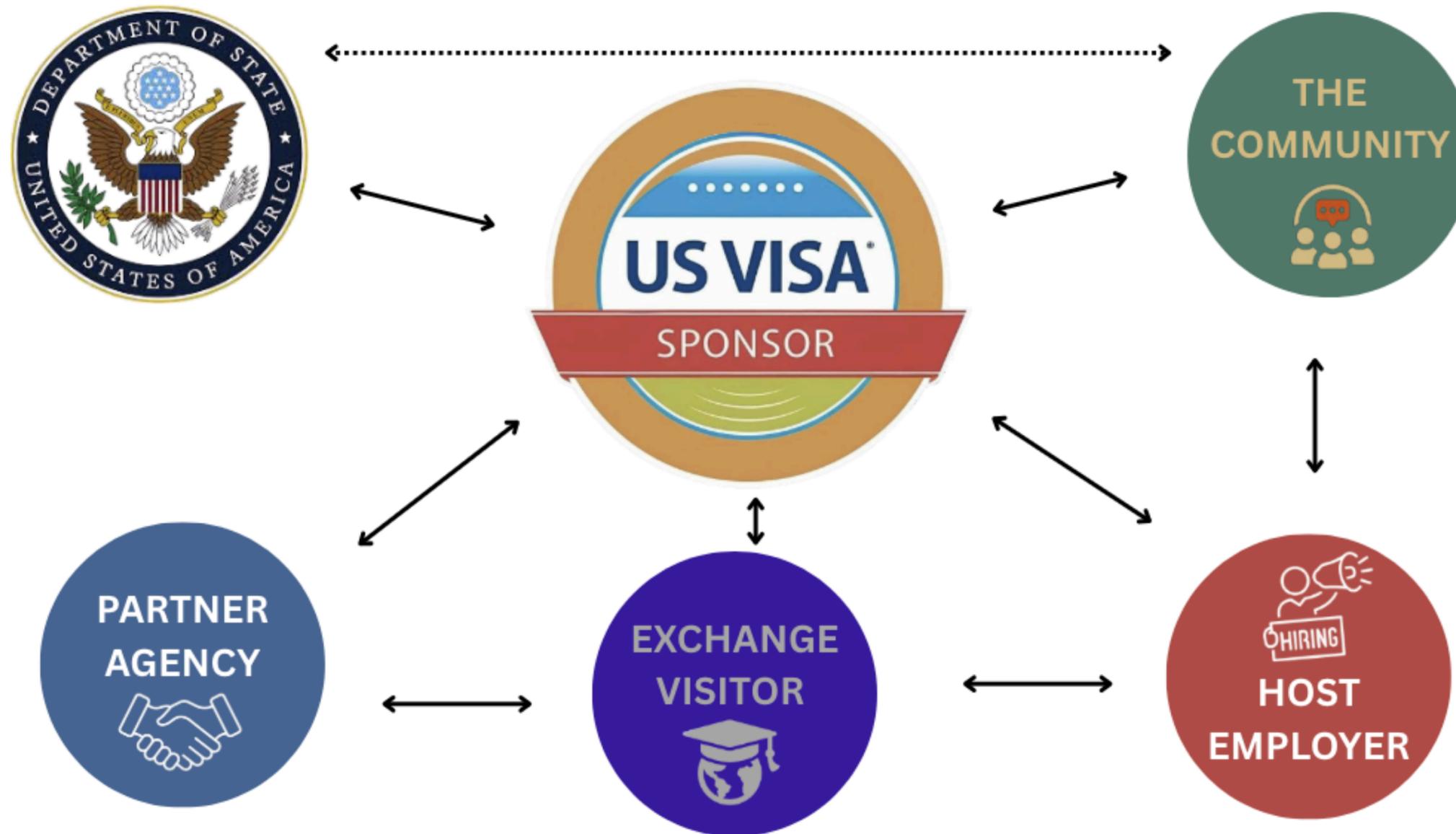


# *Key Stakeholders*

- Exchange Visitors or program participants
- Host Company or Employer
- Visa Sponsor or Program Sponsor
- Partner Agency or Overseas Agency
- U.S. Department of State
- Community Support Groups



# ALL STAKEHOLDERS ARE CONNECTED!



- DOS has oversight of visa sponsor
- Host Employer and visa sponsor **MUST** maintain a direct relationship
- Community has an integral role
- Visa sponsor touches all stakeholders



# *Summer Work Travel Exchange Visitor (EV) - Who are they?*



- Full-time university students
- Must be at least 18 years old
- Interest in cultural exchange
- Future leaders in their fields of study and countries
- Work in seasonal entry level jobs for **up to 4 months** to earn funds and help defray a portion of their expenses
- Travel in the U.S. up to **1 month** after their program
- Return home to share their experience

**1 in 3 world leaders participated in an exchange program in the U.S.**



# *Summer Work Travel Exchange Visitor (EV) Responsibilities*

- Exchange Visitors must register in SEVIS/check-in with their sponsor within 10 days of arrival to the United States.
- EVs must report and update their U.S. housing address to their sponsor.
- Report any additional jobs to their sponsor and wait until it has been vetted and confirmed before beginning work.
- EVs must have at least monthly contact (30 days) with their sponsor.
- Program requirement to participate in and report cultural activities

*Failure to do so may result in the termination of their program.  
Your sponsor will send reminders to you and the participant if they're late.*





# *Visa Sponsor Responsibilities*

- Pre-program screening, selection & paperwork, orientation, placement and monitoring of participants
  - Issuing/Processing DS-2019 Form & assist in the Visa Process
  - Ensuring availability of suitable and affordable housing
- Vetting and verifying all jobs are with legitimate and reputable businesses and the job offers meet program regulations
  - Vetting secondary employment
- Providing 24/7 support for employers and participants
- Ensuring the **Health, Safety and Welfare** of exchange visitors
- Providing/Ensuring all participants have sufficient medical insurance
- Monitoring Program Participants, Upholding Department of State Regulations & Communicating EV related issues to Department of State
- Organizing and/or promoting opportunities for cultural activities



# Exchange Visitor Housing



**Sponsors must consider the availability of suitable, affordable housing (*e.g. meets local codes and ordinances*) - and reliable, affordable, and convenient transportation to and from work when making job placements.**

## Sponsor Considerations:

- Place EV with employers who provide suitable housing, or are able/willing to assist the EV in finding housing prior to arrival.
- If employers do not provide housing, place EV in areas that have access to safe, affordable and accessible housing and transportation options.

## Community Considerations:

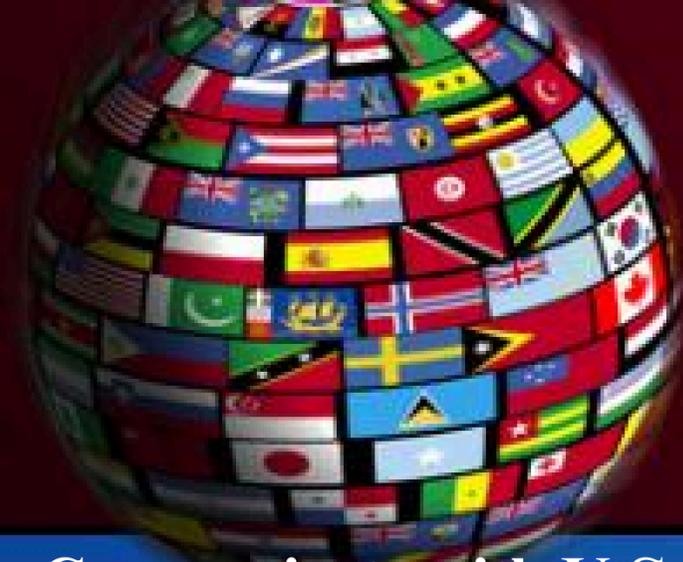
- Can the available housing in the community support the number of Summer Work Travel participants traveling here?
- Ensuring safe and adequate housing within the community (ordinances, codes and compliance)
- Looking to the future - growing the Summer Work Travel program in your area - what does it take?



# *Partner agency/Overseas partner*

- Home country point of contact for all EVs
- Vetted by the U.S. visa sponsor
- Facilitates in person recruitment fairs and orientations in conjunction with the U.S. visa sponsor
- Assists with EVs program enrollment/document collection
- Maintains timely and effective communication with the U.S. visa sponsor before, during and after the EVs program.





# *Host Company/Employer Responsibilities*

**Communicate with U.S. Sponsor Agency as “first point of contact” even if having hired independently or through a 3rd party organization (foreign or domestic entity)**

Notify U.S. Sponsor Agency:

- When Exchange visitor arrives
- When there are changes in the job placements. ( i.e. position, location, hours, wages)
- When EVs leave their position ahead of planned departure. (resignation/termination)
- In the case of emergency or situation that affects the EV’s health, safety, or welfare
- Not meeting the requirements of their job

Make good faith efforts to provide EVs the number of hours of paid employment per week as identified on job offers.





# Host Company/Employer SECOND JOBS

Second Jobs must be approved by the sponsor before an exchange visitor can start working.

- If an exchange visitor applies for a second job:
  - Ask who their sponsor is
  - Sponsor is named on DS-2019 Form
  - Contact the sponsor to complete their vetting requirements for job approval.
  - Remember to schedule around the Primary Host Employers schedule





# *Host Company/Employer*

## *BEST PRACTICES AND THINGS TO REMEMBER*



- Organize/plan/promote at least 1 cultural exchange event per month
- Provide required documentation for vetting in a timely manner(Business License, Workers Comp, Seasonality reports)
- Conduct orientations to help EVs understand the company policies and expectations
- Show flexibility (visa denials, late arrivals, etc.)
- Respect DS dates- EVs cannot legally work until the program date listed on their DS form and must finish work by the program end date
- Encourage EVs to return home and complete their program and do not discuss change of visas
- Don't forget- EVs are legally able to start work and be paid without a social security number
- Overnight shifts are not permitted!
- Assist with social security
- Welcome diversity! (more than one country of recruitment and understand cultural differences)
- Provide housing/transportation
- Educate domestic staff on program participants and regulations and their responsibilities in the program

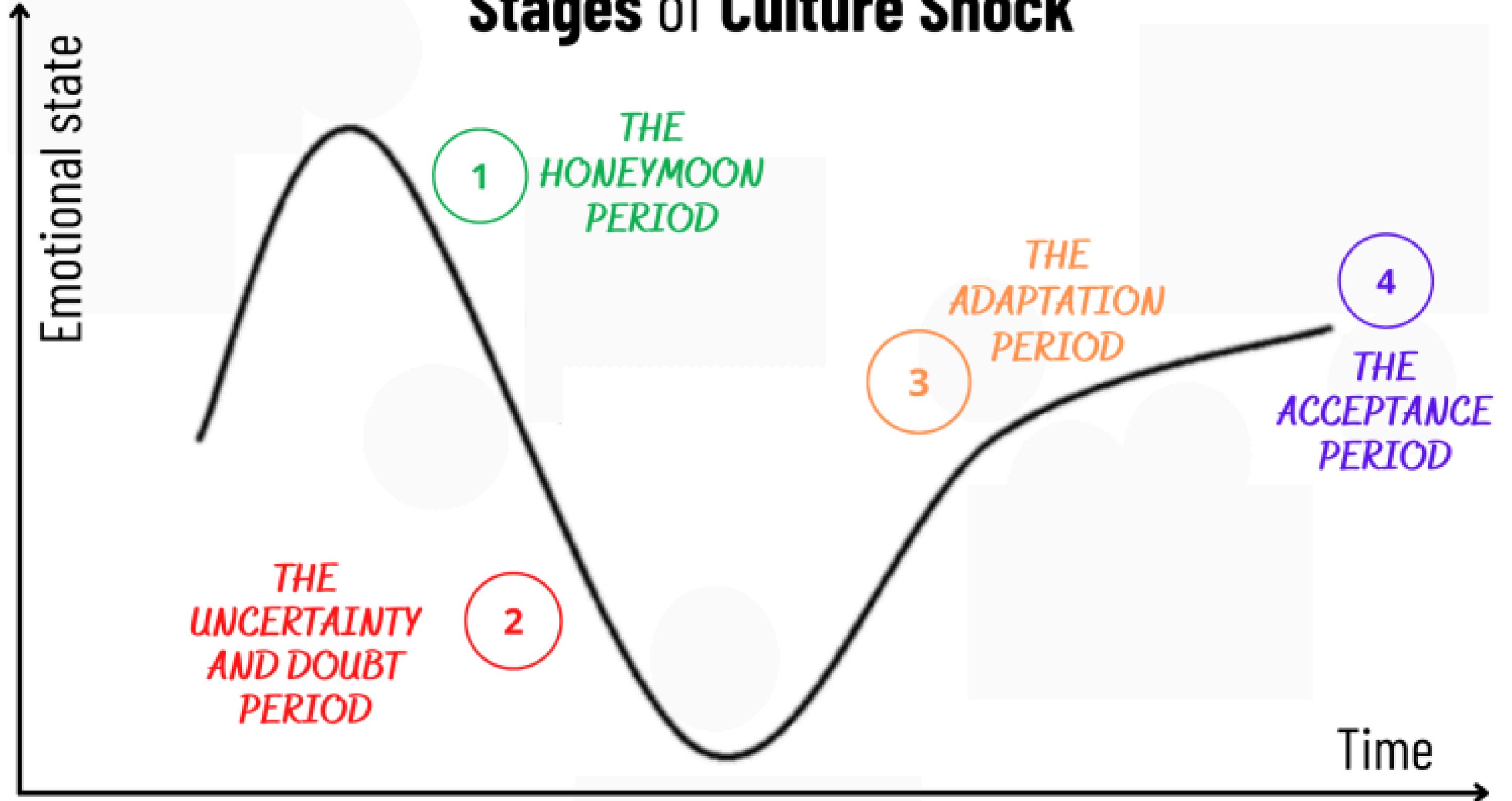


# Community Responsibilities

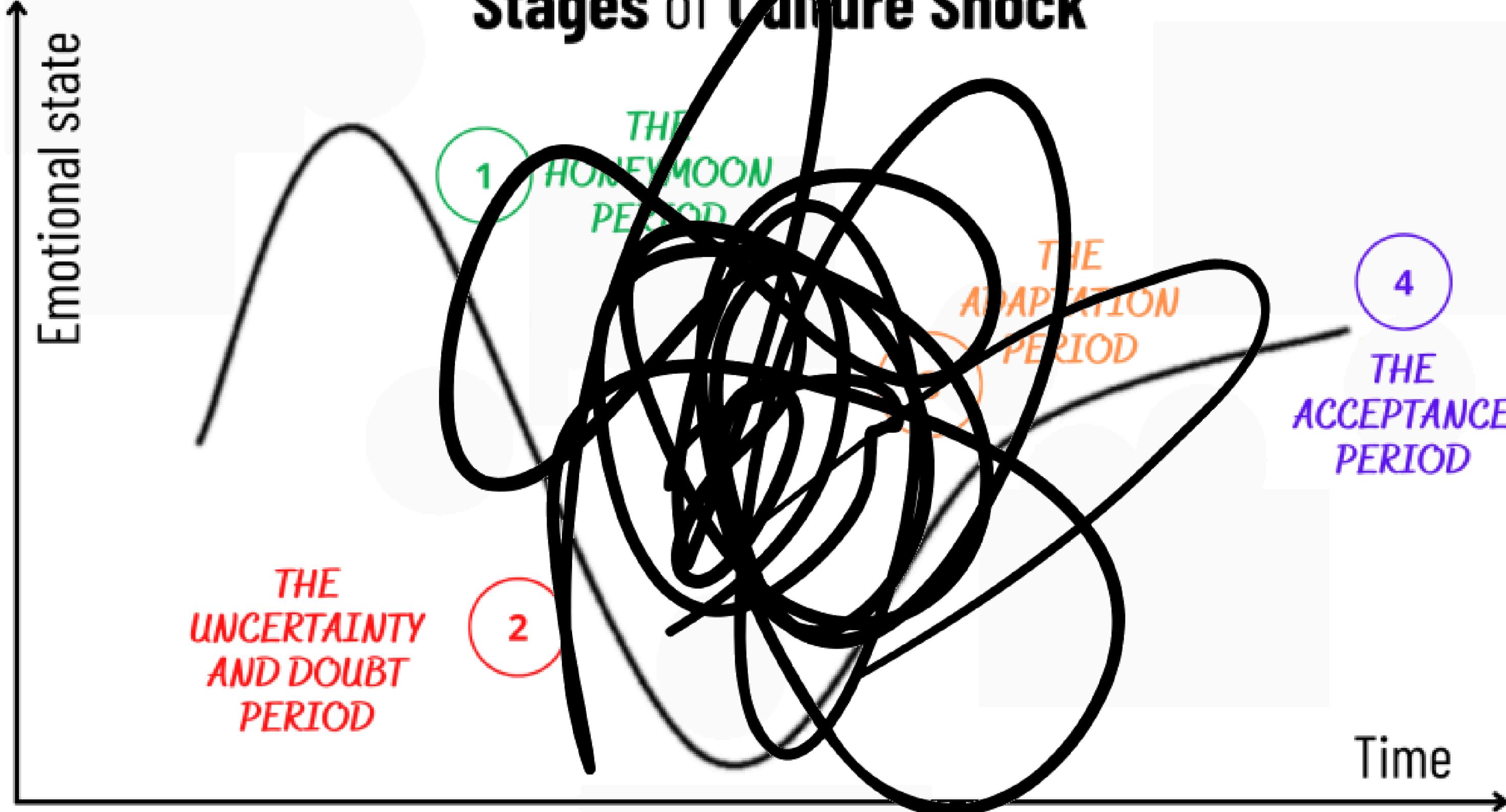
- Embrace EVs in the community thereby enhancing an exchange visitor's overall experience and helping ensure their health, safety & welfare and providing community connections
- Communities with great reputations attract participants and become advocates for the program
- Partner with visa sponsors and DOS
- Partner with first responders
- Educate EVs on emergency procedures and area safety information (biking, walking, water safety, storm prep)



# Stages of Culture Shock



# Stages of Culture Shock





# Crisis Resources

- **National Suicide Prevention Lifeline**  
Call 24/7: 1-800-273-TALK (1-800-273-8255)  
The lifeline is available to anyone and provides a free, confidential hotline 24 hours a day, 7 days a week
- **Crisis Text Line**  
The text line is available to anyone and provides 24 hour text support  
Text "HELLO" to 741741

# 2<sup>nd</sup> JOBS – POINTS TO REMEMBER

- All primary and “second” or “replacement” jobs MUST be vetted/verified by the U.S. Sponsor Agency **before participant may begin work**
- Jobs must be seasonal or temporary\_in nature-- cannot displace American workers
- “3rd shift” night jobs not permitted (work hours that fall predominately between 10:00pm – 6:00am)
- Participants, just as their American counterparts, are employees “At-Will”
- Cannot threaten with visa cancellation or deportation
- Host Employer cannot hold participants’ D.S. Form, Passport, SS Card or any other legal documentation
- Participants are expected to return home at the end of their program. Host employers should not encourage participants to stay longer than their program end date

In an emergency, contact your sponsor's 24-hour helpline





# Program Advocacy

**Mark Overmann**

Executive Director, Alliance for  
International Exchange



# Advocacy for Summer Work Travel & International Exchange Programs

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MARK OVERMANN

ALLIANCE FOR INTERNATIONAL EXCHANGE



# WHO WE ARE

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The Alliance for International Exchange is an association of 90+ U.S.-based international exchange implementing organizations and program sponsors.

We are the collective public policy and advocacy voice of the international educational and cultural exchange community in the United States.



# WHO WE ARE

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**#1**

*public policy voice of the international education and exchange community in the U.S.*

**90+**

*members and supporters*

**350,000+**

*exchange participants engaged yearly via Alliance member programs, including BridgeUSA and federally-funded programs*



*Alliance*  
for International Exchange

# WHY IS ADVOCACY IMPORTANT?

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## Why do we advocate?

- Provide input, be a reliable & trusted resource
- Inform policy
- Proactively protect interests
- Defend interests whenever necessary

## Who do lawmakers listen to the most and why?

- Constituents!
- Stakeholders
- Local impact

# BridgeUSA Programs Drive the U.S. Economy and Support American Businesses

<https://alliance-exchange.org/info-and-issues/>



**If host camps could not host international camp counselors...**  
 An overwhelming 96% would see their operations negatively impacted either through a reduction of services or activities and/or a decrease in the number of enrolled American campers.



**If families could not host au pairs...**  
 87% would be negatively impacted due to their inability to find suitable childcare for their family.

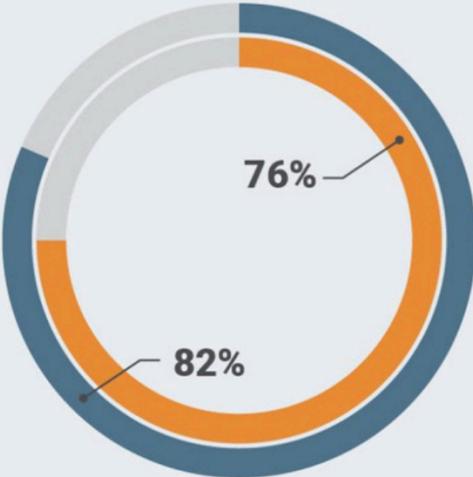


**If employers could not develop international business connections through the Intern and Trainee Programs...**  
 68% report that they would see their work and business negatively impacted.



**\$811.2 MILLION**

The amount BridgeUSA participants across the five programs surveyed contributed to the U.S. economy in 2023.



**86% of host employers rely on the SWT program to fill local staffing shortages. If employers were unable to host SWT participants...**

- 82.3% would see their overall business negatively impacted
- 76.2% would see a decline in their level of service to their customers



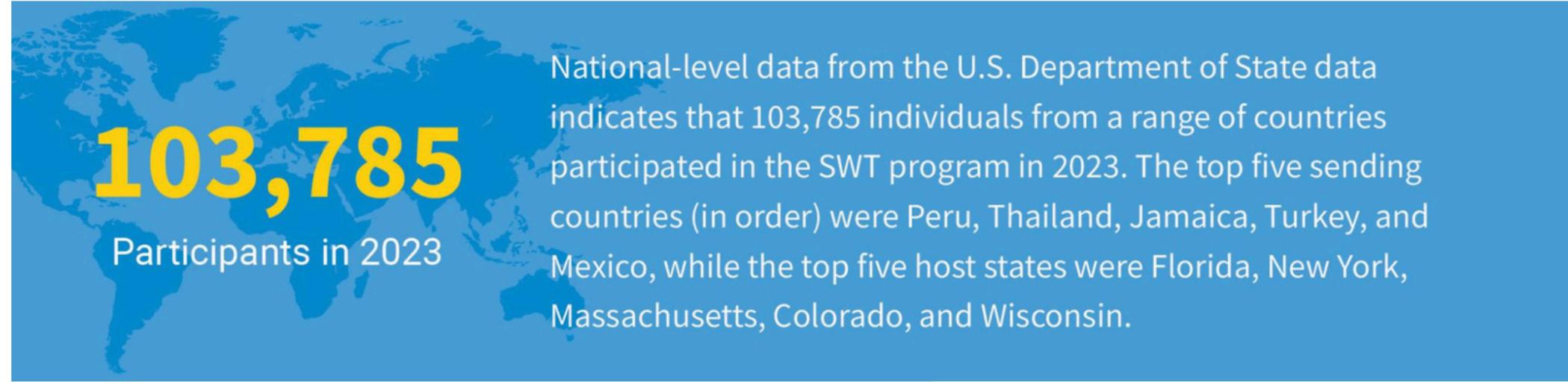
# The Summer Work Travel Program: Cultural Exposure and Support for American Seasonal Businesses

## An Investment in America

How Department of State BridgeUSA Exchange Programs Advance U.S. Interests at Home and Abroad

### Summer Work Travel Program, 2019-2023

The U.S. Department of State BridgeUSA Summer Work Travel (SWT) program is a student exchange initiative designed to expose international university students to U.S. culture. Each year, students come to the U.S. for temporary work and travel opportunities during their summer breaks. This opportunity allows them to live and work throughout the U.S. for no more than four months, often in popular tourist destinations that benefit from the cultural exchange and additional seasonal support. In 2023, a total of 103,785 SWT participants took part in the program across the U.S.<sup>2</sup> Participants must be enrolled university students and they come to the U.S. on non-immigrant J-1 visas.



**103,785**  
Participants in 2023

National-level data from the U.S. Department of State data indicates that 103,785 individuals from a range of countries participated in the SWT program in 2023. The top five sending countries (in order) were Peru, Thailand, Jamaica, Turkey, and Mexico, while the top five host states were Florida, New York, Massachusetts, Colorado, and Wisconsin.

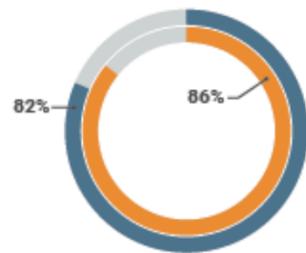
### The Summer Work Travel Program

Drives the U.S. Economy and Supports American Businesses



**\$353 MILLION**

Total amount SWT program participants spend in the U.S. per year



- Host employers rely on the program to help fill local staffing shortages
- Host employers report that the program supports overall business staffing

If host employers could not host international SWT participants...

**82%** would see their work and business negatively impacted from not being able to operate and/or having a lower revenue during their peak season.



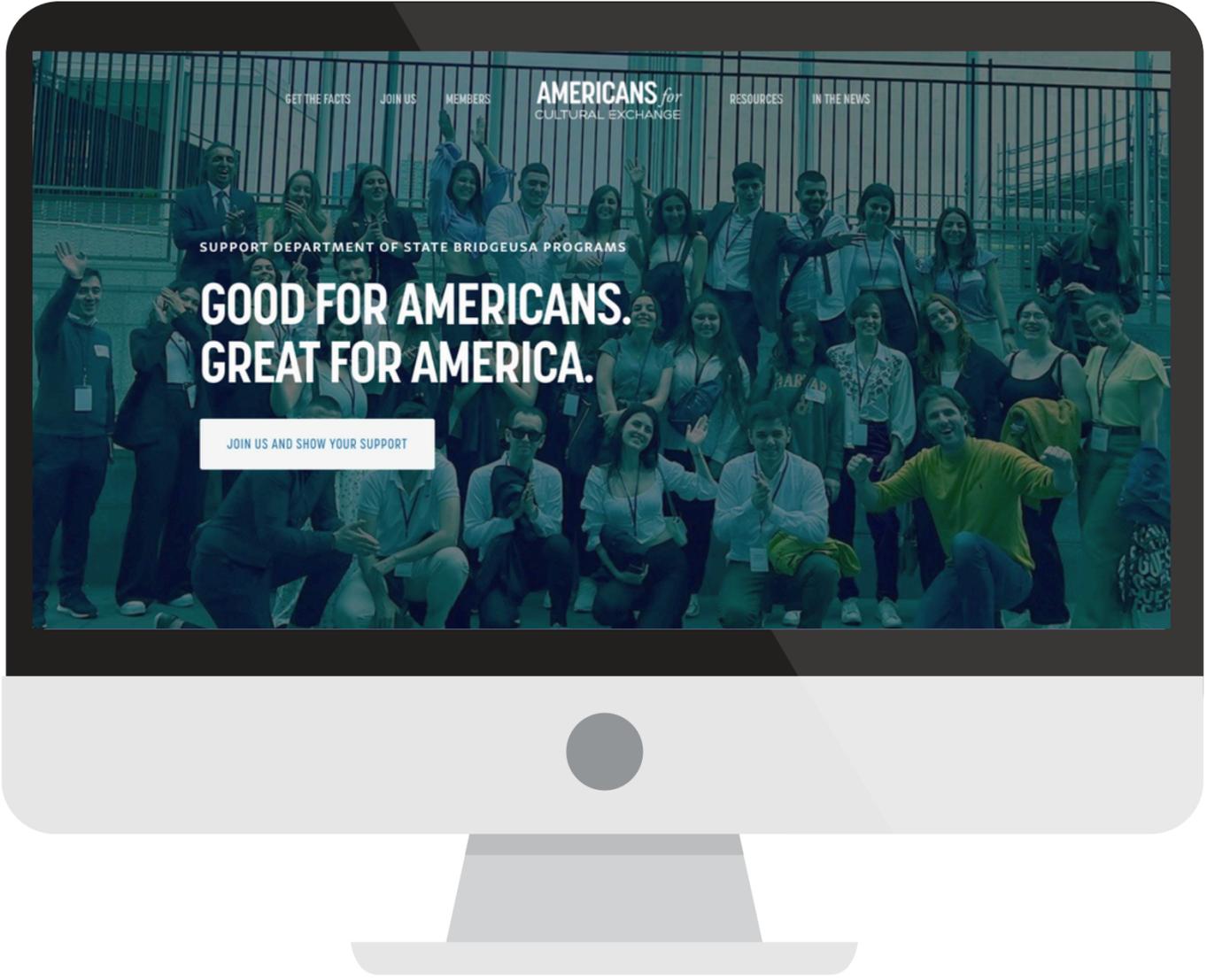
**\$353 MILLION**

Total amount SWT program participants spend in the U.S. per year

<https://alliance-exchange.org/info-and-issues/>

<sup>2</sup>J-1 program national-level participation numbers are drawn from U.S. Department of State sources, upon which the economic impact calculations are also based. All other survey findings are based on a 2024 survey of 5,389 program alumni and 613 host organizations.

# AMERICANS FOR CULTURAL EXCHANGE



## AMERICANS *for* CULTURAL EXCHANGE



Free to sign up!

A platform for supporters of BridgeUSA exchange programs to register their interest and support, access program resources, help support exchange programs like Summer Work Travel through grassroots advocacy in their communities.

\* Host businesses, chambers of commerce, community leaders, schools, interested stakeholders, etc.

# INTERESTED IN LEARNING MORE?

Join our webinar tomorrow, April 16 at 3pm EDT!

Discussion will include:

- Examples of Americans for Cultural Exchange advocacy
- Policy update on current issues impacting exchanges
- Opportunities to get involved

Register here to secure your spot



HOST EMPLOYERS, BUSINESSES, & CAMPS | COMMUNITY LEADERS  
COMMUNITY SUPPORT GROUPS | CHAMBERS OF COMMERCE | BUSINESS & TRADE ASSOCIATIONS  
INTERNATIONAL EXCHANGE ORGANIZATIONS

#### Host Employers, Businesses, and Camps

##### California

- Anderson's Swim School (Pacifica)

##### Colorado

- BedRock Depot, LLC (Dinosaur)

##### New Hampshire

- Pierce Camp Birchmont (Wolfeboro)
- Portsmouth Gas Light Co (Portsmouth)

##### New Jersey



# Today's Sponsors

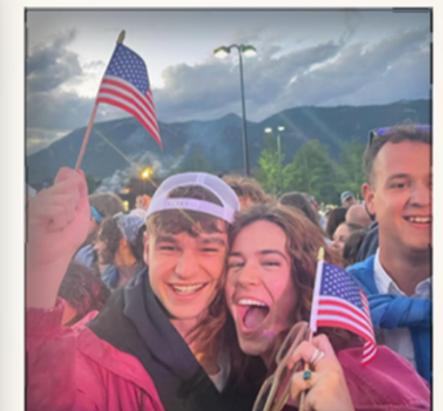
- ASSE Aspire
- Intrax
- United Work and Travel
- Alliance Strategies
- Greenheart
- Food Lion
- CIEE
- InterExchange

# ASSE Aspire

Ocean City, MD office – 5000 Coastal Highway

Phone: 410-524-0901

- Giada Limardi, SWT Program Director  
Email: [glimardi@asse.com](mailto:glimardi@asse.com)
- Kimberly Henn, SWT Placement Director  
Email: [khenn@asse.com](mailto:khenn@asse.com)





Jenn Yildiz  
Regional Account Manager  
Direct: 415-316-0610

[jy](#)



Sandi H Taylor  
Field Support Coordinator  
Direct 415-231-3917  
[shtaylor@intraxinc.com](mailto:shtaylor@intraxinc.com)



Sanaa Gedeon  
Operations Assistant  
415-231-3820  
[sgedeon@intraxinc.com](mailto:sgedeon@intraxinc.com)

Address: 455 Market St, Suite 1700  
San Francisco, CA 94105  
Phone (888) 224-0450

# intrax

## Work Travel





 **1705 Philadelphia Ave, Room 116**

Radomir Jankovic - Program Manager  
✉ [rjankovic@unitedworkandtravel.com](mailto:rjankovic@unitedworkandtravel.com)  
☎ 443-664-6519

Lizzy Heinbauch - Program Director  
✉ [lizzy@unitedworkandtravel.com](mailto:lizzy@unitedworkandtravel.com)  
☎ 443-501-4215



ALLIANCE

STRATEGIES

ALLIANCE  
ABROAD

[www.allianceabroad.com](http://www.allianceabroad.com)

GEOVISIONS

[www.geovisions.com](http://www.geovisions.com)

# Greenheart Exchange: Bring the world to your workplace

Attending:

Renee Clarke

Senior Host Relations Account Manager; Work and Travel Program

- Direct: 312-235-6324
- Email: [rclarke@greenheart.org](mailto:rclarke@greenheart.org)
- Schedule a call:



*Greenheart 24/7 Emergency Phone:*

**1-855-767-5642**



Are you  
as ready  
for summer  
as we are?



**greenheart**  
Celebrating 40 years



HirewithGreenheart.org



Cheryl Collins - Store Manager

Linda Loss - Coordinator

## General Host Inquiries

1-888-268-6245

hire@ciee.org

# cíee®

Council on International Educational Exchange

## Participant Support 24/7

1-888-268-6245

contact@ciee.org

cíee





For over 50 years, InterExchange has been a nonprofit organization devoted to promoting cross-cultural awareness through work and volunteer exchange programs. InterExchange is based in New York City, and we have remote staff all over the country ready to assist you with your seasonal **Summer Work & Travel** needs. Between Portia and Blair we have over 25 plus years of experience in the cultural exchange industry.

Account Managers:

**Blair Gloe** (Mid- Atlantic)

*[bgloe@interexchange.org](mailto:bgloe@interexchange.org) 917-305-5437*

**Portia Haynes** (New England)

*[phaynes@interexchange.org](mailto:phaynes@interexchange.org) 917-305*





# Break!





# Student Testimonials

- **Francesca Bellai**
- **Edgar Tapia Figueroa**



# My W&T experience

Edgar Tapia

Ecuador





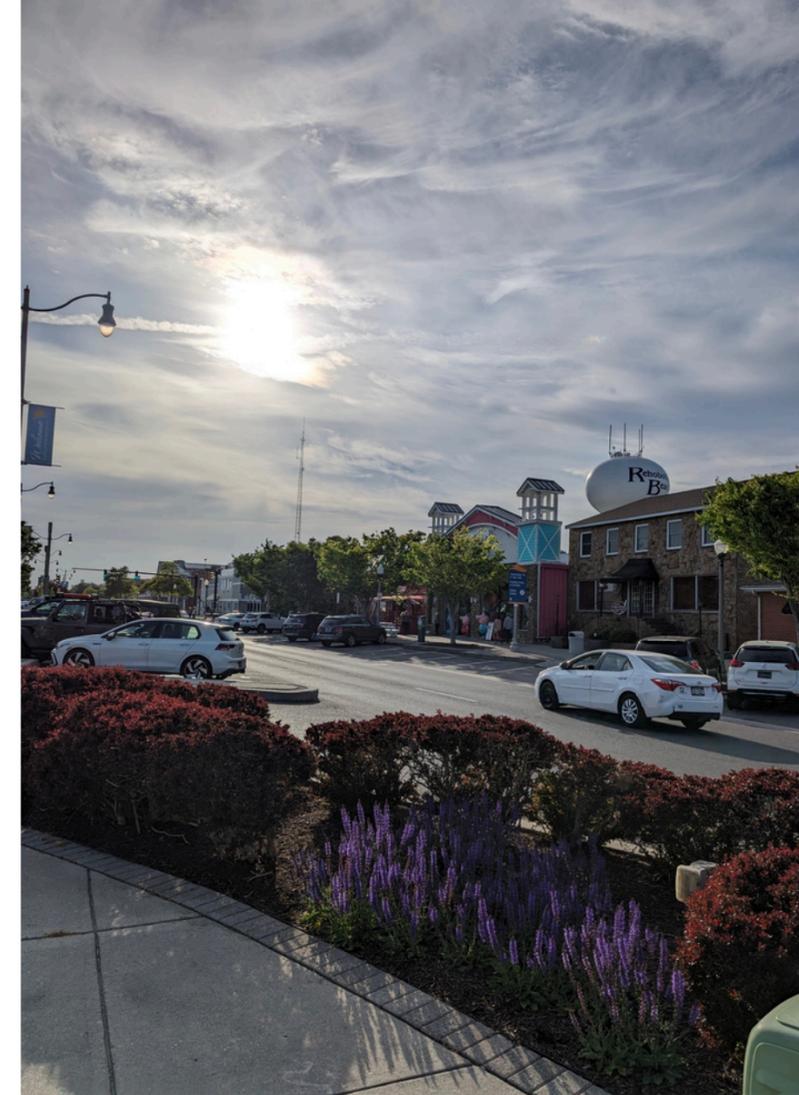
# Guayaquil





Rehoboth Beach, Delaware 



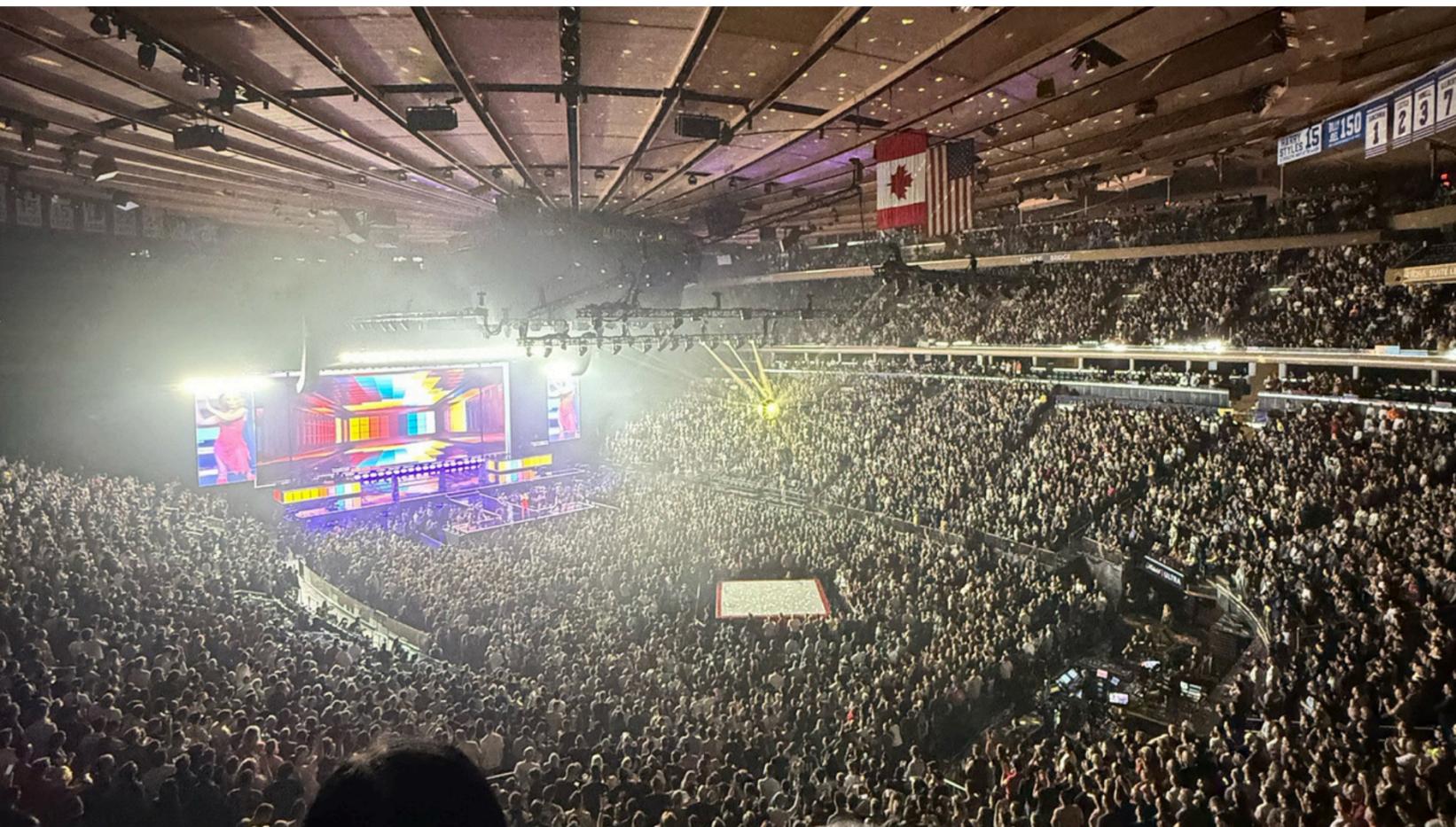


It's about enjoying  
the whole experience

- Sometimes we get caught up in a lot of work, that sometimes we tend to forget about the full experience of being in a totally different country.
- Go out for a walk, to a party, ride a bike, visit touristic attractions, meet people, do friends, go shopping and have fun!







## Make it memorable

- W&T expanded my horizons, taught me real life lessons and let me know more about myself.



# Social Security

**Bobbie Arndt**

District Manager, Social Security Administration



# Social Security Administration

**BOBBIE ARNDT**  
**DISTRICT MANAGER**  
**SALISBURY, MD**

**[MD.FO.Salisbury@ssa.gov](mailto:MD.FO.Salisbury@ssa.gov)**

# Online Social Security Number Application Process (OSSNAP)

Exchange Visitors use the following link that takes them directly to the SSA site where they start the process:

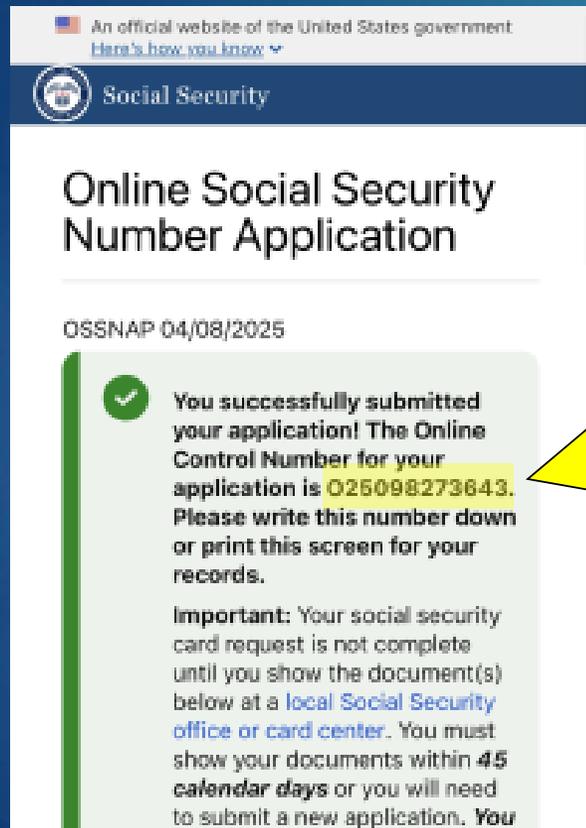
<https://www.ssa.gov/ssnumber/start.html>

They will be asked all the same information that is on the current paper Social Security Card application: Name, Date of birth, Place of birth, Mother's and Father's name, personal mailing address.

Upon completion of the online application, the applicant will be provided with an ONLINE CONTROL NUMBER to bring to the office. Although the applicant will see an option online to schedule an appointment, EVs should working will coordinate with their sponsor organization to schedule directly with the SSA POC.

In order to complete the process, within 45 days, the applicant will need to visit an SSA office to provide form DS-2019, valid passport, and OSSNAP online control number. Employers using a transport company should schedule EV groups with them and the SSA POC

# Online Social Security Number Application Process (OSSNAP)

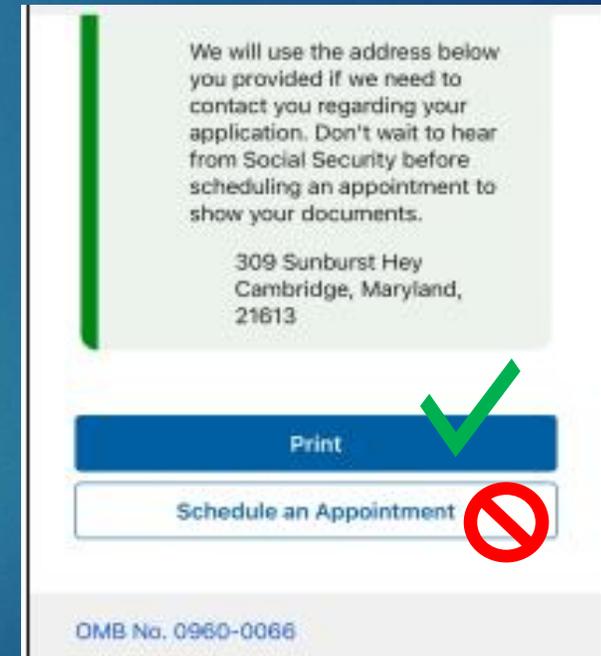


## DO:

1. Print or write down the Control Number after submitting the online application. The EV applicant must provide this number to the field office.
2. Request EV appointments by email to [md.fo.salisbury@ssa.gov](mailto:md.fo.salisbury@ssa.gov)

## DO NOT:

Use the online option to schedule an appointment for groups of multiple EVs--contact SSA



# New for 2025

## Appointment Focused Service

- ▶ With the goal of enhancing our service delivery and improving the customer experience, Social Security Administration FOs/SSCCs has transitioned to an appointment focused service delivery model for office workloads, including initial claims, post-entitlement, and SSN card services.
- ▶ By scheduling appointments for in-person transactions, we seek to manage the flow of in-person traffic, to minimize in-person wait times, promote online and automated services, and ensure that staff can focus on delivering quality service to each customer.
- ▶ We first direct customers to the fastest service options via SSA's online services at [www.ssa.gov/onlineservices](http://www.ssa.gov/onlineservices). Customers who are not able to handle their business online or with the automated or assisted options available from the National call center 800-772-1213 can contact their local FO/SSCC to complete their business over the phone.

# Key take-aways to Streamline the SSN Application

Successfully complete the online application to cut the SSA interview process time in half!

[www.ssa.gov/number-card](http://www.ssa.gov/number-card)

Ensure each EV holds onto their own online control number to streamline the process.

Sponsors should schedule appointments for EV applicant groups with SSA by email to [md.fo.salisbury@ssa.gov](mailto:md.fo.salisbury@ssa.gov)

Ensure the EV lists their own residence mailing address on the application, not that of an employer or friend.

# Q & A

What does the EV applicant need to bring?

- Form DS-2019
- Valid passport
- OSSNAP online control number.

What is the average turn-around time for EV's application process?

- Appointments are generally scheduled within 10-14 days.
- SSN cards are generally issued within two weeks in most cases.

Please note:

- When an Exchange Visitor applies for a Social Security number, Social Security verifies their documents directly with the Department of Homeland Security (DHS). Most applications are verified immediately, but there can be delays. Social Security understands that this process may affect companies who hire EVs, but direct verification from DHS is vital to ensuring the integrity of the Social Security number.



# Q & A

- ▶ **Will SSA offices require appointments in 2025 for Exchange Visitors?**
  - ▶ Yes, Exchange Visitors must complete the process in-office to apply for an SSN.
  - ▶ We request that EVs schedule appointments in advance through their sponsor or transport company via email to **[md.fo.salisbury@ssa.gov](mailto:md.fo.salisbury@ssa.gov)**

# Q & A

- ▶ **How can sponsors and host employers assist SSA to improve the overall SSN process?**
  - ▶ Host Employers can assist EVs with scheduling appointments in advance with the SSA field office by email to **md.fo.salisbury@ssa.gov**
  - ▶ Host Employers can utilize Form SSA-132 to request EV's SSN.
  - ▶ Host Employers can set reminders to obtain their EV's SSN while they are still working.
  - ▶ Host Employers can assist EVs with verifying their correct mailing address before they apply for the SSN.



▶ **What are an employer's responsibilities when hiring Exchange Visitors who don't have Social Security numbers?**

- ▶ Advise EVs that they are required to apply for a Social Security number.
- ▶ If an EV has applied for, but has not yet received a Social Security number, you should get the following information as complete as possible:
  - ▶ **EV's full name**
  - ▶ **address**
  - ▶ **date of birth**
  - ▶ **place of birth**
  - ▶ **father's full name**
  - ▶ **mother's full maiden name**
  - ▶ **gender**
  - ▶ **date they applied for a Social Security number**

**Q & A**

## Q & A

- ▶ **How can employer obtain Exchange Visitor's SSN after the employee has left the job?**
  - ▶ Request the EV submit an SSA-132 when they apply.
  - ▶ The SSA-132 Must be signed by the EV.

[SSA-132 \(revised\).pdf](#)

# Q & A

## What if the employer doesn't have a Social Security number for an EV when wage reports (Forms W-2) are due to Social Security?

- ▶ Paper Filers: If the EV applied for a card but didn't receive the number in time for filing, enter "**Applied For**" in Box a.  
(Reference: <https://www.irs.gov/instructions/iw2w3>)
- ▶ Electronic Filers: If the EV applied for a card but didn't receive the number in time for filing, **enter all zeros** in the field for the Social Security number.
- ▶ Remember to instruct the EV to tell you the number and the exact name printed on the card, when he or she receives it.

## Q & A

- ▶ **My Exchange Visitor provided his or her Social Security number to me after I filed my wage report. What do I do?**
  - ▶ When you receive the EV's Social Security number, file **Form W-2c** (Corrected Wage and Tax Statement), to show the EV's number. Go to <https://www.ssa.gov/employer/w2cinfo.htm> for instructions on filing W-2c's.



# Taxes

## **Mary Handley**

Public Engagement Officer Eastern Shore

Comptroller of Maryland



COMPTROLLER *of* MARYLAND

S E R V I N G T H E P E O P L E

# Tax Season 2025

# Comptroller of Maryland

## Tips for International Student Workforce Employers



# Vision & Priorities

*To work in partnership to create a state that is more equitable, more resilient, and more prosperous so that every Marylander can reach their full potential.*

Implement critical agency wide improvements to help our state government work better

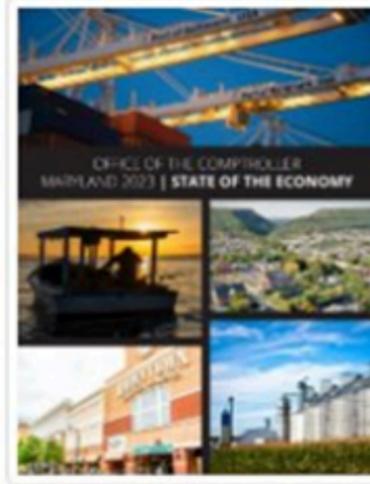
Ensure resources and expertise in this office to create opportunities for and positively impact Maryland families, communities, and businesses

Ensure Maryland is well-positioned for responsible long term economic growth and success

# Policy Research Reports

<https://www.marylandtaxes.gov/research/>

## State of the Economy Series



[State of the Economy](#)

January 2024



[Immigration and the Economy](#)

April 2024



[Child Care and the Economy](#)

December 2024

## Procurement Playbook Nonprofit Impact Report



[Maryland Procurement Playbook](#)

June 2024



[2024 Nonprofit Conference Impact Report](#)

December 2024

# Individual Taxpayers Identification

An Individual Taxpayer Identification Number (ITIN) is a tax processing number issued by the Internal Revenue Service.



The IRS issues ITINs to individuals who are required to have a U.S. taxpayer identification number but who do not have, and are not eligible to obtain, a Social Security number (SSN) from the Social Security Administration.

# Avoid Scammers, Keep YOUR money!

## What do they want?

- Your personal information
- Your identity
- your bank and social security numbers
- your vulnerability

## Top Tips to avoid scammers

- Know your preparer
- Never agree to pay a percentage of your refund in advance
- Never sign your file before it is completed
- Never accept a sealed envelope
- Look over ALL of your information before you file it.
- File Early
- Use Direct File

# REPORTING TAX SCAMS

- Use the **Form 3949-A, Information Referral** if you suspect an individual or a business is not complying with the tax laws, online or by mail.
- Tax law violation referrals are not taken over the phone.
  - We will keep your identity confidential when you file a tax fraud report.
  - You won't receive a status or progress update due to tax return confidentiality under **IRC 6103**.



Report suspected tax  
fraud activity

You can report an individual or a  
business you suspect of tax fraud  
(or scams) online or by mail.



Form 3949-A

# Maryland's Direct File Program

More information available at:  
[Marylandtaxes.gov/DirectFile](https://Marylandtaxes.gov/DirectFile)



More information available at:  
[Marylandtaxes.gov/DirectFile](https://Marylandtaxes.gov/DirectFile)

- Established in response to a provision in the Inflation Reduction Act
- A new and free service allowing eligible taxpayers to prepare and electronically file their tax return online
- Eligibility required—approximately 870,000 Marylanders will meet eligibility requirements
- The Direct File program will open in conjunction with the IRS' 2025 tax season filing start date (JANUARY 27<sup>th</sup>)

# Maryland's Direct File Program



Coming Soon to Maryland  
**Direct File**  
File your taxes for free!

## Who is eligible to use Direct File to file state taxes?

Maryland state residents will likely be eligible to use Direct File for their state tax filing if:

- They filed their federal return using Direct File;
- They are a full year Maryland resident;
- They use standard deduction;
- They want to claim common credits (state and local earned income tax credit, state and local poverty level credit, and the child and dependent care credit);
- Their income came primarily from W-2 employment;
- They want to claim common subtractions (Pension exclusions, child & dependent care expenses, military retirement exclusion).

## MARYLAND'S DIRECT FILE PROGRAM



More information available at:  
[Marylandtaxes.gov/DirectFile](https://www.MarylandTaxes.gov/DirectFile)



Coming Soon to Maryland  
**Direct File**  
File your taxes for free!

## Who should NOT use Direct File?

### Taxpayers who:

- Are part-year or non-residents of the state of Maryland;
- Have out-of-state income;
- Need to submit amended returns;
- Made 529 contributions;
- Have complex and/or non-traditional tax situations for tax year 2024.

### Taxpayers that have one or more of these types of income:

- 1099-INT interest income above \$1,500;
- 1099-K;
- 1099-NEC;
- 1099-R Retirement income;
- Business income;
- Capital gains;
- Dividends;
- Gig economy;
- Pensions and annuities.

### Taxpayers that want to take these deductions and credits:

- Itemized deductions;
- Premium Tax Credit (1095A, Marketplace);
- Saver's Credit.

# Contact Us

**Sergio Polanco**



**SPolanco@MarylandTaxes.gov**

**Phone: 410.980.7394**

[www.marylandtaxes.gov](http://www.marylandtaxes.gov)

[taxhelp@marylandtaxes.gov](mailto:taxhelp@marylandtaxes.gov)

**12 offices throughout Maryland**

80 Calvert Street, Annapolis, MD 21411



[www.MarylandTaxes.gov](http://www.MarylandTaxes.gov)

# 12 Branch offices around the state

Free information and assistance all year around

- Email – [taxhelp@marylandtaxes.gov](mailto:taxhelp@marylandtaxes.gov)
- Call – 1-800-MDTAXES
- Schedule an in person or virtual appointment

# Contact Us

[www.marylandtaxes.gov](http://www.marylandtaxes.gov)

[taxhelp@marylandtaxes.gov](mailto:taxhelp@marylandtaxes.gov)

12 offices throughout Maryland

1306 S. Salisbury Blvd. Ste. 182

Salisbury, Md. 21801



**Email: [mhandley@marylandtaxes.gov](mailto:mhandley@marylandtaxes.gov)**

**Phone: 667.408.0773**



[www.MarylandTaxes.gov](http://www.MarylandTaxes.gov)



# Student Safety

## **Ashley Miller**

- Deputy Communications Manager, Ocean City Police Department

## **Kevin Herbert**

- Detective, Ocean City Police Department

# PROTECTING J-1 VISA STUDENTS

UNDERSTANDING  
COMMON THREATS &  
HOW TO STAY SAFE



# WHO ARE WE?



DFC KEVIN HERBERT

[kherbert@oceancitymd.gov](mailto:kherbert@oceancitymd.gov)

410-723-6610



DCM ASHLEY MILLER

[amiller@oceancitymd.gov](mailto:amiller@oceancitymd.gov)

443-235-4420



# CAN WE MAKE A DIFFERENCE?

*Protecting J-1 Visa students is essential as they adjust to life in a new country. They may face challenges like workplace exploitation, housing scams, and cultural misunderstandings. Staying safe involves knowing their rights, keeping in touch with sponsors, learning local laws, and building a support network. Awareness and community help ensure a safe and rewarding exchange experience.*



# HOME SWEET SCAM?

*Desperation for housing may lead to fraudulent rental offers.*

*Zelle/Venmo payment scams for fake listings.*

*Encourage students to verify legitimacy.*

*Overcrowding or poor living conditions- beware of the signs.*



# COMMON PHONE/EMAIL SCAM TACTICS



## IMPERSONATION

*Scammers impersonate Government Official such as U.S. Citizen & Immigration Services, IRS, etc.*



## LEGAL ACTION

*Scammers threaten to initiate deportation proceedings, freeze bank accounts, etc.*

# COMMON PHONE/EMAIL SCAM TACTICS



## PERSONAL INFO

*They ask for sensitive information like Social Security numbers, bank account details, or other personal information.*



## PAYMENTS

*They pressure students to pay fines, taxes, or fees immediately, often demanding payment through gift cards or wire transfers*

# WHERE DID MY MONEY GO?

*Many students store large sums of cash due to distrust or unavailability of banks.*

*Easy targets for theft by roommates or guests.*

*Encourage secure methods of storing money and cashing paychecks.*



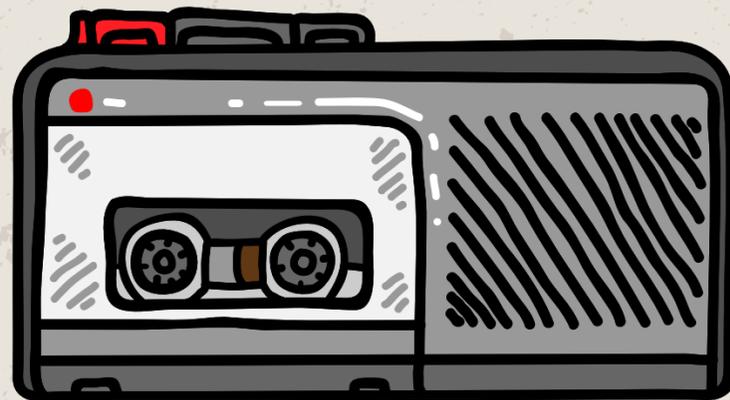
# MORE THAN ONE HUSTLE?

*They may pursue multiple jobs or money-making opportunities.*

*Consider asking what their other means and aspirations of income are.*

*Listen for red flags:*

- *Minor: being paid under the table*
- *Major: signs of human trafficking*



## BOARDWALK HUSTLE?

*No person shall perform or vend on the Street ends at N. Division Street, Dorchester Street, and 3rd Street from May 1 – October 15.*

# BE LEGIT, DON'T COUNTERFEIT!

*OC Beach Bus falls victim to J1 Student Scams*

*Frequent ticket fraud attempts:*

*Photocopied tickets displayed in phone cases*

*Altered currency (e.g. folded dollar bills)*

*Discontinued/invalid bus passes*

**REMINDER**

*Unfold tickets and cash when getting on the bus.*

*Bus fare is paid daily!*



CRIME SCENE DO NOT CROSS

CRIME SCENE DO NOT CROSS

CRIME SCENE DO NOT CROSS

# TIPS TO KEEP THEM SAFE

## BE A TRUSTED SOURCE

- *Have an open dialogue with employees and be a trusted source for them.*
- *Verify official contacts- help them double-check claims of authority.*
- *Educate them to be wary of demands for payment & that our government does not demand gift cards, wire transfers, or crypto currency payments.*



# OOPS! DID THEY LOSE SOMETHING?



## LOST ON THE BUS?

*OC Beach Bus (dispatcher assistance)*

*410-723-1606*

*Items get turned in to OCPD if not  
reclaimed immediately*

## LOST SOMEWHERE?

*OCPD Property Section*

*410-723-6610*

*6501 Coastal Hwy (Public Safety Building)*

*Tip: place contact info like local address  
or employer in wallets, phones, and  
passports.*

THE END!

THANKS FOR  
LISTENING!





# Student Safety

**Danielle Thomas**

Regional Navigator, Life Crisis Center

## OUR MISSION



Our mission at Life Crisis Center is to improve the quality of life in our communities through crisis intervention and violence prevention.

Life Crisis Center

# Life Crisis Center

## ABOUT US

Life Crisis is a local non-profit agency. We advocate for and provide a wide range of comprehensive support services to survivors of domestic violence, sexual violence, child abuse and human trafficking. We do this through prevention, intervention, therapy, legal services, advocacy and collaboration.



# WE ACHIEVE OUR MISSION BY PROVIDING THE FOLLOWING SERVICES:

- Safe Housing
- Medical and Legal Accompaniment
- Individual Counseling/ Trauma Informed Therapy
- Victim Support Groups
- Abuser Intervention Groups
- Supervised Visitation Program
- Legal Representation for Protective Orders
- Transitional Housing
- Lower Shore Court Appointed Special Advocate (CASA) Program
- Community Education and Professional Training
- Regional Human Trafficking Navigator Program
- Crisis Hotlines: 211 & 988
- Comprehensive Prevention, Intervention, and Healing Resources

\*Please note that certain qualifications must be met in order for some of the services to be provided.



# Mental Health

**Heidi McNeeley**

Psychiatric Mental Health Nurse Practitioner



# Housing

## **Jon Latta**

- OC Workforce Housing

## **Dan Bullock**

- Holtz

## **Zach Bankert**

- Ocean City Development Corporation

# OC Workforce Housing

- Presented by: Jon Latta
- Date: April 15, 2025



# Phillips House Project

- Shortage of Workforce Housing in the Town of Ocean City over the years
- Help Local Businesses with Convenient Housing Options for their Seasonal Workforce
- Provide Quality, Affordable, Safe & Secure Housing For our Town's Summer Workforce
- Preserve an Iconic Property & Put it to Good Use For the Community



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# How We are Different From Housing Options of the Past

---

- **Safety & Security**
- **Onsite Management Staff**
- **Convenience**
- **Comfort**



# Phillips House

- **Security Cameras at All Entrances and Common Areas**
- **Onsite Management Staff**
- **App Based Entry Door Digital Access**
- **Visitor Hours**



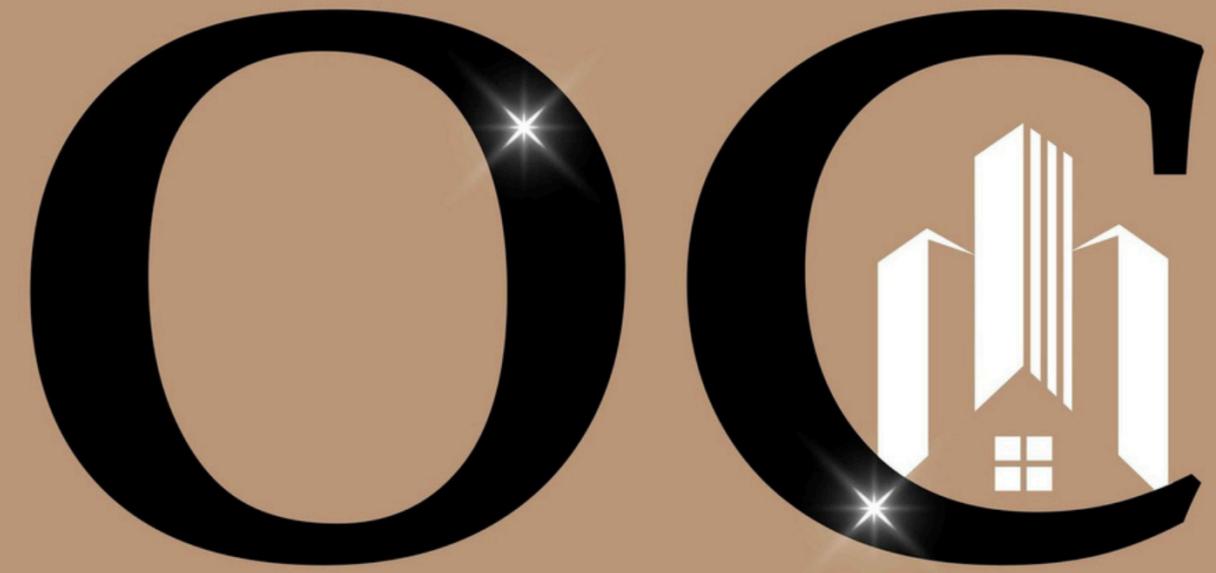


# Convenience & Comfort



# How to Reach Us

- [ocworkforcehousing.com](http://ocworkforcehousing.com)
- Facebook & Instagram:  
OC Workforce Housing
- Phone: 443-336-5182
- Office: 2004 Philadelphia Ave,  
Ocean City, Maryland 21842



**WORKFORCE HOUSING**  
QUALITY LIVING, QUALITY WORK





# OCDC & Employee Housing

Presented by Zach Bankert, OCDC Executive Director

# OCDC's History in Employee Housing

- **Large Grants:** 104 Dorchester (55 beds) is one example of OCDC securing large \$100K+ grants for employee housing programs.
- **Mixed Use Focus:** Fat Daddy's Building focuses on having commercial on the street level with housing on the second floor (20 beds); this project also was supported by grant funds secured by OCDC.
- **Tenant Management:** the Tarry-a-While building houses OCDC's offices as well as rookie OCBP lifeguards (13 beds) and is managed by the OCDC.



# Current Large Development Projects



## OCPD Downtown Substation

- Many years in the making, we broke ground in summer of 2024 with an expected completion date of mid-July 2025
- Partnership between the Town of Ocean City and OCDC, with a total budget of \$4,200,000. OCDC has been awarded \$350,000 in grant funds to date.
- Facilities include offices for OCPD, bike garage, housing for seasonal employees (16 beds), new public restrooms, and new off island shuttle stop

## 102 Worcester Street

- Purchased by the OCDC in late 2023.
- Work has begun on the building. OCDC is currently in negotiations with a long-term tenant.
- Property sat vacant for many years. It will be tenant occupied on first floor, with seasonal housing on second floor (12 beds), and leased parking spaces to local businesses.
- To Date, OCDC has been awarded \$465,000 in grant funds, which went towards the purchase and expected renovation costs.

# OCDC's Development and Assistance Fund

Grant Program available for

- 1) the development of new construction dedicated to employee housing
- 2) the rehabilitation of existing employee housing

Up to \$25,000 in funding  
(depending on total cost of project)

Projects must be in OCDC's designated territory



# Other OCDC Grant Programs



## Business Assistance:

up to \$10,000 for new business interior fit out

## Commercial Façade:

up to \$10,000 for commercial exteriors

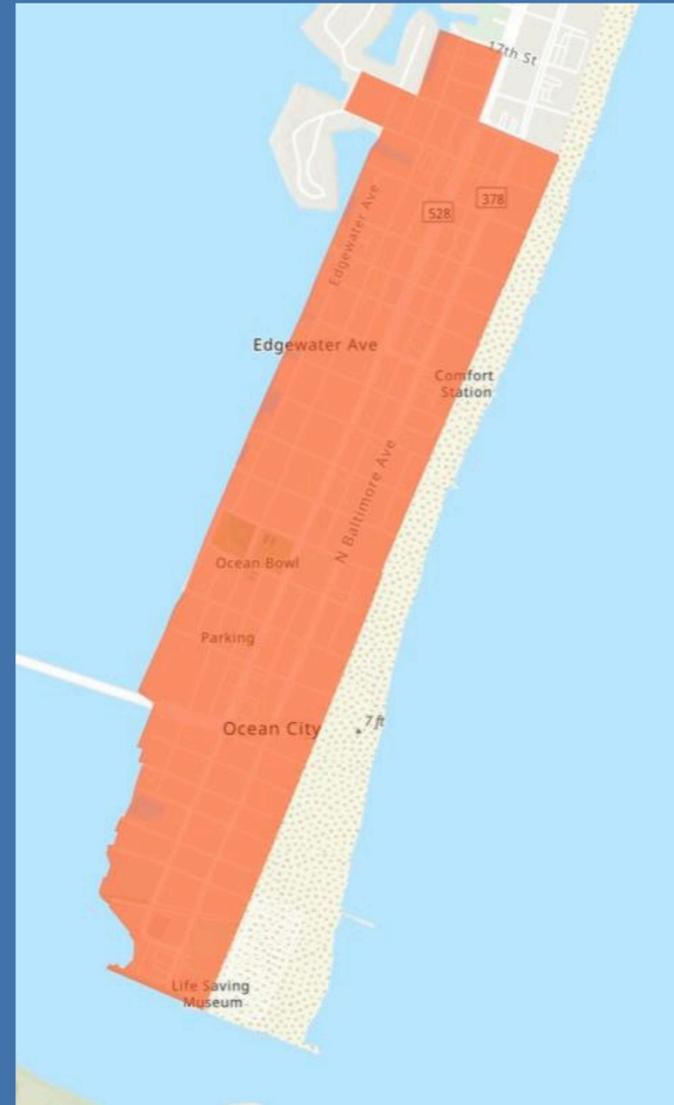


## Façade Improvement:

up to \$7,500 for exterior improvements

## Green Building Initiatives:

up to \$7,500 for energy efficiency



Roof: up to \$2000 for roof replacements

Fence: up to \$2000 for streetside fences

Lighting: up to \$500 for exterior lights



(Photos: all photos are projects funded in the past year)



# Contact Us

- Zach Bankert (Executive Director) - [Zach@OCDC.org](mailto:Zach@OCDC.org)
  - David Noonan (Program Director) - [David@OCDC.org](mailto:David@OCDC.org)
  - OCDC Office Phone - 410-289-7739
- 



# Community Support Group

## **Co-Chairs**

**Kimberly Henn**

Placement Director, ASSE International, Inc.

**Sandi Taylor**

Operations Assistant, Intrax



# Questions?





*Thank  
You*