



**StateStat
Department of Labor,
Licensing and
Regulation
MBE/SBR**

Management Team

Deputy Secretary: Leonard J. Howie, III
Chief of Procurement: Robert S. Ward
MBE Liaison Officer: Zanes E. Cypress, III

Administrations:

Workforce Development & Adult Learning: Andy Moser, Assistant Secretary
Occupational and Professional Licensing: Stanley Botts, Commissioner
Labor and Industry: Ron DeJuliis, Commissioner
Financial Regulation: Sarah Bloom Raskin, Commissioner
Unemployment Insurance: Julie Squire, Assistant Secretary
Racing: Mike Hopkins, Executive Director



**Alexander M. Sanchez
Secretary
Appointed September 2009**

MBE CONTRACT ACTIVITY

Goal Achieved: 46.49% # Waivers requested: # Waivers granted: **Goal Achieved: 22.76%** # Waivers requested: # Waivers granted:

PROCUREMENT/ CONTRACT AWARDS	CURRENTLY AVAILABLE PERIOD (Month February, Year 2010)						YEAR-TO-DATE					
	Agency Total	Ethnic	Women	Disabled / Non-Profit / Sheltered Workshop	Total MBE/WBE	%	Agency Total	Ethnic	Women	Disabled / Non-Profit / Sheltered Workshop	Total MBE/WBE	%
Payment Totals	\$1,016,023.20	\$232,189.23 22.85%	\$94,287.06 9.28%	\$1,374.13 0.14%	\$327,850.42	32.27%	\$26,590,546.48	\$1,936,587.51 7.28%	\$535,145.67 2.01%	\$167,290.28 0.63%	\$2,639,023.46	9.92%
Awards Totals	\$432,438.26	\$9,188.00 2.12%	\$180,010.07 41.63%	\$11,849.00 2.74%	\$201,047.07	46.49%	\$26,937,404.78	\$5,131,296.50 19.05%	\$868,461.41 3.22%	\$130,809.66 0.49%	\$6,130,567.57	22.76%
Architectural and E	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Construction	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Construction Relat	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Maintenance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Services	\$63,003.00	\$75.00	\$0.00	\$0.00	\$75.00	0.12%	\$16,267,801.66	\$2,378,530.00	\$206,255.00	\$35,870.00	\$2,620,655.00	16.11%
Supplies and Equip	\$15,626.00	\$644.00	\$1,225.00	\$6,957.00	\$8,826.00	56.48%	\$185,947.60	\$7,275.00	\$15,737.00	\$6,957.00	\$29,969.00	16.12%
IT Services	\$4,063.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$7,851,372.00	\$2,630,045.50	\$154,765.00	\$0.00	\$2,784,810.50	35.47%
IT Supplies and Ec	\$192,239.00	\$5,705.00	\$148,452.00	\$0.00	\$154,157.00	80.19%	\$1,484,418.00	\$71,551.00	\$287,346.00	\$0.00	\$358,897.00	24.18%
Human, Cultural, S	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Corporate Credit C	\$138,886.00	\$2,764.00	\$25,148.00	\$4,892.00	\$32,804.00	23.62%	\$877,858.00	\$43,895.00	\$174,147.00	\$12,877.00	\$230,919.00	26.30%
Direct Vouchers	\$18,621.26	\$0.00	\$5,185.07	\$0.00	\$5,185.07	27.84%	\$270,007.52	\$0.00	\$30,211.41	\$75,105.66	\$105,317.07	39.01%

SBR INDICATORS	Agency Total	Total SBR	# Designated Procurements	%	Agency Total	Total SBR	# Designated Procurements	%
Payment Totals	\$2,314,716	\$134,768	48	5.82%	\$12,441,184	\$1,136,331	279	9.13%



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Human Resources

HUMAN RESOURCES												
OVERTIME	MONTHLY REPORTING PERIODS					Fiscal Year to Date				FISCAL YEAR COMPARISON		
Overtime pay (\$)	NOV-09	DEC-09	JAN-10	FEB-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Office of the Secretary	22,327	28,651	26,763	28,683	7.2%	25,095	17,607	32,853	200,763	5,651	6,175	72,020
Administration	5,537	2,460	7,013	4,443	-36.6%	3,687	302	7,013	29,496	78,551	68,399	78,103
Financial Regulation	2,554	2,739	4,385	2,163	-50.7%	3,163	2,116	5,463	25,302	3,790	7,831	30,992
Labor and Industry	8,964	1,269	3,264	2,320	-28.9%	7,926	1,269	13,798	63,410	51,126	54,557	87,119
Racing Commission	-	-	-	-	0.0%	-	-	-	0	-	-	-
Occupational and Professional Licensing	742	134	-	165	100.0%	167	-	742	1,340	774	6,461	3,552
Workforce Development	1,764	3,086	373	2,420	548.3%	2,550	373	5,167	20,398	26,924	19,775	21,722
Unemployment Insurance	31,641	38,025	70,304	42,644	-39.3%	44,478	31,641	70,304	355,825	172,141	229,055	615,620
Total	73,530	76,363	112,103	82,838	-26.1%	87,067	72,824	112,103	696,533	338,958	392,253	909,128
Overtime (days)	NOV-09	DEC-09	JAN-10	FEB-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Office of the Secretary	776.9	966.6	890.4	945.6	6.2%	847.7	608.7	1123.4	6781.4	120	204	2,554.7
Administration	223.0	96.0	263.8	182.9	-30.7%	150.4	11.5	263.8	1,202.9	3,705	2,639	3,014.3
Financial Regulation	88.0	96.5	142.5	75.7	-46.9%	108.8	74.8	180.6	870.3	922	303	1,113.2
Labor and Industry	221.7	32.8	99.0	64.0	-35.4%	199.4	32.8	341.1	1,594.8	1,642	1,535	2,205.4
Racing Commission	-	-	-	-	0.0%	0.0	0.0	0.0	0.0	-	-	-
Occupational and Professional Licensing	25.0	4.5	-	8.0	100.0%	6.0	0.0	25.0	47.6	108	221	109.5
Workforce Development	68.0	131.0	17.0	99.2	483.5%	101.8	17.0	210.8	814.7	1,705	726	796.3
Unemployment Insurance	1,124.0	1,378.2	2,649.9	1,543.7	-41.7%	1,587.6	1,124.0	2,649.9	12,701.0	6,808	7,864	21,889.9
Total	2,526.6	2,705.6	4,062.6	2,919.1	-28.1%	3,001.6	2,526.6	4,062.6	24,012.7	15,010	13,492	31,683.3
SICK LEAVE (DAYS)	1/12/2010	1/26/2010	2/9/2010	2/23/2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	68.2	76.0	98.2	94.2	-4.1%	49.5	26.9	98.2	840.7	1,016	1,098	1306.5
Administration	119.8	169.0	149.4	179.0	19.8%	96.2	36.2	179.0	1,635.7	2,008	2,222	2462.6
Financial Regulation	20.0	71.0	71.5	57.5	-19.6%	44.4	20.0	71.5	755.1	772	952	843.2
Labor and Industry	120.5	117.2	144.7	129.6	-10.4%	84.1	38.8	144.7	1,429.4	1,737	2,013	2164.7
O & P Licensing	62.4	81.2	65.1	60.8	-6.6%	54.1	30.8	81.2	920.2	571	787	1142.3
Racing Commission	11.1	25.2	25.8	18.2	-29.5%	16.2	2.0	36.0	274.8	216	612	515.0
Unemployment Insurance	478.9	558.6	577.2	476.0	-17.5%	344.2	203.0	577.2	5,850.8	6,133	6,690	7403.0
Workforce Development	258.7	309.3	271.9	221.8	-18.4%	210.0	133.5	309.3	3,569.7	2,398	3,136	2755.8
Total	1,139.6	1,407.6	1,403.8	1,237.1	-11.9%	898.6	528.6	1,407.6	15,276.3	26,984	17,329	18593.0
COMP TIME (DAYS)	1/12/2010	1/26/2010	2/9/2010	2/23/2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	21.1	42.6	33.9	33.1	-2.4%	19.1	6.5	42.6	324.9	231	294	303
Administration	11.3	20.4	20.7	17.7	-14.5%	12.7	7.2	20.7	215.9	560	601	391
Financial Regulation	27.1	36.5	36.6	33.5	-8.5%	26.6	16.7	38.0	451.6	294	482	473
Labor and Industry	17.3	28.9	30.4	24.8	-18.4%	18.8	8.4	30.4	319.2	401	391	458
O & P Licensing	2.9	3.1	5.6	3.5	-37.5%	4.2	0.0	16.1	72.2	274	176	72
Racing Commission	39.0	39.0	1.7	36.1	2023.5%	12.6	0.0	39.0	214.1	350	202	189
Unemployment Insurance	95.6	120.2	125.4	150.0	19.6%	63.0	25.1	150.0	1,071.3	514	686	1206
Workforce Development	25.5	54.5	39.0	36.8	-5.6%	28.4	15.3	54.5	483.1	474	573	625
Total	239.8	345.1	293.3	335.5	14.4%	185.4	121.9	345.1	3,152.2	3,098	3,254	3703



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ACCIDENT LEAVE (DAYS)	1/12/2010	1/26/2010	2/9/2010	2/23/2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	51	13	0
Administration	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	71	8.5	0
Financial Regulation	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	1	0	1
Labor and Industry	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	10	4.4	50
O & P Licensing	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	17	0	0
Racing Commission	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	0	0	0
Unemployment Insurance	9.0	0.0	0.0	0.0	0.0%	1.0	0.0	9.0	17.1	72	0.4	78
Workforce Development	14.2	2.0	0.5	0.0	-100.0%	2.0	-3.0	14.2	33.7	58	10.75	1
Total	23.2	2.0	0.5	0.0	-100.0%	3.0	-3.0	23.2	50.8	280	36.6	130
UNSCHEDULED LEAVE (DAYS)	1/12/2010	1/26/2010	2/9/2010	2/23/2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	4.6	6.6	8.0	9.2	15.0%	4.3	0.9	9.2	72.8	70	78.0	78.1
Administration	9.9	14.7	18.7	14.6	-21.9%	7.6	2.1	18.7	128.8	182	178.4	194.5
Financial Regulation	4.3	10.6	11.0	4.2	-61.8%	3.0	0.1	11.0	51.6	33	45.0	68.6
Labor and Industry	11.1	9.4	14.3	7.5	-47.6%	7.2	1.3	14.3	123.1	110	217.4	190.1
O & P Licensing	7.6	9.4	28.1	9.1	-67.6%	6.2	0.3	28.1	104.9	80	89.9	93.4
Racing Commission	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	0	3.7	9.5
Unemployment Insurance	38.0	33.9	71.9	61.6	-14.3%	31.3	16.0	71.9	531.9	691	658.0	636.1
Workforce Development	19.6	25.9	43.9	24.2	-44.9%	17.0	7.0	43.9	288.9	194	197.5	229.5
Total	95.1	110.5	95.1	130.4	37.1%	70.7	43.6	130.4	1,201.2	1,360	1,467.1	1,499.7
TELECOMMUTING (DAYS)	1/12/2010	1/26/2010	2/9/2010	2/23/2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	12.8	23.5	22.3	29.2	30.9%	15.3	7.0	29.2	260.2	0	103.8	262
Administration	0.0	0.3	2.4	2.1	-12.5%	0.3	0.0	2.4	5.4	61	64.0	27
Financial Regulation	28.9	43.3	67.4	65.2	-3.3%	35.1	15.2	72.4	596.3	867	832.3	831
Labor and Industry	6.0	8.0	6.0	5.0	-16.7%	5.2	1.0	10.0	89.0	0	228.1	205
O & P Licensing	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	46	8.0	0
Racing Commission	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	0	0.0	0
Unemployment Insurance	7.6	0.0	0.0	0.0	0.0%	0.9	0.0	7.6	15.2	221	228.3	176
Workforce Development	8.0	2.0	0.0	1.5	100%	0.9	0.0	8.0	15.2	0	17.6	0
Total	63.3	77.1	98.1	103.0	5.0%	57.7	37.6	103.0	981.3	1,195	1,529.2	1,490
Total # of Teleworking Personnel	19	24	33	34	3.0%	22.2	17.0	34.0	378.0			
TRAINING (DAYS)	1/12/2010	1/26/2010	2/9/2010	2/23/2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	0.0	1.0	2.0	1.0	-50.0%	0.3	0.0	2.0	5.0	1	0.0	25.9
Administration	0.0	7.0	13.7	1.9	-86.1%	2.7	0.0	13.7	45.4	67	52.9	86.0
Financial Regulation	1.5	14.8	7.6	3.6	-52.6%	5.5	0.0	20.8	93.2	134	94.3	137.7
Labor and Industry	0.0	1.0	3.5	3.1	-11.4%	1.2	0.0	4.0	19.7	42	20.4	52.8
O & P Licensing	0.0	0.0	2.0	0.0	-100.0%	0.1	0.0	2.0	2.0	14	10.0	14.0
Racing Commission	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.8	0.8	0	2.0	5.0
Unemployment Insurance	2.4	1.0	22.5	13.5	-40.0%	7.0	0.0	27.4	119.5	137	73.0	133.7
Workforce Development	3.9	17.9	11.6	8.7	-25.0%	15.9	1.8	57.8	270.4	458	333.5	433.2
Total	7.8	42.7	62.9	31.8	-49.4%	32.7	1.8	67.8	555.9	853	553.5	883.8



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HUMAN RESOURCES												
PEPS DUE	NOV2009	DEC2009	JAN2010	FEB2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	8	9	12	7	-41.7%	9.5	7.0	12.0	76.0	107	110	102
Administration	7	10	20	10	-50.0%	14.1	7.0	25.0	113.0	184	175	174
Financial Regulation	5	3	22	7	-68.2%	8.4	3.0	22.0	67.0	82	88	84
Labor and Industry	11	8	13	17	30.8%	14.1	8.0	22.0	113.0	158	156	172
O & P Licensing	9	5	15	6	-60.0%	9.9	5.0	15.0	79.0	70	75	80
Racing Commission	1	1	3	1	-66.7%	3.3	1.0	8.0	26.0	45	42	17
Unemployment Insurance	44	38	38	36	-5.3%	49.6	36.0	96.0	397.0	522	511	515
Workforce Development	22	37	37	33	-10.8%	36.4	21.0	53.0	291.0	237	239	225
Total	107	111	160	117	-26.9%	145.3	107.0	197.0	1,162.0	1,405	1396	1369
PEPS COMPLETED	NOV2009	DEC2009	JAN2010	FEB2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	1	6	0	0	0.0%	0.9	0.0	6.0	7.0	29	31	2
Administration	1	8	6	7	16.7%	3.6	0.0	8.0	29.0	95	135	93
Financial Regulation	1	3	6	2	-66.7%	1.8	0.0	6.0	14.0	48	72	48
Labor and Industry	0	15	7	0	-100.0%	4.5	0.0	15.0	36.0	36	85	77
O & P Licensing	0	1	1	2	100.0%	0.5	0.0	2.0	4.0	15	33	31
Racing Commission	0	3	8	0	-100.0%	1.8	0.0	8.0	14.0	0	27	13
Unemployment Insurance	28	106	41	12	-70.7%	33.1	6.0	106.0	265.0	467	474	464
Workforce Development	1	22	6	3	-50.0%	6.3	1.0	22.0	50.0	120	151	155
Total	32	164	75	26	-65.3%	52.4	11.0	164.0	419.0	810	1008	883
PEPS OVERDUE	NOV2009	DEC2009	JAN2010	FEB2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	7	3	12	7	-41.7%	8.6	3.0	12.0	69.0	78	79	101
Administration	6	2	14	3	-78.6%	10.5	2.0	22.0	84.0	89	40	81
Financial Regulation	4	0	16	5	-68.8%	6.6	0.0	16.0	53.0	34	16	36
Labor and Industry	11	-7	6	17	183.3%	9.6	-7.0	20.0	77.0	122	71	95
O & P Licensing	9	4	14	4	-71.4%	9.4	4.0	15.0	75.0	55	42	49
Racing Commission	1	-2	5	1	-80.0%	2.8	-2.0	8.0	22.0	45	15	6
Unemployment Insurance	16	-68	-3	24	-900.0%	16.5	-68.0	52.0	132.0	55	37	65
Workforce Development	21	15	31	30	-3.2%	30.1	7.0	51.0	241.0	117	88	70
Total	75	-53	95	91	-4.2%	94.1	-53.0	176.0	753.0	595	388	503



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PINS	NOV2009	DEC2009	JAN2010	FEB2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	116	117	123	119	-2.9%	113.5	100.9	123.0		112	106	101.9
Administration	167	167	167	170	1.8%	168.4	167.0	170.0		192	184.8	175.7
Financial Regulation	85	82	82	82	0.0%	82.7	81.6	85.0		91	94.3	84.3
Labor and Industry	158	157	159	160	0.6%	159.9	157.0	165.0		179	190	170
O & P Licensing	72.0	72	72	71	-1.7%	72.0	70.8	72.8		78.0	78.2	77.8
Racing Commission	8	8	8	8	0.0%	8.3	8.0	9.0		50	15	15.2
Unemployment Insurance	542	536	543	549	1.1%	536.5	522.4	548.9		540	525.7	509.7
Workforce Development	402	396	394	394	0.0%	398.1	394.0	402.0		276	261.9	237.3
Total	1,550	1,535	1,548	1,553	0.3%	1,539.2	1,519.5	1,553.1		1518	1455.9	1371.9
VACANCIES	NOV2009	DEC2009	JAN2010	FEB2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	13	8	5	5	-10.0%	10.6	4.5	23.0		8	3.5	3.5
Administration	17	15	15	12	-20.0%	13.1	7.0	17.0		11	9.2	8
Financial Regulation	6	8	8	7	-17.5%	7.8	2.0	11.0		7	10.4	10.6
Labor and Industry	38	42	40	39	-2.5%	32.5	9.0	42.0		20	16	22
O & P Licensing	6	4	5	4	-11.0%	4.6	1.0	6.0		3	5.65	2.7
Racing Commission	1	1	1	1	0.0%	0.8	0.0	1.0		5	0	1
Unemployment Insurance	31	32	31	20	-35.9%	28.8	2.4	44.0		21	14.48	17.7
Workforce Development	42	37	40	38	-5.5%	38.2	13.0	48.0		31	30	29
Total	154	147	145	125	-13.6%	136.4	39.9	171.0		106	89.23	94.5



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Department of Labor, Licensing and Regulation

General Services

Volume 3 Number 10
Reporting Period February, 2010

GENERAL SERVICES	Reporting Periods				Fiscal Year To Date						Fiscal Year Comp	
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY 07	FY 08
Energy Footprint - Utilities												
Electricity Use-Owned Properties (KwH)	203,213	290,700	327,547	304,126	-7.2%	384,643	203,213	561,525	3,077,142	4,302,269	4,403,562	4,465,761
Cumberland-128 Baltimore St.	30,528	34,560	42,432	36,884	-13.1%	39,790	30,528	52,800	318,320		472,442	470,784
Baltimore-2800 W. Patapsco Ave.	11,000	10,900	11,700	10,400	-11.1%	13,888	10,400	20,000	111,100		158,600	157,200
Towson-300/308 Towsontowne Blvd.	16,836	22,186	19,328	20,632	6.7%	23,190	16,836	32,326	185,516		263,490	267,624
Waldorf-175 Post Office Road	10,800	10,360	12,440	10,080	-19.0%	15,135	10,080	24,040	121,080		197,400	168,520
College Park-9829 Rhode Island Ave.	19,200	19,400	20,160	17,520	-13.1%	22,555	17,520	28,080	180,440		300,480	293,040
Baltimore-1100 N. Eutaw St. (see note)	114,749	193,294	221,487	208,610	-5.8%	265,464	114,749	421,583	2,123,711		3,011,150	3,108,593
Electricity Use - Leased Space (KwH)	31,444	37,563	31,429	31,646	0.7%	36,542	31,429	46,844	292,338		385,536	497,484
Easton-301 Bay Street (Suite 301)	6,760	8,522	13,459	13,120	-2.5%	8,266	5,540	13,459	66,128		85,797	82,388
Easton-301 Bay Street (Suite 203)	1,985	3,265	4,372	3,905	-10.7%	2,824	1,572	4,372	22,591		32,117	43,344
Hagerstown-14 N. Potomac (front)	9,520	10,400	8,400	9,120	8.6%	11,000	8,400	15,360	88,000		147,360	146,640
Hagerstown-14 N. Potomac (rear)	2,043	2,537	2,995	3,386	13.1%	2,401	1,867	3,386	19,209		32,580	28,342
Columbia-7161 Columbia Gateway	9,100	10,500			0.0%	12,733	9,100	16,700	76,400		53,900	163,400
Oakland-221 S. Third Street	2,036	2,339	2,203	2,115	-4.0%	2,501	2,036	3,240	20,010		33,782	33,370
Gas Use - Owned Space (Therms)	19,955	18,286	21,914	14,876	-32.1%	9,760	408	21,914	78,082	139,020	108,136	106,528
Cumberland-128 Baltimore St.	485	2,318	1,418		0.0%	827	189	2,318	5,792		10,819	10,902
Baltimore-2800 W. Patapsco Ave	304	598	893	797	-10.8%	366	17	893	2,926		2,676	2,758
Towson-300/308 Towsontowne Blvd.	573	1,935	1,850	2,052	10.9%	853	16	2,052	6,825		9,274	9,591
Waldorf-175 Post Office Road	75	298	781		0.0%	169	5	781	1,184		3,309	1,853
College Park-9829 Rhode Island Ave.	196	598	1,274	1,091	-14.4%	397	0	1,274	3,172		4,821	4,592
Baltimore-1100 N. Eutaw St. (see note)	18,322	12,539	15,698	10,936	-30.3%	7,273	148	18,322	58,183		77,237	76,832
Gas Use - Leased Space (Therms)	1,336	1,022	1,563	1,200	-23.2%	649	1	1,537	5,192		6,466	8,704
Hagerstown-14 N. Potomac (front)	1,114	467	1,114	816	-26.8%	439	0	1,114	3,514		3,093	3,698
Columbia-7161 Columbia Gateway	102	264			0.0%	63	0	264	380		3,354	3,329
Oakland-221 S. Third Street	120	291	449	384	-14.5%	166	0	449	1,324		19	1,677



StateStat

Department of Labor, Licensing and Regulation

General Services

Footprint - Vehicles	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY 07	FY 08
Vehicles registered	75	75	75	75	0.0%	75	75	75			75	70
Miles driven	72,549	76,820	78,719	63,761	-19.0%	84,957	63,761	105,857	679,654		1,093,025	1,063,859
Avg. manufacturers mpg	21	21	21	21	0.0%	21	21	21			21	21
Footprint -Space Utilization (SF)	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY 07	FY 08
Space occupied - owned (SF)	294,681	294,681	294,681	294,681	0.0%	294,681	294,681	294,681				294,681
Space occupied - leased (SF)	179,585	179,585	179,585	179,585	0.0%	179,585	179,585	179,585				179,585
Space occupied - total occupied (SF)	474,266	474,266	474,266	474,266	0.0%	474,266	474,266	474,266				474,266
Space unoccupied - owned (SF)	10,048	10,048	10,048	10,048	0.0%	10,048	10,048	10,048				10,048
Space unoccupied - leased (SF)	3,507	3,507	3,507	3,507	0.0%	3,507	3,507	3,507				3,507
Space unoccupied - total unoccupied (SF)	13,555	13,555	13,555	13,555	0.0%	13,555	13,555	13,555				13,555
Total space utilization (Occupied & unoccupied in SF)	487,821	487,821	487,821	487,821	0.0%	487,821	487,821	487,821				487,821

Note #1: Electricity & Gas Owned: Central Plant part of data for 1100 N. Eutaw St. is estimated for July through February-MDGS to supply data.



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Department of Labor, Licensing and Regulation

General Services

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FY 09
4,499,611
461,185
163,900
268,868
171,280
284,880
3,149,497
467,197
90,406
38,364
133,600
27,095
146,400
31,332
103,096
8,195
3,048
9,690
2,437
5,621
74,105
8,016
3,557
2,814
1,645



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Department of Labor, Licensing and Regulation
General Services

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FY 09
73
1,050,274
21
FY 09
294,681
179,585
474,266
10,048
3,507
13,555
487,821



StateStat
Department of Labor, Licensing and Regulation
Budget and Finance

Volume 3 Number 10
 Reporting Period February, 2010

BUDGET AND FINANCE		MONTHLY REPORTING PERIODS				% Change (2)	Fiscal Year to Date				FY Comparison		
		NOV-09	DEC-09	JAN-10	FEB-10		Average	Minimum	Maximum	Total	FY2007	FY2008	FY2009
Expenditures		Data											
DIVISION													
OFFICE OF THE SECRETARY	PERSONAL SERV	872,032	863,273	809,369	891,935	10.2%	889,462	809,369	1,208,197	7,115,699	8,992,627	9,296,482	9,790,057
	NON-PERS SERV	129,992	95,098	135,456	58,305	-57.0%	121,696	(17,889)	440,774	973,568	1,582,644	952,768	1,414,014
OFFICE OF THE SECRETARY Total		1,002,023	958,371	944,825	950,240	0.6%	1,011,158	824,544	1,648,971	8,089,267	10,575,271	10,249,250	11,204,071
DIVISION OF ADMINISTRATION	PERSONAL SERV	1,066,742	1,063,806	986,666	1,057,713	7.2%	1,144,653	764,623	2,048,598	9,157,225	13,577,577	13,652,194	13,907,189
	NON-PERS SERV	234,277	113,221	255,487	56,546	-77.9%	168,030	56,546	255,487	1,344,241	3,303,338	2,593,852	2,703,093
DIVISION OF ADMINISTRATION Total		1,301,020	1,177,027	1,242,153	1,114,259	-10.3%	1,312,683	972,185	2,268,649	10,501,466	16,880,915	16,246,046	16,610,282
FINANCIAL REGULATION	PERSONAL SERV	541,601	578,065	502,127	611,294	21.7%	584,204	502,127	814,545	4,673,635	6,160,028	6,663,383	7,077,944
	NON-PERS SERV	47,819	56,340	64,812	45,299	-30.1%	99,932	21,612	437,738	799,455	935,698	875,678	984,596
FINANCIAL REGULATION Total		589,421	634,405	566,939	656,593	15.8%	684,136	547,357	1,252,283	5,473,090	7,095,726	7,539,061	8,062,540
LABOR AND INDUSTRY	PERSONAL SERV	911,286	921,481	813,398	876,714	7.8%	973,961	813,398	1,425,849	7,791,685	10,620,980	11,354,592	12,356,146
	NON-PERS SERV	159,313	134,349	158,117	150,188	-5.0%	154,487	25,541	281,960	1,235,897	1,971,521	2,123,673	2,543,078
LABOR AND INDUSTRY Total		1,070,599	1,055,830	971,515	1,026,903	5.7%	1,128,448	971,515	1,554,911	9,027,582	12,592,501	13,478,265	14,899,223
DIVISION OF RACING	PERSONAL SERV	152,532	156,310	129,306	145,137	12.2%	168,222	129,306	239,584	1,345,773	2,771,236	2,865,929	2,349,123
	NON-PERS SERV	28,719	29,372	17,188	58,330	239.4%	25,719	(40,974)	58,330	205,752	3,715,392	2,845,265	2,524,539
DIVISION OF RACING Total		181,251	185,682	146,494	203,466	38.9%	193,941	146,494	286,284	1,551,525	6,486,628	5,711,194	4,873,662
O&P LICENSING	PERSONAL SERV	400,663	386,742	334,351	381,957	14.2%	410,490	334,351	579,396	3,283,916	4,770,112	4,649,011	4,836,502
	NON-PERS SERV	282,775	224,304	101,635	327,373	222.1%	518,492	101,635	2,241,735	4,147,936	3,034,446	4,806,310	4,711,476
O&P LICENSING Total		683,439	611,046	435,987	709,330	62.7%	928,982	435,987	2,603,369	7,431,852	7,804,559	9,455,322	9,547,978
WORKFORCE DEVELOPMENT AND AD	PERSONAL SERV	2,531,408	2,620,107	2,299,187	2,510,091	9.2%	2,588,005	1,818,058	3,774,271	20,704,042	15,972,396	15,337,266	15,493,552
	NON-PERS SERV	5,311,734	4,128,442	6,548,009	2,925,912	-55.3%	5,240,189	2,925,912	8,597,327	41,921,511	32,653,349	33,997,002	37,154,112
WORKFORCE DEVELOPMENT AND ADULT LEARNING To		7,843,142	6,748,549	8,847,195	5,436,003	-38.6%	7,828,194	5,436,003	10,415,385	62,625,553	48,625,753	49,334,268	52,647,665
DIVISION OF UNEMPLOYMENT ADMIN	PERSONAL SERV	2,997,134	3,111,504	2,756,920	3,004,905	9.0%	3,139,860	2,756,920	4,368,273	25,118,878	34,348,927	33,964,043	36,110,543
	NON-PERS SERV	840,459	2,750,343	1,559,412	2,956,829	89.6%	1,861,735	722,373	3,227,047	14,893,879	21,070,172	19,301,378	24,765,343
DIVISION OF UNEMPLOYMENT ADMINISTRATION Total		3,837,592	5,861,847	4,316,332	5,961,733	38.1%	5,001,595	3,539,396	7,595,319	40,012,757	55,419,099	53,265,421	60,875,886
Grand Total		16,508,486	17,232,757	17,471,441	16,058,527	-8.1%	18,089,137	16,002,079	24,677,281	144,713,093	165,480,444	165,278,826	178,721,309
Small Procurement Order Time (\$5,000 or less)		NOV-09	DEC-09	JAN-10	FEB-10	% Change (2)	Average	Minimum	Maximum	Total	FY2007	FY2008	FY2009
Late		10	68	115	152	32.2%	47	6	152	373	297	131	74
Total requisitions processed		339	404	293	314	7.2%	322	251	404	2,579	2,436	3,247	3,635
% of Small Proc. reqs processed within 3 days		97.1%	83.2%	60.8%	51.6%	-15.1%	85.5%	97.6%	62.4%	85.5%	87.8%	96.0%	97.9%
Late Invoice Payments		NOV-09	DEC-09	JAN-10	FEB-10	% Change (2)	Average	Minimum	Maximum	Total	FY2007	FY2008	FY2009
LATE INVOICE PAYMENTS		11	39	75	38	-49.3%	28	5	75	220	275	373	189
TOTAL INVOICES PAID		1,314	1,644	1,218	1,141	-6.3%	1,409	1,141	1,648	11,271	16,720	16,286	16,853
PERCENTAGE LATE (INVOICES)		0.8%	2.4%	6.2%	3.3%	-45.9%	2.0%	0.4%	4.6%	2.0%	1.6%	2.3%	1.1%
Late Invoice Amounts		NOV-09	DEC-09	JAN-10	FEB-10	% Change (2)	Average	Minimum	Maximum	Total	FY2007	FY2008	FY2009
LATE INVOICE AMOUNTS		21,266	71,709	286,100	158,327	-44.7%	179,471	6,317	653,014	1,435,770	567,705.11	852,196.73	377,914.81
TOTAL INVOICE AMOUNTS		7,311,335	10,435,683	4,844,995	7,322,424	51.1%	7,965,016	4,844,995	10,435,683	63,720,130	66,763,578.57	71,534,804.50	73,168,544.71
PERCENTAGE LATE (DOLLARS)		0.3%	0.7%	5.9%	2.2%	-63.4%	2.3%	0.1%	6.3%	2.3%	0.9%	1.2%	0.5%



StateStat
Department of Labor, Licensing and Regulation
Division of Financial Regulation

FINANCIAL REGULATION						FISCAL YEAR TO DATE				FISCAL YEAR COMPARISON			
LICENSING						Avg	Min	Max	Total	FY06	FY07	FY08	FY09
	Nov-09	Dec-09	Jan-10	Feb-10	% Change								
Depository Totals	64	64	64	64	0.0%	64	64	65		73	72	67	65
Bank Charters & Trust Institutions	53	53	53	53	0.0%	53	53	54		61	61	56	54
Credit Union Charters	11	11	11	11	0.0%	11	11	11		12	11	11	11
Non-Depository Totals	11,470	11,377	8,437	8,793	4.2%	10,676	8,407	11,531		8,178	19,735	18,168	11,278
Check Casher Licenses	505	499	503	505	0.4%	502	495	510		412	469	531	493
Collection Agency Licenses	1420	1411	1407	1408	0.1%	1,424	1,407	1,454		1,204	1,346	1,452	1,457
Consumer Lender Licenses	137	137	136	136	0.0%	140	136	146		279	283	232	171
Debt Management Licenses	35	35	11	24	118.2%	31	11	36		44	43	36	35
Installment Lender Licenses	116	116	115	113	-1.7%	116	113	120		240	293	249	122
Money Transmitter licenses	73	73	30	57	90.0%	63	0	76		80	87	76	75
Mortgage Lender Licenses	1955	1882	1408	1442	2.4%	1,903	1,408	2,296		5,193	6,178	3,744	2,437
Mortgage Originator Licenses	6668	6675	4247	4532	6.7%	5,930	4,247	6,675		0	10,259	11,171	5,900
Affiliated Ins. Producer-Mortgage Loan Originator			27	27	0.0%		27	27					
Credit Services Businesses			2	3	50.0%		2	2					
Sales Finance Company Licenses	561	549	551	546	-0.9%	562	546	586		726	777	677	588
Renewal Issuance Totals	496	627	843	446	-47.1%	433	143	843	3460	3,655	1,522	2,363	4,932
Check Casher Licenses	1	4	3	12	300.0%	6	1	12	48	12	248	66	329
Collection Agency Licenses	29	35	55	27	-50.9%	37	16	69	299		232	475	638
Consumer Loan Licenses	0	3	4	2	-50.0%	2	0	4	18	176	7	172	40
Debt Management Licenses	0	0	3	16	433.3%	3	0	16	22	29	3	32	4
Installment Lender Licenses	1	0	0	1	100.0%	2	0	6	14	176	31	23	140
Money Transmitter Licenses	1	0	29	36	24.1%	8	0	36	66	70	0	79	0
Mortgage Lender Licenses	118	127	171	92	-46.2%	95	37	171	757	3,153	834	1,225	920
Mortgage Originator Licenses	320	443	559	247	-55.8%	255	23	559	2,041	0	0	0	2,632
Affiliated Ins. Producer-Mortgage Loan Originator			0	0	0.0%	#DIV/0!	0	0	0				
Credit Services Businesses			0	0	0.0%	#DIV/0!	0	0	0				
Sales Finance Company Licenses	26	15	19	13	-31.6%	24	13	48	195	39	167	291	229
Renewal Rates						Avg	Min	Max	YTD AVG				
Mortgage Lender Licenses	60.5%	53.1%	25.4%	96.8%	280.6%	45.4%	19.7%	96.8%	45.4%	70.5%	68.4%	46.0%	44.6%
Mortgage Originator Licenses	77.9%	80.4%	17.8%	320.8%	1704.7%	77.4%	6.5%	320.8%	77.4%			0.0%	19.0%
New License Issuance Totals	153	167	222	179	-19.4%	327	153	651	2,618	2031	12228	3247	1964
Check Casher Licenses	1	3	7	0	-100.0%	4	0	7	35	50	165	93	61
Collection Agency Licenses	12	8	19	23	21.1%	14	8	23	113	266	215	262	230
Consumer Loan Licenses	0	0	3	2	-33.3%	1	0	3	9	35	22	28	13
Debt Management Licenses	0	0	0	0	0.0%	0	0	1	1	0	0	3	1
Installment Lender Licenses	0	1	0	0	0.0%	0	0	2	3	33	65	25	38
Money Transmitter Licenses	0	0	0	0	0.0%	0	0	1	1	8	5	6	3
Mortgage Lender licensees	19	39	27	37	37.0%	29	10	45	235	1,524	1,371	707	357
Mortgage Originator Licenses	118	115	158	115	-27.2%	273	115	607	2,182	0	10,259	2,018	1,185
Affiliated Ins. Producer-Mortgage Loan Originator			0	0	0.0%	#DIV/0!	0	0	0				
Credit Services Businesses		1	2	0	-100.0%	1	0	2	3				
Sales Finance Company Licenses	3	0	6	2	-66.7%	5	0	10	36	115	126	105	76
DECISION MEASURES	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	YTD AVG	FY06	FY07 AVG	FY08 YTD AVG	FY 09 YTD AVG
Average Days to Approval on New													
Check Casher Licenses	67	41	109	0	-100.0%	56	0	109	56				7
Collection Agency Licenses	51	55	79	85	7.6%	76	50	107	76		46	62	65
Consumer Loan Licenses	0	0	171	89	-48.0%	88	0	239	88		57	55	55
Debt Management Licenses	0	0	0	0	0.0%	43	0	345	43				0
Installment Lender Licenses	0	204	0	0	0.0%	27	0	204	27		67	56	28
Money Transmitter Licenses	0	0	0	0	0.0%	30	0	240	30			1	20
Mortgage Lender licenses	11	61	124	3	-97.6%	63	3	124	63		64	65	65
Mortgage Originator Licenses	91	105	116	120	3.4%	87	45	120	87		75	65	65
Affiliated Ins. Producer-Mortgage Loan Originator			34	30	-11.8%	32	30	34	32				
Credit Services Businesses			23	30	30.4%	27	23	30	27				
Sales Finance Company Licenses	141	0	39	54	38.5%	44	0	141	44		46	52	31



StateStat
Department of Labor, Licensing and Regulation
Division of Financial Regulation

Licensing change decision on completed application - processing (totals)	83	116	55	43	-21.8%	97	43	166	774			2,391	2,204
Change of control <60days	1	2	1	0	-100.0%	1	0	2	7			5	6
Total # of change of controls approved	2	3	1	0	-100.0%	2	0	3	9				
Licensee - Address changes <60days	15	21	13	2	-84.6%	21	2	35	171			958	545
Licensee - Total # of Address changes approved	16	22	13	2	-84.6%	33	2	104	264				
Mortgage Originator - Employer changes <60days	40	70	41	39	-4.9%	47	39	70	374			1,428	1,653
Mortgage Originator - Total # of Employer changes approved	48	81	41	40	-2.4%	54	40	81	429				
Mortgage Originator - Name change < 60 days	1	0	0	0	0.0%	0	0	1	3				
Mortgage Originator - Total # of Name changes approved	1	0	0	0	0.0%	1	0	2	5				
Mortgage Originator -Name and employer change < 60 days	12	6	0	1	100.0%	7	0	12	53				
Mortgage Originator - Total # of Name and employer approved	16	10	0	1	100.0%	8	0	16	67				
EXAM RATIOS	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY06	FY07	FY08	FY09
Depository Totals													
Number of Bank Exams (State Lead) Scheduled to Commence			4	1	-75.0%	3	1	4	5				
Number of Bank Exams (State Lead) Commenced			4	1	-75.0%	3	1	4	5				
Number of Bank Exams (Federal Lead) Scheduled to Commence			1	4	300.0%	3	1	4	5				
Number of Bank Exams (Federal Lead) Commenced			1	4	300.0%	3	1	4	5				
Number of Credit Union Exams Scheduled to Commence			1	1	0.0%	1	1	1	2				
Number of Credit Union Exams Commenced			1	1	0.0%	1	1	1	2				
Non-Depository Totals													
Check Cashier exams completed	13	5	14	10	-28.6%	11	5	14	78	0	7	82	81
Collection Agency exams completed	0	0	0	0	0.0%	0	0	0	0	0	0	0	0
Consumer Lender exams completed	0	0	0	0	0.0%	0	0	0	0	0	0	0	0
Debt Management exams completed	1	1	1	1	0.0%	1	1	2	8	3	4	8	9
Installment Lender exams completed	0	0	0	0	0.0%	0	0	0	0	0	0	0	0
Money Transmitter exams completed	1	1	1	1	0.0%	1	1	1	7	12	12	11	12
Mortgage Lender exams completed	41	57	42	46	9.5%	59	41	83	468	756	982	1,485	1,276
Mortgage Lender exams Required by Statute	56	53	40	41	2.5%	55	40	70	441	1,754	1,882	1,421	1,045
Mortgage Lender exams Outstanding	310			151	0.0%	231	151	310	461			1,374	619
Sales Finance Company exams completed	0	0	0	0	0.0%	0	0	0	0	1	0	0	0
Exam turn-in efficiency													
Non-Depository													
Total completed exams (mort & other non-depos.)	56	64	58	58	0.0%	68	42	97	545			1586	1,366
Avg Days to Completion (mort exams only)	2	6	5.2	3	-42.3%	2.9	1	6	2.9				4.4
Total Outstanding Invoices	0	5	4	0	-100.0%	12	0	38					15
INVESTIGATION/ENFORCEMENT													
Investigations initiated - total	16	16	50	35	-30.0%	29	16	50	232	117	144	204	248
Investigations initiated - Mortgage	15	10	42	29	-31.0%	22	10	42	177				181
Investigations initiated - Non-Mortgage	1	6	8	6	-25.0%	7	1	15	52				64
Investigations completed (total)	20	12	36	20	-44.4%	24	12	44	192			154	212
Investigation in Process	270	274	288	303	5.2%	288	270	303		89		151	263
Referrals for Charges	0	6	24	0	-100.0%	9	0	27	69				65
Cease and Desist Order ("C&D")	0	1	1	0	-100.0%	2	0	7	14			2	12
Charge Letters	0	0	16	12	-25.0%	4	0	16	29			5	3
Consent / Final Order	0	2	0	0	0.0%	1	0	3	6			93	61
Revocations	0	0	0	0	0.0%	0	0	1	1				2



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FINES, RECOVERIES & COLLECTION (CCU)	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY06	FY07	FY08	FY09
FINES TOTAL	\$9,175	\$1,038,725	\$48,020	\$38,030	-20.8%	176,754	9,175	1,038,725	1,414,035				
Licensing	\$1,600	\$32,800	\$46,270	\$37,530	-18.9%	24,958	1,300	50,160	199,660	\$	98,565	168,086	106,994
Compliance / Examination	\$6,825	\$7,925	\$750	\$500	-33.3%	8,266	500	20,250	66,125	\$	317,086	186,152	918,945
Complaints													
Enforcement	\$750	\$998,000	\$1,000	\$0	-100.0%	143,531	0	998,000	1,148,250	\$0		38,000	95,600
RECOVERIES TOTAL	\$89,719	\$94,129	\$163,990	\$212,469	29.6%	186,286	25,681	405,104	1,490,292	\$	1,997,632	1,318,938	2,906,240
Licensing													
Compliance (Mortgage and non-mortgage)	\$45,581	\$11,964	\$41,896	\$106,385	153.9%	85,933	11,964	234,633	687,464		\$1,377,140	\$934,771	1,641,433
Complaints - Total	\$8,884	\$81,540	\$69,595	\$97,839	40.6%	85,992	2,473	182,961	687,933		\$620,492	\$384,167	779,544
Complaints - Mortgage	\$3,372	\$71,755	\$61,093	\$80,243	31.3%	76,192	500	165,220	609,536		\$402,390	\$174,140	651,325
Complaints - Non-Mortgage	\$5,512	\$9,785	\$8,502	\$17,596	107.0%	9,800	1,973	17,741	78,397		\$218,102	\$210,027	128,220
Enforcement	\$35,254	\$625	\$52,499	\$8,245	-84.3%	14,362	0	52,499	114,895				485,263
CENTRAL COLLECTION UNIT (CCU)													
Submitted (mortgage unit)	\$12,671	\$9,968	\$6,937	\$7,094	2.3%	98,665	6,500	720,169	789,321				135,861
Collected (mortgage unit)	\$0	\$1,389	\$914	\$2,190	139.6%	198	0	1,389	1,389				2,689
COMPLAINTS	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY06	FY07	FY08	FY09
All Complaints													
Received in Month	178	189	211	106	-49.8%	192	106	296	1,533		2,597	2,598	2,676
Closed in Month	173	207	235	234	-0.4%	215	173	235	1,722		2,414	2,454	2,642
Open at End of Month	599	581	557	429	-23.0%	515	429	602			648	578	612
Average time to close (days)	73	80	110	121	30.2%	89	54	151	89		44	57	65
Mortgage Complaints													
Received in Month	33	51	49	31	-36.7%	43	31	54	343		419	601	639
Closed in Month	43	46	47	81	72.3%	53	43	81	422		369	420	572
Open at End of Month	183	188	190	140	-26.3%	172	140	213			152	333	219
Average time to close (days)	138	157	142	232	63.4%	146	92	232	146		59	77	93
Collection Agency Complaints	Nov-09	Dec-09	Jan-10	Feb-10		Avg	Min	Max	Total	FY07	FY08	FY09	
Received in Month	43	46	46	10	-78.3%	43	10	75	344				
Closed in Month	35	59	72	47	-34.7%	52	35	72	414				
Open at End of Month	182	169	143	106	-25.9%	142	106	182					
Average time to close (days)	83	71	166	152	-8.4%	104	71	166	104				
Credit Bureau & Repossession Complaints													
Closed in Month	38	36	44	33	-25.0%	38	26	48	304				
Open at End of Month	125	123	107	102	-4.7%	108	98	125					
Average time to close (days)	57	86	95	137	44.2%	85	57	137	85				
Financial Services Complaints (check cashers, consumer loan, debt mgt, money trans, sales finance, installment loan, depository institutions, regulatory policy)													
Received in Month	20	20	14	8	-42.9%	16	6	29	126				
Closed in Month	16	15	21	16	-23.8%	18	13	24	140				
Open at End of Month	62	67	60	53	-11.7%	55	42	67					
Average time to close (days)	64	46	131	149	13.7%	98	46	150	98				



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Other (Non-Jurisdiction and insufficient information complaints)														
Received in Month	44	38	74	29	-60.8%	53	29	89	423					
Closed in Month	41	51	51	57	11.8%	55	41	88	442					
Open at End of Month	47	34	57	29	-49.1%	38	29	57						
Average time to close (days)	24	28	31	47	51.6%	26	12	47	26					
OUTREACH	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY06	FY07	FY08	FY09	
Depository institution events	14	31	24	22	-8.3%	25	12	42	199	1	1	43	174	
Community outreach events	10	17	11	14	27.3%	14	10	19	113			27	143	
Notice of Intent ("Date Entered")	8416	14270	15872	11758	-25.9%	12,268	7,418	15,872	98,145			10,292	121,887	
Notice of Intent (Letters Mailed)	13285	13626	15019	10561	-29.7%	12,235	8,737	15,262	97,878			8,783	118,390	
STAFF INFORMATION	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY06	FY07	FY08	FY09	
Budgeted Examiner and Investigator positions	58	58	58	58	0.0%	59	58	61				62.6	61.0	
Examiners and Investigators on staff	56	56	56	56	0.0%	55	53	56				57.0	54.0	
Examiner and Investigator position vacancies	2	2	2	2	0.0%	4	2	8				5.6	7.0	
Examiners and Investigators attended training	0	24	1	15	1400.0%	11	0	26	87			20	56	
Hours of training	0	184	60	30	-50.0%	231	0	590	1,844			1,098	2,576	
Mortgage Originator Fund Balance (numbers reflect million)	1.9	1.7	1.9	1.8	-7.9%	2.0	1.7	2.4					1.6	
June FY 2009 (row 84) Investigations / Enforcement - Number of investigations initiated was restated on July 16, 2009. Enforcement supervisor revised his prior submitted totals. He determined that additional investigations closed within the time frame.														
July FY 2009 (row 130) Data was restated to reflect NOI "Date Entered" (Supervisor of unit determined that "Date of Notice" figure could change on any given day should the down loading of the data get behind. The "Date Entered" reflects a more accurate count).														
July FY 2009 (rows 110 - 125) Complaints - The number of complaints received, closed and open at month end for FY 2008 and FY 2009 was restated on August 6, 2009. Change was due to closed date discrepancies. Corrected by OIM team.														
July FY 2010 Central Collection Unit (CCU) (row 108 & 109) Category was added in August 2009.														
July FY 2010 Licensing change decision (rows 53, 55, and 57) New categories added to track and monitor the total number of licensing decisions approved. Figures should be available by next month, working with OIM to compile information.														
August FY 2010 (row 117,118, 125, 129) New 5 day AS400 closed complaint program was implemented that caused system to make changes to closed complaint counts.														
August FY 2010 (row 102) Enforcement fines: Received payment for assessed fines in the amount of \$105,000 from Oasis Legal Finance Company and \$25,000 from Fredrick Lee/ Financial Independence.														
August FY2010 Licensing Change Decision (row 53, 55, 57) New categories added to track and monitor the total number of licensing decisions approved. We are still working with OIM to get figures. Anticipate accurate data by end of October.														
August FY 2010 (row 112) Central Collection: \$712,310 in assessed fines to Apex Financial Group was sent to Central Collection Unit during month of August.														
September FY 2010 (row 52-61) Licensing Change Decision - New categories have been added and OIM has completed AS400 automated tracking report.														
September FY 2010 (row 55) Total # of Approved Address Changes - Large increase due to audited close out of old license change decisions.														
September FY 2010 (row 15) Mortgage Originator licenses - Increase due to enacted legislation that requires previous exempted entities to be licensed.														
September FY 2010 (row 147) Mortgage Originator Fund Balance - Significant decrease in fund balance was due to the expense of an additional pay period for the month of September, annual rent payment and additional interest assessed by treasurer's office.														
September FY 2010 - (row 46) The large increase in the average number of days for approval was a result of one (1) application. The application could not be approved until the applicant provided financial statement. Upon receipt application was approved.														



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October FY 2010 (row 56) License Change Decisions - Information was recently automated. Figure is currently being verified. Will provide explanation upon completion				
October FY 2010 (row 109) Recoveries Totals - The non mortgage compliance unit revised recovery procedures to reflect total recoveries as opposed to documented recoveries. Examiners will request documentation to confirm payments. (August)				
October FY 2010 (row 94) Investigations / Enforcement - Large Increase in investigations completed is due to increase in loss mitigation investigations, non sustained cases, no action cases and non jurisdiction cases.				
October FY 2010 (row 96) Investigations / Enforcement - Large increase in referrals for charge was due to non-jurisdiction debt settlement cases referred to AG's Office of Consumer Protection.				
October FY 2010 (row 91 thru 95) Investigations / Enforcement - Number of investigations initiated and closed were restate on November 16, 2009. Unit supervisor revised unit's prior submitted totals. He determined that additional				
October FY 2010 (row 45) Average Days to Approval on New Application - Debt Management license application approval time was in excess of 300 plus days due to agency investigation. Consent agreement was entered into with Office of I				
October FY 2010 - (row 50) Mortgage Lenders Avg. Days for approval - Large increase was because our staff and the industry are adjusting to mechanics of the NMLS licensing system. Mortgage lenders are having difficulty meeting the new				
November FY 2010 - (row 5) Bank Charters - The decrease in the number of banks due to Peoples Bank of Elkton merged with Columbia Bank. The banks merged in August.				
November FY 2010 - (row 75) Mortgage Lender Exams - The significant decrease in the number of mortgage exams completed for the month is due to a large mortgage servicer examination that is currently in process.				
November FY 2010 - Licensing Change Decisions - (rows 54 thru 61) Interim change figures have been verified that AS400 reports pulling counts are compiling data from the appropriate licensing check list fields.				
November FY 2010 - (row 52) Average Days to Approval on New - Sales Finance Companies - Large increase in the average days for approval was due to an extended review period for one (1) application.				
December FY 2010 (row 46) Average Days to Approval on New - The average days for approval of the installment lender licenses was extensive due to an investigation that was being conducted regarding the business activity of the applicant.				
December FY 2010 - Average Days to Approval on New - Mortgage Loan Originators - Large increase in average days for approval was due to staff and industry adjusting to mechanics of the NMLS, working between two systems, and the new				
December FY 2010 (rows 130 to 134) - Non Mortgage Complaint Categories- We are working with OIM on the process of breaking out the Non-Mortgage Complaint categories into the following categories: Financial Services Complaints,				
December FY 2010 - (row 109) Fines - Enforcement - \$998,000 fine collected from Midland Encore.				
December FY 2010 - Investigations / Enforcement - Number of enforcement investigations initiated and closed were restate on January 27, 2010. Unit supervisor advised that the error in the counts was due to data collection discrepancies. The				
December FY 2010 - (row 35) New License Issuance Totals - Number of new consumer loan licenses for the month was zero (0). Changes to the report were made on March 4, 2010. Changed from two to zero.				
January FY 2010 - Investigations / Enforcement (row 100) - Large increase of charge letters was due to unpaid examination invoices. Charge letters were issued for non payment of examination invoices.				
January FY 2010 - Investigations / Enforcement (row 94) -Large increase in mortgage investigations initiated was due to number of loan mitigation cases referred to Ags office.				
January FY 2010 - Complaints - (row 124, 130 and 136) Average days to close complaints experienced a significant increase due to complaints that were reassigned to the enforcement unit and were not closed out properly in the AS 400				
January FY 2010 - Non-Depository Totals - (row 13) Money Transmitter Licenses - The large decrease in the number of licensees is due to license expiration. Many of the money transmitter licenses expired on December 31, 2009. These licenses				
January FY 2010 - Non-Depository Totals - (row 11) Debt Management Licenses - The large decrease in the number of licensees is because many of the debt management licenses expired on December 31, 2009. These licensees are currently in				
January FY 2010 - Non-Depository Totals - (row 14) Mortgage Lender Licenses - The large decrease in the number of licensees is due to license expiration. Twenty-four of these licenses are currently in the renewal process. The remaining				
January FY 2010 - Non-Depository Totals - (row 15) Mortgage Originator Licenses - The large decrease in the number of licensees is due to the expiration and transition of licenses. Of the expired licenses, 669 of these licenses that expired				
January FY 2010 - (row 44) Average Days to Approval on New - Check cashers licenses - The large increase in average days to approval was due to extensive time needed to review 4 applications from one company (different locations.) There				
January FY 2010 - (row 46) Average Days to Approval on New - Consumer Loans - Large increase in average days to approval was due to company neglecting to provide financial statements in a timely manner. All 3 applications were from the				
January FY 2010 - (row 50) Average Days to Approval on New - Mortgage Lenders - Large increase in average days to approval was due to holidays and furlough days in December and January. Additionally, staff and industry are still				
January FY 2010 - (row 51) Average Days to Approval on New - Mortgage Originator Licenses - Large increase in average number of days to approval was due to holidays and furlough days in December and January. Also, staff and industry				
January FY 2010 (rows 132 to 136) - Non Mortgage Complaint Categories- We are working with OIM on the process of breaking out the Non-Mortgage Complaints into the following categories: Financial Services Complaints (includes: check				
January FY 2010 - (rows 16 and 17) New categories - Affiliated Ins. Producer-Mortgage Loan Originator (cat. 46) and Credit Services Businesses (cat. 28). These categories were added to report on February 25, 2010.				
February FY 2010 (row 87) Non-Depository Totals - Mortgage Lender Exams Outstanding - This measure was added to the report on March 22, 2010. The information discloses the total number of mortgage lender companies				
February FY 2010 (row 54) Average Days to Approval on New - Mortgage Lender Licenses - Large decrease in average days to approval on new mortgage lender licenses was because currently the license review period is				
February FY 2010 (row 55) Average Days to Approval on New - Mortgage Originator Licenses - The large increase in the average number of days to approval on new mortgage originator licenses was because one (1) mortgage				
February FY 2010 - (row 112) Recoveries - Mortgage and Non- Mortgage recoveries - The mortgage compliance unit reports \$51,732 in recoveries collected during the month of February. The non-mortgage compliance unit				
February FY 2010 - (row 130) Mortgage Complaints - Open at End of Month - The number of open mortgage complaints was changed March 15th, 2010. These changes were made based on a review of an OIM printed report of				
February FY 2010 - (row 142) Notice of Intent Letters - Number of letters mailed for the month of January was revised by data personnel on March 16, 2010.				
February FY 2010 - (rows 126, 132, 138, 144 & 150) Complaints - Average time to close - An open complaint audit conducted in during the month revealed that 8 complaints closed in the month of February had been open in the				
February FY 2010 - (rows 94 & 97) Investigation / Enforcement - The investigations initiated varies during any given month. These figures are based on the number of issues received by the agency or that the agency is involved				
February FY 2010 - (row 99) Investigation / Enforcement - Referral for Charges - The number of referrals for charges is dependent on various factors. During the month of February none of the completed investigations result				



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LABOR AND INDUSTRY	MONTHLY REPORTING PERIODS					FISCAL YEAR TO DATE				FISCAL YEAR COMPARISON		
	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Employment Standards												
Intake /Wage payment claims/investigations	63	141	130	138	6.2%	125	63	175	998	992	1,555	1691
Total cases closed	73	88	143	135	-5.6%	110	73	143	879	634	1,677	1435
Open cases under investigation (work load)	587	640	627	630	0.5%	591	501	640		376	273	509
Total cases closed <90 days	38	40	37	68	83.8%	54	37	71	433	546	1,220	885
Total wages recovered	\$139,830	\$21,882	\$32,072	\$49,553	54.5%	\$58,272	\$21,882	\$139,830	\$466,176	\$312,923	\$764,684	\$455,795
Employee wages recovered <90 days	\$15,089	\$14,944	\$13,538	\$36,735	171.3%	\$27,702	\$13,538	\$53,896	\$221,612	\$274,347	\$675,152	\$288,082
Cases referred for legal action	33	19	35	38	8.6%	36	19	55	290			
Case determined to have employment law	57	51	71	87	22.5%	74	51	88	588			
Employment law inquiries (Call Center)	4,491	3,688	3,948	3,672	-7.0%	3,657	2,880	4,491	29,254	7,644	39,715	50412
% Customer inquires satisfied by ESS	97%	93%	95%	98%	3.2%	3,066	1	4,375	24,531	7,321	37,741	48870
Total hours of inquiry calls	155	201	215	197	2.0%	197	155	231	1,379	291	2,401	2661.08
Investigators	2.00	3.38	3.65	2.84	-22.2%	3	2	4		3.00	4.00	3.03
Prevailing wage												
New Prevailing Wage projects	19	8	12	5	-58.3%	9	2	19	72	166	105	123
Closed Prevailing Wage projects	7	5	10	3	-70.0%	8	1	17	67			102
Total Prevailing Wage projects	148	151	153	155	1.3%	133	103	155				127
Value of current Prevailing Wage projects	\$2,297,794,582	\$2,301,460,807	\$2,458,901,215	\$2,473,896,215	0.6%	2,252,165,377	1,924,526,625	2,473,896,215				\$1,901,626,645
Prevailing Wage investigation:	11	7	29	15	-48.3%	30	7	62	239	675	723	366
Employees interviewed	91	96	271	263	-3.0%	241	91	459	1,924	8,094	11,447	3,853
Amount of Prevailing Wage restitution	\$1,331	\$1,627	\$13,960	\$61,754	342.4%	33,154	1,331	66,468	265,235	\$228,038	\$476,331	\$308,945
Number of employees restitution collected for	10	4	40	21	-47.5%	22	4	40	177	177	464	\$392
Wage determinations issued	28	11	39	19	-51.3%	22	7	39	174	251	248	293
Value of Wage determinations issued	\$186,957,080	\$188,108,976	\$159,067,204	\$156,731,800	-1.5%	161,729,788	16,811,813	304,081,707				\$118,636,624
Liquidated damages collected	\$31,935	\$6,120	\$12,070	\$43,635	261.5%	23,066	6,120	43,635	184,530	\$102,921	\$59,047	\$418,346
Certified payroll records received	3,425	3,685	2,320	3,281	-11.0%	3,186	2,320	3,685	25,490			45,352
Investigators	3.50	2.60	2.75	4.20	52.7%	3	3	4		4.00	4.00	4.60
Living wage												
New Living Wage service contracts	15	24	8	0	-100.0%	21	0	50	169		216	267
Total Living Wage service contracts	620	644	652	652	0.0%	603	501	652			216	483
Value of new Living Wage service contracts	\$194,556,875	\$41,101,864	\$25,259,351	\$0	-100.0%	\$47,343,824	\$0	\$194,556,875	\$378,750,589		\$933,096,222	\$5,903,872,107
Value of all Active LW Contracts				\$1,316,841,200	100%	\$1,316,841,200	\$1,316,841,200	\$1,316,841,200				
Total Vendors on active LW Contracts				297	100%	297	297	297				
Living Wage investigation:	23	9	5	13	200.0%	13	0	31	102			147
Employees interviewed	1	0	0	16	100%	6	0	32	51		21	67
Amount of Living Wage restitution recovered	\$0	\$0	\$0	\$1,884	100%	235	0	1,884	1,884		\$324	\$3,537
Number of employees receiving restitution	0	0	0	8	100%	1	0	8	8		2	17
Living Wage payroll records entered	20	0	37	232	527.0%	57	0	232	452			334
Investigators	1.00	0.75	0.75	1.20	60.0%	1	0	1			0	1
Safety Inspections - Railroad												
Complaints	0	0	0	0	0.0%	0	0	2	2	29	37	10
Accidents	1	1	4	1	-75.0%	2	0	5	13	24	35	24
Fatalities	1	0	2	0	-100.0%	1	0	2	5	0	2	3
Injuries	0	1	0	1	100%	0	0	1	3	3	12	4
Property damage	0	0	2	0	-100.0%	1	0	3	5	21	29	17
Inspector positions authorized	4	4	4	4	0.0%	4	4	4		6	4	4
Inspectors	2	2	2	2	0.0%	2	2	2		3	3	
Defects identified	16	32	38	33	-13.2%	90	16	240	720	2,240	2,121	1,780
Violations identified	4	0	2	0	-100.0%	1	0	4	6	39	42	38
Miles of track	2	218	100	89	-11.0%	119	2	218	955	1,293	1,425	1,566
Locomotives	2	0	0	4	100%	1	0	4	7	380	424	126
Rail cars	0	0	0	0	0.0%	0	0	0	0	6,420	5,536	769
Operating Practices inspections:	10	8	16	11	-31.3%	12	8	16	95	150	151	180
Safety Inspections - Amusement rides												
Total inspections	25	35	43	37	-14.0%	292	25	669	2,338	4,954	5,224	5,078
Certificate inspections	25	35	43	15	-65.1%	252	15	396	2,012	4,034	4,341	4,154
Other inspections	0	0	0	22	100%	41	0	160	326	920	883	923
Accidents	0	0	0	0	0.0%	0	0	1	5	5	7	2
Incidents/Complaints	0	0	0	0	0.0%	1	0	5	5		6	9
Fatalities	0	0	0	0	0.0%	0	0	0	0		0	0
Positions authorized	7	7	7	7	0.0%	7	7	7		6	7	7
Vacant positions	2	2	2	2	0.0%	1	0	2		1	1	1
AR inspectors (Inspecting)	0.11	0.13	0.29	1.27	335.1%	1	0	3				3.43



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	0.07	0.01	0.05	0.05	0	0	0	1				
	4.02	3.99	4.12	3.61	-12.2%	4	3	5				
Avg inspections per inspector	25	35	43	28	-34.9%	110	25	197				216
Safety Inspection - Elevators	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Total Elevators Registered	21,685	21,501	21,572	21,783	1.0%	21,619	21,501	21,783		20,039	20,712	21,445
Elevators registered (Private Sector)	16,330	16,787	17,006	17,257	1.5%	15,759	13,565	17,257				
Elevators registered (Private Sector inspected)	1,220	619	446	346	-22.4%	1,740	346	3,881				
Elevators registered (State)	4,135	4,095	4,120	4,180	1.5%	4,120	4,087	4,180				
Total Elevators Overdue	4,702	3,841	3,569	3,169	-11.2%	4,709	3,169	5,966	2,505	6,157	6,000	
Total elevators past due (Private Sector)	2,416	2,168	2,327	2,288	-1.7%	1,977	937	2,416				
Up to 30 days past due (Private Sector)	650	519	599	536	-10.5%	0	519	835				
31-45 days past due (Private Sector)	366	274	220	201	-8.6%	0	201	384				
46-61 days past due (Private Sector)	302	201	162	217	34.0%	0	162	359				
> 61 days past due (Private Sector)	1,098	1,174	1,346	1,334	-0.9%	0	21	1,346				
Number of authorized 3rd party Inspectors	67	66	77	76	-1.3%	68	58	77				
Total elevators past due (Private Sector)	1,220	619	446	346	-22.4%	1,740	346	3,881				
Total elevators past due (State)	1,066	1,054	796	535	-32.8%	992	535	1,148				
Up to 1 year past due (State)	976	967	735	485	-34.0%	891	485	1,023	2,365	6,082	5,347	
1 to 2 years past due (State)	89	85	60	50	-16.7%	100	50	160	127	69	652	
> 2 years past due (State)	1	2	1	0	-100.0%	1	0	2	13	6	1	
Total inspections	1,918	1,980	2,104	1,450	-31.1%	2,037	1,450	2,799	16,292	19,051	15,790	15,901
Total inspections (Private Sector)	1,105	1,063	1,220	807	-33.9%	959	364	1,420	7,670			
Total inspections (State)	813	917	884	643	-27.3%	1,071	643	1,572	8,566			
Accidents	1	0	0	1	100%	1	0	4	12	14	2	
Incidents/Complaints	0	0	0	3	100%	3	0	10	25	31	33	
Fatalities	0	0	0	0	0.0%	0	0	0	0	0	0	
Finals (#L+CH+F)	61	59	45	50	11.1%	66	45	101	524			
Final Re-Inspections (FR)	1	0	9	8	-11.1%	8	0	14	60			
Test Inspections (1P+1T+5T)	0	0	0	96	100%	19	0	96	151			
Re-Inspections (R+RS)	16	31	38	21	-44.7%	57	16	143	458			
Annual Inspections (S)	625	660	627	413	-34.1%	1,080	413	1,831	8,638			
Inspections of 3rd Party (and Seal-Outs)	8	2	14	0	-100.0%	3	0	14	26			
No Access or No Inspections	101	165	151	42	-72.2%	98	33	202	782			
Positions authorized	25	25	25	25	0.0%	24	23	25	23	26	26	
Vacant positions	5	6	8	8	0.0%	5	3	8	1	5	6	
Elevator inspectors (Inspecting)	11.46	10.39	10.97	10.88	-0.8%	12	10	15				185.04
AR inspectors (Inspecting elevators)	0.87	0.88	0.59	0.12	-80.4%	1	0	1				16.30
Elevator inspectors (Not-Inspecting)	8.35	8.39	5.97	6	1.5%	7	4	9				63.51
Fiscal Year benchmark	76	76	76	76	0.0%	76	76	76				76
Avg inspections per inspector	66	81	76	58.46	-23.5%	84	58	100				79
Avg inspections per inspector per day	3.88	4.07	4.02	3	-14.5%	4.2	3.4	4.7				3.8
Final Notice Overdue Letters Sent	658	524	512	418	-18.4%	541	418	658	2,707			
Citations Issued	19	0	33	36	9.1%	20	0	36	98			
Citations Issued With Penalties	19	0	33	36	9.1%	20	0	36	98			
Final orders	11	19	3	25	733.3%	12	0	25	58			
Boilers and pressure vessels	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Total inspections	1,548	1,357	1,914	1,193	-37.7%	1,942	1,193	2,719	15,533	27,598	26,707	29,618
Inspections--MD State	616	630	640	509	-20.5%	694	509	1,033	5,550	5,534	6,741	8,424
Inspections--Special	932	727	1,274	684	-46.3%	1,248	684	1,911	9,983	22,064	19,966	21,194
Accidents	0	0	1	0	-100.0%	0	0	1	1	2	1	2
Incidents/Complaints	0	0	0	0	0.0%	0	0	0	0	1	0	0
Fatalities	0	0	0	0	0.0%	0	0	0	0	0	0	0
Positions authorized	13	13	13	13	0.0%	13	13	13	11	13	13	13
Vacant positions	5	5	8	3	-62.5%	5	3	8				5
BPV inspectors (Inspecting)	4.13	3.97	4.56	4.29	-5.9%	4	3	5				4.67



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Registered Objects By Company	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
BPV inspectors (Not-Inspecting)	3.87	4.03	3.44	5.71	65.9%	4	3	6				3.33
Fiscal Year benchmark	165	165	165	165	0.0%	165	165	165				165
Avg inspections per Inspector	149	159	140	119	-15.5%	166	119	223				164
ACE American Insurance	965	967	980	979	-0.1%	973	964	990				
ARISE Incorporated	4,923	4,894	4,866	4,867	0.0%	4,692	3,990	4,937				
Chubb	2,986	2,946	2,954	2,930	-0.8%	2,959	2,922	3,012				
Cincinnati Insurance	169	169	171	172	0.6%	168	155	176				
CNA Insurance Company	1,425	1,411	1,317	1,307	-0.8%	1,375	1,307	1,434				
FM Global	6,748	6,882	6,972	7,045	1.0%	6,710	6,246	7,045				
Hartford Steam Boiler	11,648	12,325	11,431	11,514	0.7%	11,937	10,768	13,557				
Hartford Steam Boiler-CT	218	218	218	218	0.0%	221	218	243				
Liberty Mutual Insurance Co	37	49	103	105	1.9%	44	9	105				
National Union Fire Insurance	22	22	22	22	0.0%	22	22	22				
Seneca Insurance	287	283	283	283	0.0%	289	283	306				
Travelers	4,597	4,118	3,981	3,678	-7.6%	4,129	3,526	4,685				
Zurich American Insurance	6,389	6,051	6,527	6,496	-0.5%	6,396	6,051	6,639				
Sasol North America Inc.	0	0	0	0	0.0%	92	0	184				
Units registered--Special	40,414	40,337	39,825	39,616	-0.5%	40,006	38,951	40,688	40,210	41,197	39,739	
Units registered--MD State	13,734	13,987	14,403	14,562	1.1%	14,390	13,734	15,722	15,142	14,693	15,024	
Units registered Total	54,148	54,322	54,228	54,178	-0.1%	54,395	54,148	54,673	55,352	55,890	54,763	
Overdue Inspections	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Total BPV past due	8,977	8,937	9,041	9,490	5.0%	9,340	8,937	10,156	13,606	14,606	9,570	
Up to 1 year past due	4,964	5,020	5,345	5,779	8.1%	5,190	4,841	5,779	6,577	7,186	4,722	
1 to 2 years past due	1,959	1,902	1,907	1,898	-0.5%	1,928	1,896	1,974	2,533	2,642	1,957	
> 2 years past due	2,054	2,015	1,789	1,813	1.3%	2,223	1,789	2,759	4,496	4,778	2,891	
Total State of Maryland	5,044	4,879	4,654	4,916	5.6%	5,377	4,654	6,568	7,246	7,145	6,337	
Up to 1 year past due-State	2,476	2,445	2,476	2,749	11.0%	2,632	2,445	2,954	2,451	2,658	2,667	
1 to 2 years past due-State	1,165	1,106	1,041	1,033	-0.8%	1,160	1,033	1,279	1,637	1,299	1,301	
> 2 years past due-State	1,403	1,328	1,137	1,134	-0.3%	1,586	1,134	2,335	3,158	3,188	2,369	
Total Insurance-other	3,933	4,058	4,387	4,574	4.3%	3,963	3,588	4,574	6,360	7,461	3,233	
Up to 1 year past due-other	2,488	2,575	2,869	3,030	5.6%	2,558	2,184	3,030	4,126	4,528	2,055	
1 to 2 years past due-other	794	796	866	865	-0.1%	768	617	866	896	1,343	656	
> 2 years past due-other	651	687	652	679	4.1%	637	424	700	1,338	1,590	522	
ACE American Insurance	0	3	3	0	-100.0%	6	0	18	32	54	0	
ARISE Incorporated	433	447	167	233	39.5%	306	167	447	814	482	173	
Chubb	159	176	272	228	-16.2%	197	126	272	425	303	220	
Cincinnati Insurance	58	68	76	54	-28.9%	57	37	76	48	46	24	
CNA Insurance Company	43	44	42	69	64.3%	84	42	141	200	267	94	
FM Global	84	18	20	5	-75.0%	54	5	100	75	34	26	
Hartford Steam Boiler	1,933	2,148	2,551	2,710	6.2%	2,081	1,747	2,710	3,117	4,670	1,539	
Hartford Steam Boiler-CT	158	173	173	178	2.9%	128	26	178	5	109	29	
Liberty Mutual Insurance Co	16	17	31	37	19.4%	15	2	37				
National Union Fire Insurance	20	20	20	20	0.0%	13	0	20	2	1	0	
Seneca Insurance	106	106	106	124	17.0%	98	57	124	94	67	79	
Travelers	745	745	849	815	-4.0%	736	554	849	823	1,166	658	
Zurich American Insurance	178	93	77	101	31.2%	186	77	310	720	258	386	
Sasol North America Inc.	0	0	0	0	0.0%	2	0	5	5	4	5	
MOSH	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Voluntary compliance sites	1	0	0	1	100%	1	0	1	4	9	16	18
Inspections	170	109	47	16	-66.0%	105	16	191	842	1,433	1,346	1,598
Inspector positions authorized	55	56	56	56	0.0%	56	55	56	59	59	57	
Inspectors (current)	48	45	45	45	0.0%	48	45	51	54	58	53	
Violations	700	491	306	112	-63.4%	466	112	700	3,731	5,446	7,029	7,319
Hazards abated	379	322	471	420	-10.8%	397	319	471	5,446	5,325	5,954	
Employees removed from exposure	2,982	2,516	945	776	-17.9%	3,039	776	6,184	24,308	111,334	79,617	49,238
Training classes	8	6	3	7	133.3%	8	3	16	201	84	96	
Training participants	193	165	88	109	23.9%	176	61	425	1,408	5,492	2,101	2,556
Other Persons Affected	210	99	63	110	74.6%	309	63	769	2,474		19,041	5,563
Complaints w/ serious hazards inspected	4	10	4	3	-25.0%	7	3	12	54	71	60	104
Accidents investigated	6	8	9	6	-33.3%	9	6	13	70	139	135	121
Fatalities investigated	1	3	3	2	-33.3%	2	0	3	15	32	22	27
Fatalities investigated <1 day of notification	1	3	3	2	-33.3%	2	0	3	15	28	21	26
% investigated <1 day	100%	100%	100%	100%	0.0%	88%	0%	100%	87.50%	97.20%	100%	
Discrimination complaints	1	1	3	0	-100.0%	2	0	5	15	36	25	106
Consultation initial safety	7	7	9	16	77.8%	10	7	16	80	173	155	160
Consultation initial health	7	1	8	9	12.5%	6	1	9	50	94	103	107
Consultation follow up	4	1	3	0	-100.0%	2	0	4	18	38	27	23
Consultation training	0	1	0	0	0.0%	0	0	1	8	9	11	



STATE STAT DEPARTMENT OF LABOR, LICENSING AND REGULATION DIVISION OF LABOR AND INDUSTRY

Apprenticeship and training	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Active programs registered	182	184	184	182	-1.1%	183	182	184				185
Inactive programs registered	306	304	303	305	0.7%	305	303	306				304
Total programs registered	488	488	487	487	0.0%	488	487	488		513	501	489
Visits - Compliance review	5	2	2	0	-100.0%	3	0	6	21	13	40	41
Compliance review benchmark	9	9	9	9	0.0%	9	9	9				9
Technical assistance	63	82	42	83	97.6%	75	42	85	601	131	151	674
Marketing and development	6	7	8	3	-62.5%	7	3	11	59	75	125	162
Apprentice registration occurrences	294	317	310	180	-41.9%	459	180	928	3,668			1,535
Apprentices registered - total	9,967	9,967	9,912	9,811	-1.0%	9,829	9,477	9,967		9,398	9,661	9,487
Total # minority apprentices	3,786	3,791	3,747	3,706	-1.1%	3,729	3,608	3,791		3,698	3,786	3,623
Total # women apprentices	461	460	453	451	-0.4%	453	437	461		492	495	446
Minority apprentice graduates	17	14	43	20	-53.5%	24	14	43	192	298	310	321
Women apprentice graduates	1	2	5	0	-100.0%	2	0	5	13	75	27	34
Apprentice graduates - total	41	47	77	45	-41.6%	73	41	121	581	1,175	1,050	1,045
Field representatives	2	2	2	2	0.0%	2	2	2		4	4	4
Participating employers	3,173	3,179	3,181	3,185	0.1%	3,166	3,136	3,185		3,030	3,118	3,135



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OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
LICENSE TOTALS												
Architects	6,204	6,215	6,266	6,233	-0.5%	6,201	6,159	6,266		5,679	5,899	6,102
Barbers	6,247	6,267	6,294	6,298	0.1%	6,273	6,247	6,298		6,155	6,270	6,267
Bay Pilots	69	71	71	70	-1.4%	67	63	71		69	60	65
Cemetery Oversight	1,360	1,339	1,353	1,365	0.9%	1,353	1,333	1,365		979	1082	1,340
Certified Interior Design	312	318	317	311	-1.9%	316	311	319		289	314	315
Certified Public Accountants	19,894	19,911	19,927	19,915	-0.1%	19,848	19,752	19,927		19,368	19,826	19,736
Cosmetologists	47,661	47,555	47,537	47,305	-0.5%	47,715	47,305	48,043		45,863	47,774	47,977
Stationary Engineers	6,291	6,272	6,273	6,203	-1.1%	6,307	6,203	6,390		5,132	6,386	6,399
Foresters	200	201	201	201	0.0%	200	193	202		180	185	192
Home Improvement	27,420	27,353	27,426	27,394	-0.1%	27,380	27,312	27,426		18,103	26,694	27,233
HVACR Contractors	17,690	17,723	17,749	17,665	-0.5%	17,631	17,458	17,749		15,901	16,850	17,296
Landscape Architects	990	986	992	991	-0.1%	991	986	996		876	938	990
Land Surveyors	1,016	1,023	1,022	1,018	-0.4%	1,017	1,010	1,023		928	985	997
Master Electricians	5,005	5,039	5,066	5,063	-0.1%	5,014	4,969	5,066		4,372	4,790	4,957
Plumbers	13,540	13,505	13,493	13,456	-0.3%	13,594	13,456	13,785		13,043	13,749	13,723
Precious Metal Dealers & Pawnbrokers	442	486	504	507	0.6%	454	414	507		265	297	412
Professional Engineers	19,984	20,014	20,358	20,330	-0.1%	20,038	19,825	20,358		17,435	18,686	19,492
Real Estate	46,662	46,439	46,157	45,650	-1.1%	47,010	45,650	48,531		55,788	54,201	48,920
Real Estate Appraisers and Home Inspectors	4,899	4,788	4,260	4,553	6.9%	4,830	4,260	5,118		5,462	5,836	5,144
NEW LICENSES												
Architects	49	26	26	22	-15.4%	34	18	62	270	369	311	385
Barbers	42	45	36	35	-2.8%	48	35	62	387	544	542	550
Bay Pilots	7	1	0	1	0.0%	2	0	7	16	4	7	12
Cemetery Oversight	37	33	21	22	4.8%	27	21	37	219	330	319	512
Certified Interior Design	2	4	1	0	-100.0%	2	0	4	18	22	35	24
Certified Public Accountants	85	52	39	64	64.1%	55	30	85	441	602	854	589
Cosmetologists	251	251	237	240	1.3%	276	237	334	2,210	4,272	4,470	3,855
Stationary Engineers	15	14	18	21	16.7%	16	8	27	124	420	1,177	214
Foresters	1	0	0	0	0.0%	1	0	3	7	5	6	9
Home Improvement	158	159	157	203	29.3%	195	157	246	1,561	2,890	3,176	2,992
HVACR Contractors	236	196	197	222	12.7%	264	196	337	2,111	2,669	2,692	2,612
Landscape Architects	0	2	8	5	-37.5%	4	0	8	31	51	64	57
Land Surveyors	3	15	2	4	100.0%	6	1	17	51	27	62	30
Master Electricians	24	22	30	24	-20.0%	22	14	30	178	349	386	307
Plumbers	108	121	80	91	13.8%	140	80	198	1,120	1,838	2,059	1,681



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OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
Precious Metal Dealers & Pawnbrokers	12	45	22	11	-50.0%	16	8	45	125	25	80	123
Professional Engineers	59	70	347	44	-87.3%	138	44	347	1,107	1,203	1,387	1,241
Real Estate	345	317	392	312	-20.4%	359	312	408	2,868	9,854	9,337	6,629
Real Estate Appraisers and Home Inspectors	21	22	20	21	5.0%	18	9	22	145	927	1,088	370
LICENSE RENEWALS - RATE	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Architects	75.0%	77.0%	79.0%	80.0%	1.3%	76%	69%	80%				
Barbers	63.0%	80.0%	52.0%	52.0%	0.0%	63%	52%	80%				
Bay Pilots	0.0%	0.0%	0.0%	0.0%	0.0%	0%	0%	0%				
Certified Interior Design	61.0%	76.0%	58.0%	75.0%	29.3%	70%	57%	86%				
Certified Public Accountants	84.0%	86.0%	87.0%	81.0%	-6.9%	85%	81%	88%				
Cosmetologists	68.0%	70.0%	68.0%	66.0%	-2.9%	68%	66%	70%				
Stationary Engineers	77.0%	80.0%	79.0%	82.0%	3.8%	80%	74%	85%				
Foresters	70.0%	0.0%	100.0%	100.0%	0.0%	55%	0%	100%				
Home Improvement	71.0%	68.0%	55.0%	51.0%	-7.3%	64%	51%	71%				
HVACR Contractors	48.0%	47.0%	48.0%	44.0%	-8.3%	48%	39%	66%				
Landscape Architects	83.0%	79.0%	70.0%	74.0%	5.7%	80%	70%	87%				
Land Surveyors	82.0%	49.0%	92.0%	77.0%	-16.3%	69%	49%	92%				
Master Electricians	78.0%	76.0%	64.0%	60.0%	-6.3%	74%	60%	82%				
Plumbers	65.0%	59.0%	47.0%	46.0%	-2.1%	52%	46%	65%				
Precious Metal Dealers & Pawnbrokers	46.0%	18.0%	45.0%	52.0%	15.6%	49%	18%	63%				
Professional Engineers	83.0%	78.0%	71.0%	86.0%	21.1%	80%	71%	86%				
Real Estate	60.0%	60.0%	60.0%	60.0%	0.0%	59%	56%	60%				
Real Estate Appraisers and Home Inspectors	29.0%	60.0%	42.0%	40.0%	-4.8%	38%	29%	60%				
Cemetery Oversight	19.0%	35.0%	30.0%	13.0%	-56.7%	24%	13%	35%				
LICENSE RENEWALS-RAW DATA	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Architects	200	230	266	256	-3.8%	235	200	266	1,880	2,612	2,700	2,188
Barbers	135	102	129	136	5.4%	190	102	274	1,520	2,882	2,513	2,335
Bay Pilots	0	0	0	0	0.0%	0	0	0	0	0	54	0
Certified Interior Design	16	17	9	4	-55.6%	15	4	20	118	126	143	100
Certified Public Accountants	838	852	924	707	-23.5%	830	707	924	6,638	9,507	9,214	7,231
Cosmetologists	1,699	1,605	1,873	1,690	-9.8%	1,782	1,605	1,947	14,254	20,093	21,032	16,519
Stationary Engineers	215	251	398	355	-10.8%	291	215	398	2,330	2,304	2,313	2,008
Foresters	2	4	3	0	-100.0%	3	0	4	24	150	24	147
Home Improvement	780	734	616	718	16.6%	898	616	1,117	7,183	11,457	10,527	10,370
HVACR Contractors	503	447	516	495	-4.1%	636	447	1,057	5,085	5,312	6,916	4,931
Landscape Architects	31	23	46	49	6.5%	41	23	56	325	409	424	368
Land Surveyors	20	39	49	57	16.3%	30	14	57	238	403	476	318
Master Electricians	184	150	135	143	5.9%	193	135	236	1,541	1,809	2,609	2,131
Plumbers	507	393	350	287	-18.0%	458	287	582	3,661	5,078	5,337	4,376
Precious Metal Dealers & Pawnbrokers	11	20	20	18	-10.0%	17	11	20	136	71	120	93



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OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Professional Engineers	583	671	774	562	-27.4%	617	522	774	4,932	7,183	7,248	5,821
Real Estate	2,031	2,110	2,759	1,976	-28.4%	2,317	1,976	2,759	18,538	25,881	30,468	24,147
Real Estate Appraisers and Home Inspectors	218	344	226	105	-53.5%	150	64	344	1,203	1,316	767	629
Cemetery Oversight	14	21	34	12	-64.7%	21	10	34	169	203	255	208
HOME IMPROVEMENT	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
New Complaints and Claims												
Claims Received	22	24	29	24	-17.2%	26	22	31	211			
Complaints Received	121	117	108	116	7.4%	131	108	170	1,050			
Licensed	74	75	65	71	9.2%	81	65	101	650	1,612	1,183	1,046
Unlicensed	47	42	43	45	4.7%	50	42	79	400	1,294	856	793
Open Complaints/Claims	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Intake/Pre Investigation	214	116	137	140	2.2%	143	125	214				
Mediation	2	7	17	3	-82.4%	7	0	17				
Pending Show Cause Hearings	33	34	38	12	-68.4%	32	12	48				
No. Show Cause Hearings Held	0	0	0	0	0.0%	0	0	0	0			
Under Investigation	757	797	703	689	-2.0%	743	689	818				
Total Open Complaints	1,727	1,682	1,663	1,656	-0.4%	1,701	1,608	1,788				
Total Open Claims	842	820	813	800	-1.6%	819	795	842				
Average Caseload	108	114	100	98	-2.0%	106	98	117		93	105	1,342
Post Investigation	721	648	768	812	5.7%	830	648	1053				
Number Investigators	7	7	7	7	0.0%	7	7	7		7	85	88
Closed Investigations	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Investigations completed	99	139	136	106	-22.1%	153	99	272	710	3,308	3,525	2,606
ADR	57	45	84	69	-17.9%	54	23	97	179			
Disciplinary Actions	9	3	3	11	266.7%	6	2	11	49			
Investigation time to resolution in Days	103	99	69	98	42.0%	121	69	157		91	108	1,358
Criminal Court Activity	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Complaints Referred for Prosecution	40	27	28	38	35.7%	30	23	40	242			
Prosecutions	72	82	89	74	-16.9%	76	11	100	611			
No. of contractors found guilty	16	13	20	12	-40.0%	20	12	35	158			
No. of contractors ordered pay restitut.	20	23	26	13	-50.0%	26	13	33	205			
Monetary Amounts	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Monetary Settlement by Investigators	\$16,735	\$30,393	\$17,601	\$35,480	101.6%	\$26,775	\$16,735	\$35,480	\$214,197			
Court-Ordered Restitution	\$77,436	\$145,604	\$183,153	\$32,147	-82.4%	\$190,532	\$32,147	\$297,173	\$1,524,256			
Total Monetary Amount	\$94,171	\$175,997	\$200,754	\$67,627	-66.3%	\$217,307	\$67,627	\$330,375	\$1,738,453			
Guaranty Fund	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09



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OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD						Fiscal Year To Date				FY COMPARISON		
	Nov-09	Dec-09	Jan-10	Feb-10	% Change		Avg	Min	Max	Total	FY07	FY08	FY09
Guaranty Fund Awards	\$154,380	\$375,732	\$92,202	\$8,940	-90.3%	\$121,663	\$8,940	\$375,732	\$973,302				
Guaranty Fund Reimbursements	\$14,334	\$5,284	\$0	\$75	0.0%	\$8,454	\$0	\$20,900	\$67,631				
Guarantee Fund Balance	\$1,283,869	\$973,906	\$922,395	\$960,507	4.1%	\$1,196,758	\$922,395	\$1,441,133					
Licensing Activity	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	
Current Licenses Total	27,414	27,353	27,486	27,538	0.2%	27,409	27,321	27,538					
Contractor/Salesperson	16,067	16,011	16,066	16,077	0.1%	16,079	16,011	16,123					
Sub-Contractor	680	679	683	674	-1.3%	680	674	683					
Salesperson	2,187	2,187	2,213	2,194	-0.9%	2,188	2,166	2,213					
Contractors/Salesperson (Corp/Part)	7,605	7,604	7,641	7,689	0.6%	7,591	7,475	7,689					
New Applications Received	70	61	83	79	-4.8%	77	61	93	612				
Examination Results	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	
# of Exams Taken	199	223	251	225	-10.4%	238	199	296	1,907				
# of Exams Passed	129	156	165	157	-4.8%	159	122	195	1,268				
Pass Rate (%)	65	67	66	70	6.1%	66	58	70					
REAL ESTATE	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	
Complaints	51	30	29	53	82.8%	45	29	65	356	777	901	587	
Investigations Completed	9	9	6	10	66.7%	11	6	19	87	97	200	155	
Investigation time to resolution in Days	123	147	132	141	6.8%	133	123	147					
ADR	4	9	2	6	200.0%	4	2	9	34	25	62	77	
District court	0	0	0	0	0.0%	0	0	0	0	0	0	0	
Investigators	4	4	4	4	0.0%	5	4	6					
Avg. caseload	20	20	21	20	-4.8%	20	20	21		25	20	240	
Awaiting Administrative Review	0	0	0	0	0.0%	0	0	0					
Awaiting Assignment to Investigator	10	16	23	14	-39.1%	16	7	23					
Under Investigation	80	80	84	80	-4.8%	98	80	120					
Awaiting Panel Review	7	16	7	9	28.6%	13	7	21					
Total Open	184	164	158	152	-3.8%	179	152	201					
Total Closed During Month	59	49	53	57	7.5%	50	37	59	402				
Post Panel	114	122	132	122	-7.6%	107	74	132					
Precious Metals / Pawn	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	
Complaints Rec'd	14	10	11	8	-27.3%	10	5	14	48				
Complaints Closed	0	13	12	1	-91.7%	8	0	13	20				
Settlement/Penalty Ltrs. Tendered	0	10	19	1	-94.7%	6	0	19	24				
Settlement/Penalty Ltrs. Accepted	0	5	9	0	-100.0%	3	0	9	11				
Civil Penalty Collected (Dollars)	\$10,000	\$ 2,450	\$ 3,550	\$1,300	-63.4%	4,360	1,300	10,000	\$16,950				
Licenses Disciplined	0	5	6	0	-100.0%	3	0	6	8				
Precharge Review	3	3	2	2	0.0%	2	0	3					
Hearing Process	8	8	9	9	0.0%	8	8	9					
Net Complaints Open	44	41	40	47	17.5%	40	30	47					
DISCIPLINARY ACTIONS	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	
Home Improvement	9	3	3	11	266.7%	6	2	11	49	186	136	124	
Real Estate	3	14	5	9	80.0%	7	2	14	53	35	81	90	
Real Estate Appraisers and Home Inspectors	0	1	1	2	100.0%	1	0	2	7	8	10	19	
All Other Boards/Commissions	5	13	3	5	66.7%	7	3	13	56		60	54	



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OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					% Change	Fiscal Year To Date				FY COMPARISON		
	Nov-09	Dec-09	Jan-10	Feb-10	Avg		Min	Max	Total	FY07	FY08	FY09	
Fines Collected	\$26,909	\$9,050	\$15,789	\$5,950	-62.3%	\$14,733	\$5,950	\$26,909	\$117,863				
ALL OTHERS													
Complaints	50	60	73	57	-21.9%	64	39	103	515	681	659	664	
Investigations Completed	10	9	7	11	57.1%	9	0	16	71	42	65	44	
Investigation time to resolution	19	21	30	23	-23.3%	18	0	30		35	655	1480	
ADR	0	0	0	0	0.0%	0	0	1	2		0	0	
District court	1	0	0	0	0.0%	0	0	1	3	7	1	0	
Investigators	1	1	1	1	0.0%	1	1	1	7	1.5	8	0	
Avg. caseload	24	20	17	22	29.4%	19	16	24			13	0	
CALL CENTERS													
Call volume	7884	8863	10863	8052	-25.9%	9,382	7,884	10,863	75,053		78,632	116059	
Avg length of call in min	1.53	1.51	1.53	2.36	54.2%	1.62	1.50	2.36			1.56	1.52	
Resolution of problem on call											N/A	N/A	
Transfer to other entity											N/A	N/A	
Customer service agents	2.44	2.44	3.48	2.64	-24.1%	2.90	2.44	3.60			3.11	3.15	
Avg. New Application Processing time (days) (NEW)													
Architects		16	10	20	100.0%	14	10	20					
Certified Interior Design	2	1	0	2	0.0%	1	0	2					
Certified Public Accountants	19	12	18	19	5.6%	20	12	34					
Landscape Architects	10	0	21	1	-95.2%	8	0	24					
Land Surveyors	0	38	17	0	-100.0%	7	0	38					
Professional Engineers	10	11	13	5	-61.5%	10	5	13					
Real Estate	1	1	1	1	0.0%	1	1	1					
MFR Complaint Measures (NEW)	FY2007	FY2008	FY 2009		Total FY07 & FY08	Average	09 Estimate	% Est. Met					
% of complaints closed < 180 days	63.4%	54.8%	58.4%			59%	63%	-7.3%					
average completion time	209	237	252			223	215	17.2%					
% HIC complaints resolved by mediation/settlement	17.0%	15.0%	10.8%			16%	17%	-36.5%					
\$ recovered for consumers in non-guaranty cases from HIC activities	2,880,000	1,440,000	2,100,000		4,320,000	2,160,000	1,750,000	20.0%					
MFR General Measures	FY2007	FY2008	FY 2009		Total FY07&FY08	Average	09 Estimate	% Estimate Met					
Customer service rating, on a scale of 1 to 10	5.37	4.90	5.4			5.14	5.3	1.9%					
% renewals via Internet/telecommunications	85%	86%	88%			86%	86%	2.3%					



StateStat

Department of Labor, Licensing and Regulation Unemployment Insurance Lower Appeals

LOWER APPEALS	REPORTING PERIODS				% Change	Fiscal Year To Date					FY COMPARI	
	Dec-09	Jan-10	Feb-10	Mar-10		Avg	Min	Max	Total	Target	FY07	FY08
Total No. U.I Appeals Filed	4,635	4,668	3,455	5,395	56.2%	4,351	3,381	5,395	39,157		25,505	28,228
Disposition - in favor of appellant	1,431	1,544	1,257	1,907	51.7%	1,477	1,257	1,907	13,296		8,128	10,330
Disposition - not in favor appellant	2,788	2,804	2,198	4,129	87.9%	2,915	2,198	4,129	26,234		17,207	17,410
Total No. U.I. Decisions	4,219	4,348	3,931	6,036	53.5%	4,445	3,895	6,036	40,006		25,335	27,740
No. U.I. Hearing Examiners	44	48	46	46	0.0%	43	39	48	320		29	27
% of cases out in 30 days	9%	8%	6%	16%	166.7%	8.3%	0	0	n/a	**60%	68%	809%
% of cases out in 45 days	24%	20%	28%	38%	35.7%	23.0%	0	0	n/a	**85%	91%	1095%
Case age (avg) in days	46	45	47	39	-17.0%	43	39	47				**30
No. Pending Appeals	9,556	9,708	9,305	8,762	-5.8%	9531	8,762	9,868				
Federal Quality Review**			95%			95%			96%			***85%

** Per USDOL Guidelines, % scoring 85 or better
***U.S.D.O.L. standard is 80% scoring 85 or better



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Department of Labor, Licensing and Regulation
Unemployment Insurance Lower Appeals

Volume 3 Number 10
Reporting Period March, 2010

SON
FY09
41,997
12,399
24,305
35,350
99%



StateStat

Volume 3 Number 10
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Department of Labor, Licensing and Regulation Unemployment Insurance Higher Appeals

HIGHER APPEALS	REPORTING PERIODS				% Change	Fiscal Year To Date					FY COMPARISON		
	Dec-09	Jan-10	Feb-10	Mar-10		Avg	Min	Max	Total	Target	FY07	FY08	FY09
U.I. Appeals Recieved	641	492	495	744	50.3%	578	492	744	5,203		3,170	3,717	4,655
Claimant Appeals	538	409	407	615	51.1%	482	407	615	4,336				***2748
Employer Appeals	102	80	85	128	50.6%	94	78	128	847				***513
Agency Appeals	0	2	0	0	0.0%	1	0	2	5				***9
Other	1	1	3	1	-66.7%	1	0	4	13				
Decisions Mailed	521	709	561	603	7.5%	522	357	709	4,698		3,328	3,576	4,294
Disposition - Affirmed	204	226	210	243	15.7%	218	147	284	1,960			1,772	2,330
Disposition -Affirmed w/commen	227	369	286	269	-5.9%	222	146	369	1,995			542	1,705
Disposition - Reversed	32	19	13	27	107.7%	22	12	32	198		66	62	170
Disposition - Remanded	45	76	39	50	28.2%	48	26	76	436			292	343
Disposition - Modified	3	3	1	4	300.0%	3	0	10	26			19	39
Disposition-Other	9	11	9	8	-11.1%	6	0	11	58				
Disposition - Unnecessary	1	5	3	2	-33.3%	3	0	7	24			9	23
Pending UI Appeals	1153	1020	923	1064	15.3%	940	598	1,153					
E.A. Appeals Received	30	24	23	21	-8.7%	26	18	51	237				
E.A. Decisions Mailed	15	5	3	43	1333.3%	15	3	43	138				
E.A. Dismissals Mailed	0	2	0	0	0.0%	3	0	12	26				
Pending E.A. Appeals	168	185	205	183	-10.7%	167	135	205					
% of cases out in 45 days	52%	33%	32%	42%	31.3%	54%	32%	73%		50%*	89%	86%	73%
% of cases out in 75 days	79%	69%	81%	80%	-1.2%	83%	69%	91%		80%*	97%	96%	92%
Case age (avg)	53	55	51	41	-19.6%	47	38	55		40**			33



StateStat
Department of Labor, Licensing and Regulation
Racing Commission

RACING COMMISSION	Nov-09	Dec-09	Jan-10	Feb10	% Change	Fiscal Year to Date				FY Comparison		
						Avg	Min	Max	Total	FY07	FY08	FY09
RACES												
Live racedays - thoroughbred	16	11	18	10	-44.4%	13	0	19	102	128	169	160
Live Race Days-harness	0	0	0	0	0.0%	5	0	19	42	74	81	40
Wagering - thoroughbred	16,525,485	12,535,735	18,538,109	14,192,909	-23.4%	\$17,014,294	\$12,535,735	\$20,031,801	136,114,352	\$249,667,559	\$314,234,024	\$248,766,485
Wagering - harness	2,652,626	3,256,307	2,901,725	2,403,261	-17.2%	\$4,043,500	\$2,403,261	\$6,180,761	32,348,001	\$76,421,537	\$94,057,104	\$87,342,172
Wagering - total	\$19,178,111	\$15,792,042	\$21,439,834	\$16,596,170	-22.6%	\$21,057,794	\$15,792,042	\$26,056,389	168,462,353	\$326,089,096	\$408,291,128	\$336,108,657
TESTING AND SUPERVISION												
Equine - Blood/gas tests	0	0	0	11	100%	3	0	11	21	13	274	90
Equine - Blood/gas overages	0	0	0	0	0.0%	0	0	0	0	0	0	0
Equine - specimen testing	528	369	577	362	-37.3%	545	362	897	4,363	7,132	9,981	6,246
Equine - violations	2	0	5	6	20.0%	4	0	7	29	32	22	36
Human testing	0	0	0	0	0.0%	4	0	32	34	66	52	12
Confirmations (+-)	0	0	0	0	0.0%	0	0	0	0	8	32	19
Rulings issued - thoroughbred		7	3	17	466.7%	8	0	19	57		226	197
Rulings issued - harness	0	0	0	0	0.0%	4	0	25	31		46	42
Rulings issued - total		7	3	17	466.7%	13	3	25	88		235	239
THOROUGHBRED LICENSING												
Original Owner	42	31	57	32	-43.9%	39	7	57	315	594	459	390
Renewal Owner	81	445	456	121	-73.5%	156	4	456	1,247	1,878	1,805	1,587
Owners licenses total	123	476	513	153	-70.2%	195	11	513	1,562	2,472	2,264	1,977
Original Trainer	4	4	4	6	50.0%	4	0	9	35	51	49	60
Renewal Trainer	2	30	58	13	-77.6%	18	0	58	144	233	195	184
Assistant Trainer	6	11	21	7	-66.7%	9	0	21	69	103	114	110
Owner/Trainer	34	64	113	20	-82.3%	34	2	113	274	398	333	324
Jockey	14	29	36	20	-44.4%	18	1	36	146	262	239	250
Jockey Agent	1	9	9	0	-100.0%	3	0	9	24	33	26	34
Veterinarian	0	0	4	0	-100.0%	2	0	4	12	26	29	26
Farrier	1	0	7	0	-100.0%	3	0	7	24	30	36	38
Stable Employee & Ex. Rider	58	13	61	19	-68.9%	69	7	190	548	880	1,083	1,145
Mutual Employee	2	1	1	0	-100.0%	14	0	81	108	517	471	505
Vendor	6	2	7	1	-85.7%	8	1	20	61	155	155	154
Exercise Rider	16	7	25	7	-72.0%	18	5	47	146	252	263	260
Track Employee	9	2	4	3	-25.0%	17	2	62	132	271	313	314
Total Licenses	276	648	863	249	-71.1%	411	51	863	3,285	6,574	5,570	5,381
THOROUGHBRED REGISTRATIONS												
Authorized Agent	4	9	12	1	-91.7%	4	0	12	30	86	55	25
Assumed Name	28	171	196	58	-70.4%	72	2	196	572	805	812	724
Total Registrations	32	180	208	59	-71.6%	75	2	208	602	891	867	749
HARNESSE LICENSING												
Original Owner	0	1	22	0	-100.0%	14	0	61	110	218	168	123
Renewal Owner	17	36	1	3	200.0%	34	0	165	268	755	629	348
Original Trainer	0	0	0	0	0.0%	0	0	1	2	13	11	9
Renewal Trainer	1	0	0	0	0.0%	3	0	20	25	39	74	43
Driver	0	0	0	0	0.0%	3	0	18	22	58	45	32
Trainer/Driver	0	0	0	1	100%	2	0	14	18	48	57	48
Owner/Trainer	0	4	1	0	-100.0%	11	0	64	84	224	195	124
Owner/Trainer/Driver	2	1	3	1	-66.7%	6	0	35	47	196	171	92
Owner/Driver	0	1	1	0	-100.0%	1	0	2	5	24	19	13
Veterinarian	0	0	0	0	0.0%	0	0	3	3	11	11	8
Stable Employee	1	0	0	0	0.0%	16	0	108	129	270	256	182
Mutual Employee	0	0	0	0	0.0%	4	0	33	33	111	89	89
Track Employee	1	0	0	0	0.0%	4	0	28	30	152	148	109
Vendor	0	0	0	0	0.0%	1	0	4	4	17	22	8
Farrier	0	0	0	0	0.0%	0	0	0	0	5	3	0
Total Licenses	22	43	28	5	-82.1%	98	0	556	780	2,141	1,898	1,228
HARNESSE REGISTRATIONS												
Authorized Agent	1	0	0	0	0.0%	0	0	1	1	0	3	0
Assumed Name	0	5	3	0	-100.0%	5	0	20	43	78	56	46
Total Registrations	1	5	3	0	-100.0%	6	0	20	44	78	59	46



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Workforce (Monthly)	MONTHLY REPORTING PERIOD					Fiscal Year to Date					FY COMPARISON			
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Maryland Workforce Exchange (MWE):														
# of MWE WEB Hits (duplicated)	929,695	930,820	1,275,495	1,095,320	-14.1%	978,567	696,607	1,275,495	7,828,538					4,980,314
# New customers enrolled/registered in MWE (self enrolled included)	9,333	8,647	10,873	6,882	-36.7%	9,818	6,882	11,723	78,541					111,953
# New customers enrolled/registered at a One-Stop Center (self enrolled not included) YTD Figures	8,983	7,936	10,027	6,130	-38.9%	8,853	6,130	10,027	70,820			66,730	64,859	93,829
Anne Arundel WIA	876	772	1,048	618	-41.0%	898	618	1,048	7,182					8,304
Baltimore City WIA	1,373	1,318	1,371	811	-40.8%	1,389	811	1,609	11,113					16,870
Baltimore County WIA	1,302	1,133	1,643	820	-50.1%	1,407	820	1,682	11,253					14,368
Frederick County WIA	314	321	417	275	-34.1%	360	275	436	2,876					3,513
Lower Shore WIA	309	266	275	203	-26.2%	280	203	309	2,236					3,158
Mid Maryland WIA	680	565	739	491	-33.6%	662	491	739	5,293					7,620
Montgomery County WIA	754	659	859	568	-33.9%	725	568	859	5,798					7,887
Prince Georges County WIA	1,354	989	1,426	724	-49.2%	1,232	724	1,426	9,855					12,346
Southern Maryland WIA	425	443	504	373	-26.0%	452	373	510	3,612					5,573
Susquehanna Region WIA	416	376	520	322	-38.1%	408	322	520	3,263					4,735
Upper Shore WIA	270	289	410	201	-51.0%	282	201	410	2,252					3,190
Western Maryland WIA	388	409	592	303	-48.8%	424	303	592	3,393					4,882
# New (initial) UI Claimants enrolled/registered in MWE (self enrolled included)	4,754	4,409	5,780	3,775	-34.7%	5,036	3,775	5,780	40,289					56,214
# Customers who received intensive and or training services	474	738	719	589	-18.1%	830	474	1,591	6,641			5,953	5,719	6,493
# Customers who received occupational skills training	131	144	202	213	5.4%	173	67	241	1,385			1,187	1,557	1,525
# Early Intervention Workshop Completers	2,136	2,495	2,888	1,353	-53.2%	2,535	1,353	3,010	20,277			14,411	16,896	20,734



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	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
# Job Orders- Year to Date (YTD figure)	1,782	1,694	2,208	1,723	-22.0%	1,998	1,694	2,371	15,986			27,115	28,274	23,521
Job Orders By Local Office: (Month Job Order Opened)														
*** Virtual Service Location ***	822	523	727	635	-12.7%	805	523	1,001	6,442					9,573
Allegany County One Stop Center (Cumberland)	51	48	67	59	-11.9%	60	48	79	476					784
Anne Arundel County One Stop Center (Glen Burnie)	1	35	15	5	-66.7%	8	0	35	61					18
Anne Arundel Job Center Annapolis	61	52	65	58	-10.8%	47	18	65	378					596
Anne Arundel Workforce Development Corporation	2	1	4	0	-100.0%	2	0	5	19					13
Arundel Mills Sales and Service Training Center	40	5	14	5	-64.3%	18	5	40	142					335
Baltimore City One Stop Center (Eastside)	19	6	17	8	-52.9%	15	6	22	116					210
Baltimore City One Stop Center (Eutaw Street)	47	48	81	54	-33.3%	72	47	106	578					727
Baltimore City One Stop Center (Northwest/Re-entry Center)	0	1	0	0	0.0%	0	0	1	3					32
Baltimore City Rapid Response Team	0	0	0	0	0.0%	3	0	15	21					97
Baltimore County One Stop Center (Eastpoint)	43	64	73	46	-37.0%	59	43	79	469					798
Baltimore County One Stop Center (Hunt Valley)	20	11	33	10	-69.7%	35	10	62	276					182
BWI Thurgood Marshall Int'l Airport One Stop	7	4	32	18	-43.8%	14	4	32	112					107
Calvert County One Stop Center (Prince Frederick)	24	30	24	29	20.8%	27	17	46	219					142
Caroline County One Stop Center (Denton)	13	4	11	13	18.2%	6	0	13	50					45
Carroll County Business & Employment Resource Center	44	37	45	15	-66.7%	40	15	54	321					688
Carroll County One Stop Center (Westminster)	0	0	2	3	50.0%	1	0	3	6					3
Cecil County One Stop Center (Elkton)	16	7	32	55	71.9%	33	7	57	265					379
Charles County One Stop Center (Waldorf)	23	32	33	22	-33.3%	23	7	33	182					282
Dorchester County One Stop Center (Cambridge)	1	0	0	0	0.0%	1	0	6	11					65
Employ Baltimore	0	0	0	0	0.0%	0	0	0	0					1
Frederick County One Stop Center (Frederick)	140	153	177	83	-53.1%	142	83	187	1,135					1,304
Ft. Meade Outreach Center	80	45	36	15	-58.3%	46	15	83	367					541
Garrett County One Stop Center (Oakland)	28	34	55	41	-25.5%	44	28	55	352					618
Harford County One Stop Center (Aberdeen)	1	1	1	1	0.0%	1	0	2	6					15
Harford County One Stop Center (Bel Air)	6	7	9	34	277.8%	19	6	34	155					224
Howard County Office of Workforce Development	0	1	0	0	0.0%	0	0	1	3					6
Howard County One Stop Center (Columbia)	73	63	124	90	-27.4%	79	34	124	633					736
Kent County One Stop Center (Chestertown)	3	0	4	7	75.0%	4	0	8	35					44
Langley Park Satellite Office	0	0	0	0	0.0%	0	0	2	2					0
MOED Youth Services Administrative Office	0	0	0	0	0.0%	0	0	0	0					1
Montgomery County Correctional Facility	0	0	0	2	0.0%	0	0	2	2					0
Montgomery County One Stop Center (Wheaton)	22	83	123	83	-32.5%	62	22	123	494					673
Montgomery County One Stop Center (Gaithersburg)	0	0	0	0	0.0%	0	0	2	2					14
Montgomery County One Stop Center (Germantown)	1	0	0	0	0.0%	0	0	1	1					0
Montgomery County Sales and Service Learning Center	0	0	0	0	0.0%	0	0	0	0					6
Office of Employment Services - Central	18	101	113	65	-42.5%	59	18	113	470					246
Office of Employment Training - Central	0	3	3	0	-100.0%	1	0	4	10					0
OIT Process	0	258	137	79	-42.3%	59	0	258	474					0
Prince George's County One Stop Center (Largo)	144	77	153	168	9.8%	146	77	185	1,164					1,152
Professional Outplacement Assistance Center	0	0	0	0	0.0%	0	0	0	0					1
Queen Anne's County One Stop Center (Centreville)	1	0	0	0	0.0%	0	0	1	1					1
St Mary's One Stop Center (Leonardtown)	17	10	27	40	48.1%	25	10	40	197					297
Susquehanna Workforce Network Headquarters	19	22	39	22	-43.6%	28	19	41	226					373
Talbot County One Stop Center (Easton)	23	23	36	29	-19.4%	29	23	36	234					245
Washington County One Stop Center (Hagerstown)	42	56	76	87	14.5%	64	42	87	515					843
Western MD Consortium (Cumberland)	0	0	0	0	0.0%	0	0	0	0					3
Westside Youth Opportunity Center (Youth Program)	1	0	1	0	-100.0%	2	0	4	14					16
Wicomico County One Stop Center (Salisbury)	88	28	76	101	32.9%	85	28	126	677					1,530
Workforce Reception Center	4	1	0	0	0.0%	1	0	4	7					58



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	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
# Job Openings- (Month Job Order Opened)	9,275	9,373	10,105	6,888	-31.8%	9,146	6,888	11,412	73,168					117,009
*** Virtual Service Location ***	4462	1876	1626	1739	6.9%	3,154	1,626	4,462	25,231					44,942
Allegany County One Stop Center (Cumberland)	613	127	231	185	-19.9%	330	127	835	2,643					3,107
Anne Arundel County One Stop Center (Glen Burnie)	1	200	100	99	-1.0%	57	0	200	453					139
Anne Arundel Job Center Annapolis	241	311	309	231	-25.2%	192	42	311	1,534					6,675
Anne Arundel Workforce Development Corporation	4	1	4	0	-100.0%	14	0	77	111					40
Arundel Mills Sales and Service Training Center	520	10	750	17	-97.7%	280	10	750	2,243					4,705
Baltimore City One Stop Center (Eastside)	248	80	34	21	-38.2%	67	16	248	535					1,353
Baltimore City One Stop Center (Eutaw Street)	90	101	209	227	8.6%	190	90	275	1,520					2,406
Baltimore City One Stop Center (Northwest/Re-entry Center)	0	1	0	0	0.0%	2	0	10	12					138
Baltimore City Rapid Response Team	0	0	0	0	0.0%	12	0	88	94					0
Baltimore County One Stop Center (Eastpoint)	136	208	233	307	31.8%	309	136	416	2,475					4,618
Baltimore County One Stop Center (Hunt Valley)	35	83	96	14	-85.4%	80	14	114	637					855
BWI Thurgood Marshall Int'l Airport One Stop	34	180	128	93	-27.3%	127	34	180	1,012					1,816
Calvert County One Stop Center (Prince Frederick)	57	65	31	61	96.8%	76	28	251	608					1,341
Caroline County One Stop Center (Denton)	22	6	24	16	-33.3%	10	0	24	77					262
Carroll County Business & Employment Resource Center	47	43	70	30	-57.1%	49	30	70	389					907
Carroll County One Stop Center (Westminster)	0	0	2	9	350.0%	2	0	9	12					27
Cecil County One Stop Center (Elkton)	75	44	115	567	393.0%	128	22	567	1,026					893
Charles County One Stop Center (Waldorf)	41	61	289	164	-43.3%	90	31	289	722					992
Dorchester County One Stop Center (Cambridge)	12	0	0	0	0.0%	7	0	39	58					235
Employ Baltimore	0	0	0	0	0.0%	0	0	0	0					11
Frederick County One Stop Center (Frederick)	324	350	341	236	-30.8%	346	236	559	2,768					3,139
Ft. Meade Outreach Center	564	152	265	152	-42.6%	418	137	1,120	3,345					7,402
Garrett County One Stop Center (Oakland)	117	65	213	59	-72.3%	102	59	213	814					1,339
Harford County One Stop Center (Aberdeen)	1	1	1	2	100.0%	1	0	2	7					64
Harford County One Stop Center (Bel Air)	16	33	10	144	1340.0%	127	10	266	1,017					1,359
Howard County Office of Workforce Development	0	6	0	0	0.0%	2	0	6	12					17
Howard County One Stop Center (Columbia)	162	173	955	213	-77.7%	270	114	955	2,156					3,211
Kent County One Stop Center (Chestertown)	8	0	102	28	-72.5%	21	0	102	168					241
Langley Park Satellite Office	0	0	0	0	0.0%	0	0	2	2					0
MOED Youth Services Administrative Office	0	0	0	0	0.0%	0	0	0	0					3
Montgomery County Correctional Facility	0	0	0	3	0.0%	0	0	3	3					0
Montgomery County One Stop Center (Wheaton)	45	104	303	96	-68.3%	111	35	303	885					2,017
Montgomery County One Stop Center (Gaithersburg)	0	0	0	0	0.0%	0	0	2	2					0
Montgomery County One Stop Center (Germantown)	1	0	0	0	0.0%	0	0	1	1					121
Montgomery County Sales and Service Learning Center	0	0	0	0	0.0%	0	0	0	0					12
Office of Employment Services - Central	23	1711	1509	223	-85.2%	561	23	1,711	4,491					1,427
Office of Employment Training - Central	0	4	6	0	-100.0%	3	0	17	27					0
OIT Process	0	2363	604	134	-77.8%	388	0	2,363	3,101					0
Prince George's County One Stop Center (Largo)	302	164	365	650	78.1%	629	164	1,770	5,031					7,626
Professional Outplacement Assistance Center	0	0	0	0	0.0%	0	0	0	0					1
Queen Anne's County One Stop Center (Centreville)	12	0	0	0	0.0%	2	0	12	12					2
St Mary's One Stop Center (Leonardtown)	98	13	86	63	-26.7%	57	13	98	457					663
Susquehanna Workforce Network Headquarters	170	23	53	52	-1.9%	67	23	170	539					785
Talbot County One Stop Center (Easton)	279	66	56	49	-12.5%	97	49	279	777					541
Washington County One Stop Center (Hagerstown)	239	381	480	373	-22.3%	308	190	480	2,461					3,305
Western MD Consortium (Cumberland)	0	0	0	0	0.0%	0	0	0	0					34
Westside Youth Opportunity Center (Youth Program)	1	0	1	0	-100.0%	3	0	10	22					18
Wicomico County One Stop Center (Salisbury)	259	347	504	631	25.2%	452	259	631	3,612					8,009
Workforce Reception Center	16	20	0	0	0.0%	8	0	30	66					211



Labor Related Economic Indicators														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
# Worker Adjustment and Retraining Notification Act (WARN) notices w/layoffs	3	5	4	0	-100.0%	3	0	5	24			39	43	79
# Employees impacted by WARN notices	135	702	571	0	-100.0%	338	0	774	2,702			4,051	4,463	6,004
Maryland														
Labor Related Economic Indicators														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	2,960,028	2,955,767	2,956,926	2,957,328	0.0%	2,966,724	2,955,767	2,986,511	23,733,794			36,232,246	36,257,840	36,175,675
Employment	2,743,137	2,738,476	2,734,730	2,729,804	-0.2%	2,748,291	2,729,804	2,771,810	21,986,330			34,836,734	34,922,945	34,056,130
Unemployment	216,891	217,291	222,196	227,524	2.4%	218,433	214,701	227,524	1,747,464			1,395,512	1,334,895	2,119,545
Rate	7.3	7.4	7.5	7.7	2.7%	7.4	7.2	7.7				3.9	3.7	5.9
Anne Arundel														
Labor Related Economic Indicators														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	275,363	273,311	276,088	274,650	-0.5%	275,962	273,311	281,461	2,207,699					3,351,840
Employment	257,181	255,421	255,037	253,270	-0.7%	256,970	253,270	262,196	2,055,761					3,173,665
Unemployment	18,182	17,890	21,051	21,380	1.6%	18,992	17,727	21,380	151,938					178,175
Rate	6.6	6.5	7.6	7.8	2.6%	6.9	6.5	7.8						5.3
Baltimore City														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	275,578	273,227	275,477	273,544	-0.7%	276,005	273,227	282,318	2,208,038					3,334,532
Employment	246,273	244,587	243,712	242,023	-0.7%	245,944	242,023	251,075	1,967,554					3,039,056
Unemployment	29,305	28,640	31,765	31,521	-0.8%	30,061	28,621	31,765	240,484					295,476
Rate	10.6	10.5	11.5	11.5	0.0%	10.9	10.4	11.5						8.9
Baltimore County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	422,771	419,525	421,009	418,276	-0.6%	422,827	418,276	431,981	3,382,617					5,135,231
Employment	390,238	387,567	384,851	382,184	-0.7%	389,386	382,184	397,848	3,115,090					4,815,616
Unemployment	32,533	31,958	36,158	36,092	-0.2%	33,441	31,890	36,158	267,527					319,615
Rate	7.7	7.6	8.6	8.6	0.0%	7.9	7.5	8.6						6.2
Frederick														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	124,656	123,938	123,374	123,344	0.0%	124,547	123,344	127,286	996,378					1,498,320
Employment	117,186	116,373	114,371	114,255	-0.1%	116,608	114,255	119,127	932,865					1,422,234
Unemployment	7,470	7,565	9,003	9,089	1.0%	7,939	7,260	9,089	63,513					76,086
Rate	6.0	6.1	7.3	7.4	1.4%	6.4	5.8	7.4						5.1
Lower Shore (Includes Somerset, Wicomico, and Worcester Counties)														
Somerset County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	10,873	10,705	10,684	10,690	0.1%	10,946	10,684	11,312	87,567					133,005
Employment	9,861	9,695	9,381	9,459	0.8%	9,855	9,381	10,256	78,843					121,974
Unemployment	1,012	1,010	1,303	1,231	-5.5%	1,091	1,010	1,303	8,724					11,031
Rate	9.3	9.4	12.2	11.5	-5.7%	10.0	9.1	12.2						8.3
Wicomico County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	51,295	50,593	49,740	50,232	1.0%	51,236	49,740	52,778	409,884					623,827
Employment	46,736	45,954	44,502	44,872	0.8%	46,722	44,502	48,612	373,773					578,131
Unemployment	4,559	4,639	5,238	5,360	2.3%	4,514	3,937	5,360	36,111					45,696
Rate	8.9	9.2	10.5	10.7	1.9%	8.8	7.6	10.7						7.4



Worcester County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	25,438	24,942	24,477	24,908	1.8%	27,085	24,477	31,687	216,680					332,655
Employment	21,780	20,902	19,941	20,234	1.5%	23,842	19,941	29,413	190,733					299,797
Unemployment	3,658	4,040	4,536	4,674	3.0%	3,243	2,092	4,674	25,947					32,858
Rate	14.4	16.2	18.5	18.8	1.6%	12.4	6.8	18.8						10.3
Mid-Maryland (Includes Carroll and Howard Counties)														
Carroll County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	92,209	91,763	93,048	92,574	-0.5%	92,597	91,763	94,367	740,773					1,127,217
Employment	86,433	85,841	85,673	85,080	-0.7%	86,352	85,080	88,118	690,817					1,066,596
Unemployment	5,776	5,922	7,375	7,494	1.6%	6,245	5,509	7,494	49,956					60,621
Rate	6.3	6.5	7.9	8.1	2.5%	6.7	6.0	8.1						5.4
Howard County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	155,214	153,868	155,622	154,299	-0.9%	155,574	153,868	158,814	1,244,589					1,895,730
Employment	147,012	146,006	146,311	145,298	-0.7%	147,022	145,298	149,879	1,176,178					1,814,159
Unemployment	8,202	7,862	9,311	9,001	-3.3%	8,551	7,862	9,311	68,411					81,571
Rate	5.3	5.1	6.0	5.8	-3.3%	5.5	5.1	6.0						4.3
Montgomery County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	511,078	506,996	512,001	509,937	-0.4%	511,861	506,996	520,882	4,094,887					6,140,783
Employment	484,185	480,825	480,465	479,981	-0.1%	483,774	479,981	492,204	3,870,194					5,876,315
Unemployment	26,893	26,171	31,536	29,956	-5.0%	28,087	26,171	31,536	224,693					264,468
Rate	5.3	5.2	6.2	5.9	-4.8%	5.5	5.2	6.2						4.3
Prince George's County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	440,440	437,537	444,992	441,044	-0.9%	442,533	437,537	452,735	3,540,266					5,373,659
Employment	408,272	406,226	409,702	406,336	-0.8%	409,637	406,099	419,106	3,277,095					5,054,356
Unemployment	32,168	31,311	35,290	34,708	-1.6%	32,896	31,311	35,290	263,171					319,303
Rate	7.3	7.2	7.9	7.9	0.0%	7.4	7.1	7.9						6.0
Southern Maryland (Includes Calvert, Charles, and St. Mary's Counties)														
Calvert County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	46,733	46,499	48,105	47,829	-0.6%	47,252	46,480	48,234	378,017					572,541
Employment	43,991	43,770	44,811	44,443	-0.8%	44,304	43,756	45,158	354,429					544,597
Unemployment	2,742	2,729	3,294	3,386	2.8%	2,949	2,724	3,386	23,588					27,944
Rate	5.9	5.9	6.8	7.1	4.4%	6.3	5.9	7.1						4.9
Charles County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	74,588	74,181	76,374	75,814	-0.7%	75,227	74,049	76,769	601,814					912,764
Employment	70,078	69,727	71,163	70,578	-0.8%	70,521	69,705	71,937	564,169					867,552
Unemployment	4,510	4,454	5,211	5,236	0.5%	4,706	4,344	5,236	37,645					45,212
Rate	6.0	6.0	6.8	6.9	1.5%	6.3	5.9	6.9						5.0
St. Mary's County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	50,313	50,200	51,180	51,047	-0.3%	50,800	50,124	51,963	406,398					610,068
Employment	47,404	47,317	47,585	47,554	-0.1%	47,714	47,306	48,829	381,713					580,472
Unemployment	2,909	2,883	3,595	3,493	-2.8%	3,086	2,793	3,595	24,685					29,596
Rate	5.8	5.7	7.0	6.8	-2.9%	6.1	5.6	7.0						4.9
Susquehanna (Includes Cecil and Harford Counties)														
Cecil County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	49,255	49,218	50,208	50,554	0.7%	49,605	48,906	50,554	396,838					607,626
Employment	44,805	44,597	44,949	44,828	-0.3%	44,847	44,597	45,338	358,772					560,840
Unemployment	4,450	4,621	5,259	5,726	8.9%	4,758	4,181	5,726	38,066					46,786
Rate	9.0	9.4	10.5	11.3	7.6%	9.6	8.5	11.3						7.7
Harford County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	129,806	129,047	130,518	130,006	-0.4%	130,353	129,047	133,155	1,042,824					1,583,078
Employment	120,594	119,769	119,619	118,790	-0.7%	120,503	118,790	122,946	964,023					1,488,161
Unemployment	9,212	9,278	10,899	11,216	2.9%	9,850	9,031	11,216	78,801					94,917
Rate	7.1	7.2	8.4	8.6	2.4%	7.6	7.0	8.6						6.0



Upper Shore (Includes Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties)

Caroline County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	15,761	15,565	15,890	16,120	1.4%	16,055	15,565	16,807	128,437					196,234
Employment	14,259	14,022	14,104	14,247	1.0%	14,507	14,022	15,351	116,059					181,354
Unemployment	1,502	1,543	1,786	1,873	4.9%	1,547	1,378	1,873	12,378					14,880
Rate	9.5	9.9	11.2	11.6	3.6%	9.6	8.4	11.6						7.6
Dorchester County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	16,066	15,814	16,105	16,329	1.4%	16,401	15,814	17,144	131,207					200,091
Employment	14,189	13,900	14,056	14,221	1.2%	14,491	13,900	15,214	115,926					182,040
Unemployment	1,877	1,914	2,049	2,108	2.9%	1,910	1,773	2,108	15,281					18,051
Rate	11.7	12.1	12.7	12.9	1.6%	11.7	10.7	12.9						9.1
Kent County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	10,335	10,251	10,297	10,454	1.5%	10,559	10,251	11,110	84,475					131,999
Employment	9,547	9,395	9,203	9,344	1.5%	9,691	9,203	10,306	77,531					123,572
Unemployment	788	856	1,094	1,110	1.5%	868	745	1,110	6,944					8,427
Rate	7.6	8.4	10.6	10.6	0.0%	8.2	6.9	10.6						6.4
Queen Anne's County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	25,709	25,508	26,151	26,037	-0.4%	25,792	25,508	26,151	206,337					312,985
Employment	23,899	23,736	23,935	23,769	-0.7%	23,938	23,736	24,365	191,505					294,921
Unemployment	1,810	1,772	2,216	2,268	2.3%	1,854	1,628	2,268	14,832					18,064
Rate	7.0	6.9	8.5	8.7	2.4%	7.2	6.3	8.7						5.8
Talbot County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	18,132	17,987	18,136	18,121	-0.1%	18,530	17,987	19,702	148,237					228,111
Employment	16,824	16,557	16,397	16,367	-0.2%	17,119	16,367	18,390	136,950					214,570
Unemployment	1,308	1,430	1,739	1,754	0.9%	1,411	1,226	1,754	11,287					13,541
Rate	7.2	8.0	9.6	9.7	1.0%	7.7	6.4	9.7						6.0
Western Maryland (Includes Allegany, Garrett, and Washington Counties)														
Allegany County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	35,542	35,338	35,065	34,929	-0.4%	35,095	34,229	35,624	280,758					425,713
Employment	32,555	32,240	31,241	31,032	-0.7%	31,951	31,032	32,720	255,609					393,444
Unemployment	2,987	3,098	3,824	3,897	1.9%	3,144	2,627	3,897	25,149					32,269
Rate	8.4	8.8	10.9	11.2	2.8%	9.0	7.5	11.2						7.6
Garrett County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	15,846	16,037	16,389	16,504	0.7%	16,368	15,846	17,117	130,946					199,988
Employment	14,596	14,576	14,628	14,675	0.3%	14,982	14,576	15,765	119,852					186,597
Unemployment	1,250	1,461	1,761	1,829	3.9%	1,387	1,120	1,829	11,094					13,391
Rate	7.9	9.1	10.7	11.1	3.7%	8.5	6.9	11.1						6.7
Washington County														
	Nov-09	Dec-09	Jan-10	Feb-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	67,297	67,056	66,790	67,127	0.5%	67,499	66,790	68,453	539,991					816,895
Employment	60,905	60,541	59,466	59,139	-0.5%	60,677	59,139	61,809	485,419					750,327
Unemployment	6,392	6,515	7,324	7,988	9.1%	6,822	6,299	7,988	54,572					66,568
Rate	9.5	9.7	11.0	11.9	8.2%	10.1	9.3	11.9						8.2

*Labor Related Economic Indicators by county are not seasonally adjusted.



WORKFORCE DEVELOPMENT	Quarterly Reporting Periods					Fiscal Year to Date					Fiscal Comparison			
	Q3-09	Q4-09	Q1-10	Q2-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY-09	
Incumbent Worker Training Maryland Business Works (MBW)														
Total Maryland workers who received DLLR funded training	527	449	960	3767	292.4%	2,364	960	3767	4,727		2,029	2485	2021	
Cost per Trainee	\$270	\$246	\$435	\$194	-55.4%	315	194	435	629		\$305	\$329	\$317	
Total number of participating businesses	59	32	134	203	51.5%	169	134	203	337				202	
# Approved Projects	73	103	218	376	72.5%	297	218	376	594		165	218	479	
Total Cost of Incumbent Worker Training Project	\$142,370	\$110,501	\$417,248	\$729,640	74.9%	573,444	417,248	729,640	1,146,888	\$1,000,000	\$618,205	\$818,415	\$640,218	
Biotech:														
# Employers		0	2	0	-100.0%	1	0	2					4	
Award Amount		\$0	\$5,413	\$0	-100.0%	\$2,707	\$0	\$5,413	\$5,413				\$7,510	
# Trainees		0	7	0	-100.0%	4	0	7					53	
Average Cost		\$0	\$773	\$0	-100.0%	\$387	\$0	\$773	\$773				\$142	
Construction:														
# Employers		5	8	7	-12.5%	8	7	8					29	
Award Amount		\$5,196	\$18,748	\$20,619	10.0%	\$19,684	\$18,748	\$20,619	\$39,367				\$30,573	
# Trainees		16	34	37	8.8%	36	34	37	71				86	
Average Cost		\$325	\$551	\$557	1.1%	\$554	\$551	\$557	\$1,108				\$356	
Green Industry:														
# Employers			12	6	-50.0%	9	6	12						
Award Amount			\$9,780	\$12,046	23.2%	\$10,913	\$9,780	\$12,046	\$21,826					
# Trainees			18	27	50.0%	23	18	27	45					
Average Cost			\$543	\$446	-17.9%	\$495	\$446	\$543	\$989					
Other:														
# Employers		13	29	32	10.3%	31	29	32					54	
Award Amount		\$13,050	\$46,545	\$40,840	-12.3%	\$43,693	\$40,840	\$46,545	\$87,385				\$115,326	
# Trainees		30	167	97	-41.9%	132	97	167	264				398	
Average Cost		\$435	\$279	\$421	50.9%	\$350	\$279	\$421	\$700				\$290	
Healthcare:														
# Employers		19	31	20	-35.5%	26	20	31					48,321	
Award Amount		\$10,728	\$77,412	\$87,956	13.6%	\$82,684	\$77,412	\$87,956	\$165,368				\$180,764	
# Trainees		117	335	2,367	606.6%	1,351	335	2,367	2,702				877	
Average Cost		\$92	\$231	\$61	-73.6%	\$146	\$61	\$231	\$292				\$285	
IT:														
# Employers		7	18	10	-44.4%	14	10	18					1,314	
Award Amount		\$3,845	\$63,778	\$17,395	-72.7%	\$40,587	\$17,395	\$63,778	\$81,173				\$56,721	
# Trainees		9	94	30	-68.1%	62	30	94	124				93	
Average Cost		\$427	\$678	\$580	-14.5%	\$629	\$580	\$678	\$1,258				\$741	
Manufacturing:														
# Employers		23	31	22	-29.0%	27	22	31					4,418	
Award Amount		\$44,583	\$153,847	\$97,374	-36.7%	\$125,611	\$97,374	\$153,847	\$251,221				\$184,588	
# Trainees		142	305	236	-22.6%	271	236	305	541				513	
Average Cost		\$314	\$504	\$413	-18.1%	\$459	\$413	\$504	\$917				\$395	
Federal Reporting Performance Indicators:														
Entered Employment Actuals														
Economically Disadvantaged Adults Numerator	907	877	907	926	2.1%	917	907	926			1,023	875	883	
Economically Disadvantaged (# of exiters)	1,133	1,130	1,175	1,215	3.4%	1,195	1,175	1,215			1,308	1,052	1,135	
Dislocated Workers Numerator	996	963	930	926	-0.4%	928	926	930			1,031	868	967	
Dislocated Workers Denominator (# of Exiters)	1,123	1,101	1,081	1,084	0.3%	1,083	1,081	1,084			1,169	986	1,101	
Labor Exchange Numerator	62,406	62,562	62,240	64,195	3.1%	63,218	62,240	64,195			46,446	57,419	62,562	
Labor Exchange Denominator (# of Exiters)	101,150	105,007	110,352	120,581	9.3%	115,467	110,352	120,581			76,390	89,963	105,007	
Entered Employment Rate %														
Economically Disadvantaged Adults	80.1%	77.6%	77.2%	76.2%	-1.3%	76.7%	76.2%	77.2%		72%	90%	78.2%	83.2%	77.8%
Dislocated Workers	88.7%	87.5%	86.0%	85.4%	-0.7%	85.7%	85.4%	86.0%		76%	95%	88.2%	88.0%	87.8%
Labor Exchange	62.0%	60.0%	56.0%	53.0%	-5.4%	54.5%	53.0%	56.0%		58%	72%	60.8%	64.0%	60.0%
Placement Data (EER Numerator)														
Total Maryland residents who are not employed at participation, but obtain employment in the QTR after exit (EER)	62,406	62,562	62,240	64,195	3.1%	63,218	62,240	64,195			46,446	57,419	62,562	
Anne Arundel (AA)	3,428	3,498	3,628	3,708	2.2%	3,628	3,628	3,628			2,609	3,549	3,498	
Baltimore City (BM)	9,794	11,484	9,590	9,597	0.1%	9,590	9,590	9,590			9,999	11,959	11,484	



Baltimore County (BA)	7,113	6,992	7,311	7,375	0.9%	7,311	7,311	7311				5,110	6,719	6,992
Frederick (FR)	1,818	1,746	1,771	1,804	1.9%	1,771	1,771	1771				1,192	1,752	1,746



Lower Shore (LS)	2,411	2,799	2,536	2,614	3.1%	2,536	2,536	2,536				2,059	2,458	2,799
Montgomery County (MG)	5,350	5,510	5,815	5,958	2.5%	5,815	5,815	5,815				3,356	5,212	5,510
Mid Maryland (MM)	3,556	3,794	3,935	4,356	10.7%	3,935	3,935	3,935				3,423	3,643	3,794
Prince George's County (PG)	4,703	5,217	5,189	5,615	8.2%	5,189	5,189	5,189				2,619	4,318	5,217
Southern Maryland (SM)	3,044	3,122	3,218	3,337	3.7%	3,218	3,218	3,218				2,023	2,655	3,122
Susquehanna (SQ)	2,759	3,125	2,396	2,833	18.2%	2,396	2,396	2,396				2,844	2,968	3,125
Upper Shore (US)	1,618	1,691	1,718	1,812	5.5%	1,718	1,718	1,718				1,104	1,479	1,691
Western Maryland (WM)	5,225	5,475	5,037	5,010	-0.5%	5,037	5,037	5,037				3,839	4,838	5,475
Virtual Office (VO)	11,587	8,109	10,096	10,176	0.8%	10,096	10,096	10,096				6,269	5,869	8,109
Employment Retention Actuals	Q3-09	Q4-09	Q1-10	Q2-10	% Change	Avg	Min	Max	Total	Low Target	High Target	FY07	FY08	FY-09
Economically Disadvantaged Adults Numerator	1,070	1,059	1,005	1,030	2.5%	1,018	1,005	1,030				1,235	1,023	1,063
Economically Disadvantaged adults denominator (# of exiters)	1,227	1,224	1,172	1,210	3.2%	1,191	1,172	1,210				1,431	1,251	1,228
Dislocated Workers Numerator	906	900	948	944	-0.4%	946	944	948				1,003	945	901
Dislocated Workers Denominator (# Employed at Exit)	993	999	1,055	1,059	0.4%	1,057	1,055	1,059				1,128	1,065	998
Labor Exchange Numerator	64,032	64,546	64,496	64,690	0.3%	64,593	64,496	64,690				40,596	63,271	64,546
Labor Exchange Denominator (# Employed at Exit)	79,566	81,066	81,727	82,980	1.5%	82,354	81,727	82,980				50,577	77,030	81,066
Employment Retention Rate %	Q3-09	Q4-09	Q1-10	Q2-10	% Change	Avg	Min	Max	Total	Low Target	High Target	FY07	FY08	FY-09
Economically Disadvantaged Adults	87.2%	86.5%	85.8%	85.1%	-0.8%	85.5%	85.1%	85.8%		70%	88%	86.3%	81.8%	86.6%
Dislocated Workers	91.2%	90.1%	89.9%	89.1%	-0.9%	89.5%	89.1%	89.9%		74%	92%	88.9%	88.7%	90.3%
Labor Exchange	81.0%	80.0%	79.0%	78.0%	-1.3%	78.5%	78.0%	79.0%		85%		80.3%	82.0%	80.0%
Placement Data (ERR Denominator)	Q3-09	Q4-09	Q1-10	Q2-10	% Change	Avg	Min	Max	Total	Target		FY07	FY08	FY-09
Total Maryland residents who have a job in the QTR after exit (ERR)	79,566	81,066	81,727	82,980	1.5%	82,354	81,727	82,980				50,577	77,030	81,066
Anne Arundel (AA)	4,406	4,238	4,273	4,446	4.0%	4,273	4,273	4,273				3,451	4,186	4,238
Baltimore City (BM)	13,351	15,287	12,723	12,657	-0.5%	12,723	12,723	12,723				10,615	15,805	15,287
Baltimore County (BA)	8,088	8,039	8,452	8,440	-0.1%	8,452	8,452	8,452				4,420	7,800	8,039
Frederick (FR)	2,323	2,393	2,649	2,353	-11.2%	2,649	2,649	2,649				1,197	2,160	2,393
Lower Shore (LS)	3,341	3,678	3,361	3,616	7.6%	3,361	3,361	3,361				2,510	3,742	3,678
Montgomery County (MG)	6,781	6,698	6,977	7,142	2.4%	6,977	6,977	6,977				2,311	7,124	6,698
Mid Maryland (MM)	4,139	4,452	4,508	4,728	4.9%	4,508	4,508	4,508				3,162	5,246	4,452
Prince George's County (PG)	5,431	6,093	6,338	6,678	5.4%	6,338	6,338	6,338				2,669	4,421	6,093
Southern Maryland (SM)	3,444	3,626	3,925	3,912	-0.3%	3,925	3,925	3,925				1,805	3,256	3,626
Susquehanna (SQ)	3,405	4,149	3,533	4,000	13.2%	3,533	3,533	3,533				2,975	4,285	4,149
Upper Shore (US)	2,122	2,337	2,261	2,149	-5.0%	2,261	2,261	2,261				1,116	1,802	2,337
Western Maryland (WM)	7,066	7,708	7,414	7,385	-0.4%	7,414	7,414	7,414				5,644	6,860	7,708
Virtual Office (VO)	15,669	12,368	15,313	15,474	1.1%	15,313	15,313	15,313				8,702	10,343	12,368
Average Six Month Earnings	Q3-09	Q4-09	Q1-10	Q2-10	% Change	Avg	Min	Max	Total	Low Target	High Target	FY07	FY08	FY-09
Economically disadvantaged adults numerator	14,511,256	14,381,785	13,868,130	13,759,425	-0.8%	13,813,778	13,759,425	13,868,130				14,297,221	11,852,905	14,495,872
Economically Disadvantaged Adults Denominator (# Employed at Exit)	1,031	1,018	966	984	1.9%	975	966	984				1,182	968	1,027
Dislocated Workers Numerator	14,509,551	14,283,242	14,636,031	14,546,683	-0.6%	14,591,357	14,546,683	14,636,031				14,950,666	13,953,199	14,330,794
Dislocated Workers Denominator (# Employed at Exit)	874	875	911	910	-0.1%	911	910	911				960	888	877
Labor Exchange Numerator	894,615,210	905,330,501	923,805,014	915,952,063	-0.9%	919,878,539	915,952,063	923,805,014				509,588,801	870,937,474	905,330,501
Labor Exchange Denominator (# Employed at Exit)	63,876	64,387	64,346	64,543	0.3%	64,445	64,346	64,543				40,493	63,160	64,387
Average Six Month Earnings	Q3-09	Q4-09	Q1-10	Q2-10	% Change	Avg	Min	Max	Total	Low Target	High Target	FY07	FY08	FY-09
Economically Disadvantaged Adults	\$14,075	\$14,128	\$14,356	\$13,983	-2.6%	\$14,170	\$13,983	\$14,356		\$10,480	\$13,100	\$12,096	\$12,245	\$14,115
Dislocated Workers	\$16,601	\$16,324	\$16,066	\$15,985	-0.5%	\$16,026	\$15,985	\$16,066		\$13,600	\$17,000	\$15,574	\$15,731	\$16,341
Labor Exchange	\$14,006	\$14,061	\$14,357	\$14,191	-1.2%	\$14,274	\$14,191	\$14,357		\$10,800	\$13,500	\$12,585	\$13,789	\$14,061
Youth Focused Goals	Q3-09	Q4-09	Q1-10	Q2-10	% Change	Avg	Min	Max	Total	Low Target	High Target	FY07	FY08	FY-09
Attainment of a High School Diploma, Degree, or Certificate	71.8%	72.8%	67.6%	72.6%	7.4%	70.1%	67.6%	72.6%		42%	52%	62.6%	73.9%	71.5%
Placement in Unsubsidized Employment or Education	66.4%	69.7%	71.2%	69.8%	-2.0%	70.5%	69.8%	71.2%		54%	67%	64.6%	72.2%	71.2%
One-Stop Demographics	Q3-09	Q4-09	Q1-10	Q2-10	% Change	Avg	Min	Max	Total	Target		FY07	FY08	FY-09
Total Maryland residents who received workforce services	165,755	179,688	197,872	208,456	5.3%	203,164	197,872	208,456				126,171	137,840	179,688
Anne Arundel (AA)	9,224	11,099	13,609	15,067	10.7%	13,609	13,609	13,609				7,108	6,706	11,099
Baltimore City (BM)	23,939	29,534	30,015	31,070	3.5%	30,015	30,015	30,015				25,424	27,064	29,534
Baltimore County (BA)	16,497	18,305	22,663	23,434	3.4%	22,663	22,663	22,663				12,478	13,384	18,305
Frederick (FR)	3,814	4,295	5,477	6,037	10.2%	5,477	5,477	5,477				3,268	4,085	4,295
Lower Shore (LS)	6,370	7,177	6,776	7,303	7.8%	6,776	6,776	6,776				5,164	6,113	7,177



Montgomery County (MG)	14,375	15,296	16,229	16,982	4.6%	16,229	16,229	16,229				12,102	11,678	15,296
Mid Maryland (MM)	9,767	11,234	12,400	13,163	6.2%	12,400	12,400	12,400				6,858	7,339	11,234
Prince George's County (PG)	13,003	14,900	16,863	19,128	13.4%	16,863	16,863	16,863				8,292	11,212	14,900
Southern Maryland (SM)	7,633	8,258	9,006	9,416	4.6%	9,006	9,006	9,006				5,061	6,413	8,258
Susquehanna (SQ)	4,977	6,725	5,893	7,955	35.0%	5,893	5,893	5,893				5,336	6,494	6,725
Upper Shore (US)	3,825	4,682	5,600	5,800	3.6%	5,600	5,600	5,600				3,269	3,770	4,682
Western Maryland (WM)	13,572	15,108	14,875	15,157	1.9%	14,875	14,875	14,875				10,925	13,076	15,108
Virtual Office (VO)	38,759	33,075	38,466	37,944	-1.4%	38,466	38,466	38,466				20,886	20,506	33,075
One-Stop Demographics	Q3-09	Q4-09	Q1-10	Q2-10	% Change	Avg	Min	Max	Total	Target		FY07	FY08	FY-09
Total Maryland residents who received staff assisted services	125,480	141,701	151,345	167,205	10.5%	159,275	151,345	167,205				101,012	115,077	141,701
Anne Arundel (AA)	9,106	10,800	13,072	14,796	13.2%	13,072	13,072	13,072				6,886	6,609	10,800
Baltimore City (BM)	23,670	28,492	28,638	30,513	6.5%	28,638	28,638	28,638				24,264	26,399	28,492
Baltimore County (BA)	16,358	17,853	21,721	22,978	5.8%	21,721	21,721	21,721				12,027	13,231	17,853
Frederick (FR)	3,681	4,063	5,076	5,884	15.9%	5,076	5,076	5,076				3,090	3,960	4,063
Lower Shore (LS)	6,284	6,816	6,351	7,209	13.5%	6,351	6,351	6,351				4,879	5,960	6,816
Montgomery County (MG)	14,243	14,962	15,531	16,655	7.2%	15,531	15,531	15,531				11,804	11,583	14,962
Mid Maryland (MM)	9,708	10,999	11,957	13,000	8.7%	11,957	11,957	11,957				6,551	7,251	10,999
Prince George's County (PG)	12,804	14,309	15,983	18,556	16.1%	15,983	15,983	15,983				7,823	10,984	14,309
Southern Maryland (SM)	7,557	8,023	8,501	9,274	9.1%	8,501	8,501	8,501				4,818	6,287	8,023
Susquehanna (SQ)	4,808	6,186	5,213	7,597	45.7%	5,213	5,213	5,213				5,082	6,248	6,186
Upper Shore (US)	3,762	4,524	5,258	5,680	8.0%	5,258	5,258	5,258				3,146	3,659	4,524
Western Maryland (WM)	13,499	14,674	14,044	15,063	7.3%	14,044	14,044	14,044				10,642	12,906	14,674
Total Veterans receiving workforce services	14,507	15,264	16,063	16,662	3.7%	16,363	16,063	16,662				11,853	12,795	15,264
Total persons w/ Disabilities receiving services (Self Disclosed)	9,681	10,189	10,815	11,350	4.9%	11,083	10,815	11,350				7,748	8,990	10,189
GENDER	Q3-09	Q4-09	Q1-10	Q2-10	% Change	Avg	Min	Max	Total	Target		FY07	FY08	FY-09
Male	74,397	81,696	93,422	101,701	8.9%	97,562	93,422	101,701				53,391	60,979	81,696
Female	70,863	77,771	88,566	95,082	7.4%	91,824	88,566	95,082				53,985	60,471	77,771
Blank	20,495	20,221	15,884	11,673	-26.5%	13,779	11,673	15,884				18,795	16,390	20,221
RACE	Q3-09	Q4-09	Q1-10	Q2-10	% Change	Avg	Min	Max	Total	Target		FY07	FY08	FY-09
African American	64,347	68,008	74,791	77,924	4.2%	76,358	74,791	77,924				52,266	57,456	68,008
White	53,805	60,139	66,983	71,454	6.7%	69,219	66,983	71,454				35,012	40,133	60,139
Hispanic	7,023	7,362	7,787	8,169	4.9%	7,978	7,787	8,169				4,880	6,009	7,362
Pacific Islander	372	399	453	455	0.4%	454	453	455				270	289	399
Asian	2,472	2,889	3,225	3,438	6.6%	3,332	3,225	3,438				1,570	1,799	2,889
Other	4,574	5,130	5,703	6,032	5.8%	5,868	5,703	6,032				3,007	3,502	5,130
EDUCATION	Q3-09	Q4-09	Q1-10	Q2-10	% Change	Avg	Min	Max	Total	Target		FY07	FY08	FY-09
No School	635	601	631	667	5.7%	649	631	667				696	580	601
Elementary School	17,181	17,874	21,005	21,693	3.3%	21,349	21,005	21,693				15,589	15,202	17,874



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UNEMPLOYMENT INSURANCE FOR 2-28-10	Reporting Periods					Avg	Fiscal Year To Date						
	Nov-09	Dec-09	Jan-10	Feb-10	% Change		Min	Max	Total	Target	FY07	FY08	FY09
ISSUANCES AND DETERMINATIONS													
New Claims Filed - Total	33,137	49,008	39,340	34,710	-11.8%	35,637	28,474	49,008	285,097		211,233	243,281	379,609
New Claims Filed - UI	32,785	48,693	39,022	34,439	-11.7%	35,286	28,058	48,693	282,285				375,917
New Claims Filed - UCFE	246	183	181	153	-15.5%	217	153	261	1,734				2,251
New Claims Filed - UCX	106	132	137	118	-13.9%	135	106	155	1,078				1,441
Persons Currently Drawing UI Benefits	68,247	73,979	78,591	80,094	1.9%	74,923	68,247	80,538			35,719	41,309	67,919
New EUC Claims Filed - Total	7,524	10,396	8,717	6,720	-22.9%	8,971	6,720	10,396	71,767				
Dollars Paid in Benefits (in millions \$\$\$)	84	80.3	86.5	86.9	0.5%	83.2	70	97	666		403	507	918
Trust Fund Balance (in million \$\$\$)	220	135	51	13	-74.5%	225	13	420	13	900	1058	986	288
FUA Loan Advance to Trust Fund (in millions \$\$\$)				19	0.0%	19	19	19	19				
# of First UI Checks issued - Regular UI	13,330	16,689	21,030	15,298	-27.3%	14,863	12,426	21,030	118,907		84,681	103,693	175,340
# of First UI Checks issued - Ex. Fed Employees	61	68	60	50	-16.7%	52	36	68	419		581	504	293
# of First UI Checks issued - Ex Military	94	74	73	59	-19.2%	77	59	94	612		794	723	815
% of claims filed via the Internet	49%	46%	49%	50%	2.0%	48.7%	46.0%	51.9%	48.7%		18.6%	18.5%	42.7%
Final Payments	9,068	7,414	7,758	6,782	-12.6%	8,498	6,782	10,827	67,981		30171	35,502	65,162
% of First UI Checks Issued <21 days – Regular UI DLA = 87%	86.0%	84.0%	90.0%	87.0%	-3.3%	86.1%	82.0%	90.0%	86.1%	87%	94.1%	93.7%	91.2%
% of First UI Checks Issued <21 days – Ex-Fed. Emp. DLA = 70%	83.0%	90.0%	85.0%	58.0%	-31.8%	78.3%	58.0%	90.0%	78.3%	70%	88.9%	91.3%	84.6%
% of First UI Checks Issued <21 days – Ex-Military DLA = 87%	92.0%	91.0%	94.0%	86.0%	-8.5%	93.0%	86.0%	96.9%	93.0%	87%	96.0%	93.8%	96.0%
# Determinations [nonmonetary e.g. quit/fired]	26,679	32,399	32,275	29,552	-8.4%	31,218	26,679	34,106	249,746		278,665	315,707	405,532
% of Determinations issued in 21 days of issue detection DLA = 80%	86%	84%	90%	87%	-3.3%	84.1%	79.1%	90.0%	84.1%	80%	93.3%	88.4%	84.7%



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UNEMPLOYMENT INSURANCE FOR 12-31-09	Reporting Periods					% Change	Fiscal Year To Date								
	Q2-09	Q3-09	Q4-09	Q1-10	Q2-10		Avg	Min	Max	Total	Target	FY07	FY08	FY09	
							Fiscal Year	To Date	by Quarters						
FEDERAL REVIEW - QUARTERLY															
Exhaustion rate-% of people who rec'd all 26 weeks	38.7%	42.3%	43.3%	46.7%	49.5%	6.0%	48.1%	46.7%	49.5%			31.5%	33.6%	41.8%	
Average duration of receipt of benefits (in weeks)	15.1	15.4	15.8	16.6	17.6	6.0%	17.1	16.6	17.6			14.7	15.2	15.6	
% of determinations passing Federal Review - quality/accuracy DLA = 75%	80.20%	76.4%	75.2%	82.0%	85.0%	3.7%	83.5%	82.0%	85.0%		75%	83.2%	82.9%	76.9%	
# of employer status determinations completed	3898	4212	4165	3860	3326	-16.1%	3,593	3,326	3,860	7,186		21,368	19,465	17,791	
% of determinations completed <180 days of establishment DLA = 80%	94.2%	90.9%	91.60%	93.70%	93.70%	0.0%	93.7%	93.7%	93.7%		80%	82.5%	86.1%	93.1%	
# of detectable/recoverable overpayments established	8418	10730	12248	12706	11898	-6.4%	12,302	11,898	12,706	24,604		26,536	23,224	40,222	
% of overpayments established for recovery DLA = 55%	93.2%	90.9%	96.1%	94.9%	129%	35.9%	112.0%	94.9%	129.0%		55%	78.5%	88.4%	94.3%	
\$ of overpayments established	7,293,755	8,993,563	10,150,746	11,099,012	10,622,123	-4.3%	10,860,568	10,622,123	11,099,012	21,721,135				37,537,076	
\$ of overpayments recovered	2,934,397	6,215,289	4,415,014	3,899,019	3,392,778	-13.0%	3,645,899	3,392,778	3,899,019	7,291,797				17,463,719	
\$ UI Overpayments - Total Outstanding Balance	52,464,732	57,321,037	61,559,470	66,880,013	71,039,381	6.2%	68,959,697	66,880,013	71,039,381					61,559,470	
\$ of employer taxes deposited into Clearing Acct.	\$39.6M	\$36M	\$233.7M	\$67.9M	\$43M	-36.7%	\$55.5	\$43.0	\$67.9	\$110.9		\$395M	\$415M	\$371.3M	
# of employers audited	976	863	697	513	737	43.7%	625	513	737	1,250	700/2800	2,841	3,484	3,548	
% of employers audited	2.8%	2.4%	2.0%	1.4%	2.1%	46.9%	1.8%	1.4%	2.1%		2%	2.1%	2.4%	2.5%	
Note: % = Federal {USDOL} Desired Level of Achievement (DLA) figure															



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UNEMPLOYMENT INSURANCE FOR 2-28-10						Fiscal Year To Date							
	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
ISSUANCES AND DETERMINATIONS													
Towson Claim Center - UI - First Pays	2,432	3,448	4,268	3,254	-23.8%	2,989	2091	4268	23,910				
UI - Claims Paid< 21 Days	2,129	2,938	3,902	2,819	-27.8%	2,629	1806	3902	21,031				
UI - %	88%	85%	91%	87%	-5.2%	87.8%	85.2%	91.4%	88.0%	87%			
UCFE - First Pays	11	9	9	4	-55.6%	8	4	11	64				
UCFE - Claims Paid< 21 Days	8	7	8	1	-87.5%	6	1	8	47				
UCFE - %	73%	78%	89%	25%	-71.9%	69.9%	25.0%	100.0%	73.4%	70%			
UCX - First Pays	13	15	13	6	-53.8%	14	6	26	112				
UCX - Claims Paid< 21 Days	12	15	13	5	-61.5%	13	5	24	106				
UCX - %	92%	100%	100%	83%	-16.7%	93.9%	83.3%	100.0%	94.6%	87%			
College Park Claim Center - UI - First Pays	1,998	2,498	3,437	2,626	-23.6%	2,525	1,998	3,437	20,200				
UI - Claims Paid< 21 Days	1,633	2,068	3,096	2,312	-25.3%	2,179	1,633	3,096	17,432				
UI - %	82%	83%	90%	88%	-2.3%	86.0%	81.7%	90.1%	86.3%	87%			
UCFE - First Pays	1	3	2	3	50.0%	4	1	8	34				
UCFE - Claims Paid< 21 Days	1	2	1	3	200.0%	3	1	7	26				
UCFE - %	100%	67%	50%	100%	100.0%	75.3%	50.0%	100.0%	76.5%	70%			
UCX - First Pays	13	12	12	11	-8.3%	13	11	16	105				
UCX - Claims Paid< 21 Days	12	11	12	10	-16.7%	12	10	16	99				
UCX - %	92%	92%	100%	91%	-9.1%	94.2%	86.7%	100.0%	94.3%	87%			
Cumberland Claim Center - UI - First Pays	2,279	3,248	4,013	2,857	-28.8%	2,561	1,638	4,013	20,485				
UI - Claims Paid< 21 Days	1,976	2,777	3,606	2,485	-31.1%	2,214	1,283	3,606	17,710				
UI - %	87%	85%	90%	87%	-3.2%	85.9%	78.3%	89.9%	86.5%	87%			
UCFE - First Pays	26	24	20	18	-10.0%	18	9	26	140				
UCFE - Claims Paid< 21 Days	21	21	16	9	-43.8%	14	8	21	109				
UCFE - %	81%	88%	80%	50%	-37.5%	78.9%	50.0%	90.9%	77.9%	70%			
UCX - First Pays	24	15	26	19	-26.9%	21	15	26	166				
UCX - Claims Paid< 21 Days	22	12	25	15	-40.0%	19	12	25	152				
UCX - %	92%	80%	96%	79%	-17.9%	90.6%	78.9%	100.0%	91.6%	87%			
Balt. Metro Claim Center - UI - First Pays	1,880	2,394	3,004	2,146	-28.6%	2,193	1,649	3,004	17,541				
UI - Claims Paid< 21 Days	1,620	1,928	2,643	1,787	-32.4%	1,845	1,329	2,643	14,763				
UI - %	86%	81%	88%	83%	-5.4%	83.9%	80.5%	88.0%	84.2%	87%			
UCFE - First Pays	6	10	4	5	25.0%	7	4	10	54				
UCFE - Claims Paid< 21 Days	6	10	4	4	0.0%	6	4	10	44				
UCFE - %	100%	100%	100%	80%	-20.0%	83.5%	50.0%	100.0%	81.5%	70%			
UCX - First Pays	20	14	12	10	-16.7%	14	10	20	113				
UCX - Claims Paid< 21 Days	20	14	10	9	-10.0%	14	8	20	108				



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UCX - %	100%	100%	83%	90%	8.0%	94.2%	80.0%	100.0%	95.6%	87%	
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Salisbury Claim Center - UI - First Pays	2,265	2,627	3,317	2,387	-28.0%	2194.375	1503	3317	17,555	
UI - Claims Paid< 21 Days	1,984	2,231	3,018	2,109	-30.1%	1,888	1170	3018	15,103	
UI - %	88%	85%	91%	88%	-2.9%	85.3%	77.8%	91.0%	86.0%	87%
UCFE - First Pays	8	12	13	8	-38.5%	9	6	13	75	
UCFE - Claims Paid< 21 Days	7	12	12	5	-58.3%	8	5	12	64	
UCFE - %	88%	100%	92%	63%	-32.3%	84.1%	62.5%	100.0%	85.3%	70%
UCX - First Pays	19	12	6	10	66.7%	10	6	19	76	
UCX - Claims Paid< 21 Days	16	10	5	9	80.0%	9	5	16	68	
UCX - %	84%	83%	83%	90%	8.0%	91.2%	83.3%	100.0%	89.5%	87%



StateStat Department of Labor, Licensing and Regulation - Governor's Workforce Investment Board

GOVERNOR'S WORKFORCE INVESTMENT BOARD	REPORTING PERIODS				% Change	2010 Fiscal Year to Date					Fiscal Year Comparison
	Nov-09	Dec-09	Jan 10	Feb 10		Avg	Min	Max	Total	Target	FY09
Stakeholders Participating											
Total #	100	193	162	70	-56.8%	221.0	70	526	1768	890	1485
Aerospace	0	45	2	0	-100.0%	9.9	0	45	79	120	121
Bioscience	0	0	0	0	0.0%	0.0	0	0	0	50	15
Construction	0	5	0	20	0.0%	16.1	0	44	129	120	129
Education	0	0	0	0	0.0%	0.5	0	3	4	50	10
Energy	18	125	130	33	-74.6%	56.5	18	130	452	120	435
Hospitality and Tourism	0	0	0	0	0.0%	0.0	0	0	0	50	2
Healthcare	79	6	9	10	11.1%	23.1	5	79	185	120	142
Information Technology	3	6	9	2	-77.8%	30.3	0	208	242	120	117
Manufacturing	0	4	3	5	66.7%	46.4	0	195	371	120	263
Retail trade											
Transportation/ warehousing	0	2	9	0	-100.0%	3.3	0	9	26	20	26
GWIB Conferences	0	0	0	0	0%	35	0	250	280		225
Industry Initiatives	Nov-09	Dec-09	Jan 10	Feb 10	% Change	Avg	Min	Max	Total	Target	
100% =completion of analysis, written report, proposed policy recommendations and industry Summit											
Aerospace	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100%
Bioscience	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100%
Construction	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100%
Education	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100%
Energy	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100%
Hospitality and Tourism	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100%
Healthcare	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100%
Information Technology	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100%
Manufacturing	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100%
Retail trade											
Transportation/warehousing	95.0%	95.0%	98.0%	98.0%	0.0%	95%	95%	95%			100%
Outreach	Nov-09	Dec-09	Jan 10	Feb 10	% Change	Avg	Min	Max	Total	Target	
# of planning/policy/advocacy engagements w/stakeholders (business, educ., WIB's etc)	29	22	22	11	-50.0%	24.3	11	31	194	160	460
# of TA consultations provided to stakeholders	16	19	20	13	-35.0%	17.8	13	26	142	60	212
# of new industry sector training initiatives											
Governance	Nov-09	Dec-09	Jan 10	Feb 10	% Change	Avg	Min	Max	Total	Target	
% of board vacancies	3.0%	3.0%	3.0%	3.0%	0.0%	3.0%	3%	3.0%			5%
Governance Quarterly	1st QTR	2nd QTR	3rd QTR	4th QTR	% Change	Avg	Min	Max	Total	Target	
% of board participation	56.0%	54.0%									95%
Governance (Certification) Biennial											
# of local WIBs certified (11)	11			12							12
# of local one stop centers certified (34)	34			34							34



State Stat Department of Licensing and Regulation Office of The Secretary

OFFICE OF THE SECRETARY						Fiscal Year To Date					FY COMPARISON		
Communications	Nov-9	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Press hits (print)	28	23	49	32	-34.7%	26.3	12	49	210			284	203
Press Hits (web only pubs)	8	12	6	6	0.0%	7.2	4	12	36				
Interviews (radio)	1	0	6	2	-66.7%	1.8	0	7	14			26	25
Interviews (television)	5	4	11	3	-72.7%	5.5	3	11	44			62	44
Press releases issued	5	8	4	4	0.0%	4.6	2	8	37			65	62
Outreach	Nov-9	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Public speaking	4	4	5	2	-60.0%	3.6	2	5	29			208	98
Governance	Nov-9	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Board Appointments Completed	0	13	13	2	-84.6%	7	0	15	54		47	99	62
Board vacancies	18	18	17	17	0.0%	18	17	22	143			17	189
Board positions	239	239	239	239	0.0%	239	239	239	1912		241	251	2902
Departmental Legislation	Nov-9	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Legislation Introduced			19	19	0.0%	19	0	19	38			5	59
Legislation passed												4	38
FAIR PRACTICES	MONTHLY REPORTING PERIODS					Fiscal Year To Date					FY COMPARISON		
Language accessibility	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
# of vital documents	249	249	249	249	0.0%	249.0	249	249			94	64.0	249.0
# translated in 1+languages	18	18	18	18	0.0%	18.0	18	18			0	18.0	18.0
Bilingual employees	44	44	44	44	0.0%	44.0	44	44			34	44.0	44.0
Diversity	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
# of minority employees	785	784	787	796	1.1%	784.9	778	796			804	702	778
% minority employees	49%	49%	49%	49%	0.2%	49%	49%	49%			48%	49.0%	49.0%
# of minority managers	46	46	46	46	0.0%	46.0	45	47			21	35	46
% minority managers	28%	28%	28%	28%	-0.6%	28%	27%	28%			24%	24%	27%
DLLR Minorities by Job Families	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
# of Officials & Administrators (A)	46	46	46	46	0.0%	46.0	45	47					
% Officials & Administrators	5.86%	5.86%	5.84%	5.78%	-1.1%	6%	6%	6%					
# of Professionals (B)	439	434	433	436	0.7%	443.1	433	460					
% Professionals	55.92%	55.29%	55.02%	54.77%	-0.4%	56%	55%	59%					
# of Technicians (C.)	32	32	32	32	0.0%	33.8	32	37					
% Technicians	4.08%	4.08%	4.07%	4.02%	-1.1%	4%	4%	5%					
# of Protective Service Workers (D)	15	15	15	15	0.0%	15.4	15	16					
% Protective Service Workers	1.91%	1.91%	1.91%	1.88%	-1.1%	2%	2%	2%					
# of Paraprofessionals (E)	109	109	110	114	3.6%	110.6	109	114					
% Paraprofessionals	13.89%	13.89%	13.98%	14.32%	2.5%	14%	14%	14%					
# of Administrative Support (including clerical & sales) (F)	102	102	102	101	-1.0%	102.9	101	107					
% Administrative Support (including clerical & sales)	12.99%	12.99%	12.96%	12.69%	-2.1%	13%	13%	14%					
# of Skilled Craft Workers (G)	10	10	10	10	0.0%	10.3	10	11					
% Skilled Craft Workers	1.27%	1.27%	1.27%	1.26%	-1.1%	1%	1%	1%					
# of Service-Maintenance (H)	0	0	0	0	0.0%	0.0	0	0					
% Service-Maintenance	0.00%	0.00%	0.00%	0.00%	0.0%	0%	0%	0%					



State Stat Department of Licensing and Regulation Office of The Secretary

DISCRIMINATION COMPLAINTS (Internal)	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
# of Disparate Treatment Complaints	0	0	0	0	0.0%	0.1	0	1	1			0	1
# of Sexual Harassment	0	0	0	0	0.0%	0.1	0	1	1			0	1
# of Age Discrimination	0	0	0	0	0.0%	0.0	0	0	0			0	1
# of Hostile Work Environment	0	0	0	1	100%	0.3	0	1	2			0	3
EEO Complaints against DLLR	0	0	0	0	0.0%	0.0	0	0	0		20	3	14
EEO Investigations completed	1	3	1	0	-100.0%	0.6	0	3	5		20	3	14
Total EEO Complaints rec'd	0	0	0	1	100%	0.6	0	3	4			83	17
DISCRIMINATION CLAIMS (External)	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
EEOC Decisions Pending	1	5	3	3	0.0%	2.0	0	5	16		2	10	16
EEOC Decisions	0	0	0	0	0.0%	0.1	0	1	1		4	3	5
EEOC/MCHR withdrawal	0	0	0	0	0.0%	0.1	0	1	1		0	0	3
MEDIATIONS	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Mediation	0	0	0	0	0.0%	0.0	0	0	0			6	0
TRAININGS	Nov-09	Dec-09	Jan-10	Feb-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Diversity Awareness Attendees	0	0	0	0	0.0%	0.0	0	0	0			0	166
Fair Practices Management Attendees	40	0	32	64	100.0%	35.3	0	122	282			0	125
Sexual Harassment Attendees	0	0	0	0	0.0%	0.0	0	0	0			0	166
Total # of Trainings	3	0	2	7	250.0%	2.4	0	7	19		3	1	17



Department of Labor, Licensing and Regulation Division of Workforce Development and Adult Learning Quarterly Report Adult Education

Director:

Asst Director:

Other:

Howard County: Howard Community College		Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level		32					197	217
Total ASE learners who advanced a literacy level		13					68	98
Total ELL learners who advanced a literacy level		0					533	412
Total learners continuing in Adult Education		22					358	396
Federal Performance Indicators - Goal Attainment		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate								68%
Post Secondary Education Rate								77%
Entered Employment Rate								67%
Retained Employment Rate								56%
Services Delivered		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments		1316					1952	1,843
services		108					1633	1,566
Total instructional contact hours		3988					101697	96,948
Program Demographics		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
GENDER		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male		53					668	647
Female		55					965	919
RACE		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native		4					21	15
Asian		14					483	428
Black/African American		50					344	321
Hispanic/Latino		15					559	553
Native Hawaiian/Pacific Islander		2					2	1
White		23					224	248
EDUCATION AT ENROLLMENT		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5		0					0	3
U.S.: Grade 6 - Grade 8		34					51	52
U.S.: Grade 9 - Grade 12		354					601	555
Foreign: No School - Grade 5		46					64	59
Foreign: Grade 6 - Grade 8		96					133	129
Foreign: Grade 9 - Grade 12		468					644	620
Foreign : 13 - 16+		317					459	425
AGE AT ENROLLMENT		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18		24					133	155
19-24		30					304	295
25-44		43					812	750
45-59		10					308	282
60+		1					76	84
EMPLOYMENT STATUS AT ENTRY		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed		37					959	956
Unemployed		38					240	201



Department of Labor, Licensing and Regulation Division of Workforce Development and Adult Learning Quarterly Report Adult Education

Not in Labor Force	33					434	409
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Howard County Central Library							
Source: Literacy Works Information System							
Federal Performance Indicators - Ed gains							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					8	3
Total ASE learners who advanced a literacy level	0					7	1
Total ELL learners who advanced a literacy level	9					212	157
Total learners continuing in Adult Education	59					103	84
Federal Performance Indicators - Goal Attainment							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							100%
Post Secondary Education Rate							0%
Entered Employment Rate							0%
Retained Employment Rate							16%
Services Delivered							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	414					638	511
services	85					497	368
Total instructional contact hours	1773					23842	20,222
Program Demographics							
GENDER							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	49					232	164
Female	36					265	204
RACE							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					0	0
Asian	0					56	52
Black/African American	0					53	46
Hispanic/Latino	85					378	270
Native Hawaiian/Pacific Islander	0					0	0
White	0					10	0
EDUCATION AT ENROLLMENT							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	1					1	1
U.S.: Grade 6 - Grade 8	2					6	4
U.S.: Grade 9 - Grade 12	9					19	8
Foreign: No School - Grade 5	58					98	93
Foreign: Grade 6 - Grade 8	118					207	183
Foreign: Grade 9 - Grade 12	217					296	211
Foreign : 13 - 16+	9					11	11
AGE AT ENROLLMENT							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	1					12	13
19-24	22					120	79
25-44	50					292	221
45-59	11					54	39
60+	1					19	16
EMPLOYMENT STATUS AT ENTRY							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	74					384	290
Unemployed	7					70	49
Not in Labor Force	4					43	29

Allegany County Public Schools							
Source: Literacy Works Information System							
Federal Performance Indicators - Ed gains							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	14					165	199
Total ASE learners who advanced a literacy level	24					86	73
Total ELL learners who advanced a literacy level	1					0	0
Total learners continuing in Adult Education	0					3	5
Federal Performance Indicators - Goal Attainment							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							93%
Post Secondary Education Rate							94%



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Division of Workforce Development and Adult Learning
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Entered Employment Rate							68%
Retained Employment Rate							56%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	269					460	493
services	48					330	342
Total instructional contact hours	852					11836	10,636
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	21					164	168
Female	27					166	174
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	1					4	8
Asian	0					3	3
Black/African American	5					28	29
Hispanic/Latino	1					12	3
Native Hawaiian/Pacific Islander	0					0	0
White	41					283	299
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	0					1	3
U.S.: Grade 6 - Grade 8	22					43	40
U.S.:Grade 9 - Grade 12	243					410	446
Foreign: No School - Grade 5	0					0	0
Foreign: Grade 6 - Grade 8	1					0	0
Foreign: Grade 9 - Grade 12	3					0	2
Foreign : 13 - 16+	0					6	2
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	15					143	138
19-24	11					85	82
25-44	21					75	92
45-59	0					20	24
60+	1					7	6
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	16					88	95
Unemployed	31					208	207
Not in Labor Force	1					34	40
Anne Arundel Community College	Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					216	314
Total ASE learners who advanced a literacy level	0					11	71
Total ELL learners who advanced a literacy level	0					33	60
Total learners continuing in Adult Education	0					238	299
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							82%
Post Secondary Education Rate							24%
Entered Employment Rate							62%
Retained Employment Rate							55%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	495					1672	1,488



Department of Labor, Licensing and Regulation Division of Workforce Development and Adult Learning Quarterly Report Adult Education

services	0					892	1,004
Total instructional contact hours	0					69281	65,197
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	0					430	490
Female	0					462	514
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					24	41
Asian	0					32	52
Black/African American	0					359	353
Hispanic/Latino	0					157	145
Native Hawaiian/Pacific Islander	0					2	1
White						318	412
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	2					9	3
U.S.: Grade 6 - Grade 8	57					190	197
U.S.:Grade 9 - Grade 12	336					1211	1064
Foreign: No School - Grade 5	8					25	18
Foreign: Grade 6 - Grade 8	16					40	38
Foreign: Grade 9 - Grade 12	50					137	112
Foreign : 13 - 16+	26					60	56
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	0					136	197
19-24	0					277	296
25-44	0					359	360
45-59	0					102	125
60+	0					18	26
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	0					313	373
Unemployed	0					405	478
Not in Labor Force	0					174	153
Anne Arundel County Public Schools	Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					0	0
Total ASE learners who advanced a literacy level	5					143	145
Total ELL learners who advanced a literacy level	0					0	0
Total learners continuing in Adult Education	0					3	4
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							100%
Post Secondary Education Rate							0%
Entered Employment Rate							100%
Retained Employment Rate							88%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10		FY09	FY08
Enrollments	287					361	287
services	5					185	186
Total instructional contact hours	60					3199	2,695
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	3					70	83
Female	2					115	103
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					5	4
Asian	0					2	2
Black/African American	3					64	62
Hispanic/Latino	0					4	8



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Native Hawaiian/Pacific Islander	0					0	0
White	2					110	110
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	3					3	0
U.S.: Grade 6 - Grade 8	30					42	30
U.S.: Grade 9 - Grade 12	252					312	251
Foreign: No School - Grade 5	1					1	1
Foreign: Grade 6 - Grade 8	0					0	0
Foreign: Grade 9 - Grade 12	0					2	5
Foreign : 13 - 16+	1					1	0
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	0					26	27
19-24	1					49	51
25-44	2					90	87
45-59	2					17	18
60+	0					3	3
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	5					144	146
Unemployed	0					33	29
Not in Labor Force	0					8	11
Community Colleges of Baltimore County	Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	89					463	608
Total ASE learners who advanced a literacy level	20					262	280
Total ELL learners who advanced a literacy level	102					522	426
Total learners continuing in Adult Education	311					671	580
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							89%
Post Secondary Education Rate							19%
Entered Employment Rate							31%
Retained Employment Rate							57%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	2460					3332	2,964
services	662					2807	2,604
Total instructional contact hours	30879					175602	165,192
Program Demographics	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	275					1211	1094
Female	220					1595	1510
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	12					62	51
Asian	92					309	291
Black/African American	178					906	874
Hispanic/Latino	233					795	670
Native Hawaiian/Pacific Islander	2					5	7
White	145					729	711
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	16					22	26
U.S.: Grade 6 - Grade 8	173					284	251
U.S.: Grade 9 - Grade 12	1081					1617	1427
Foreign: No School - Grade 5	108					139	104
Foreign: Grade 6 - Grade 8	164					197	187
Foreign: Grade 9 - Grade 12	526					619	600
Foreign : 13 - 16+	412					454	369
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	71					335	343
19-24	154					669	630
25-44	317					1319	1265



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45-59	98					398	301
60+	22					86	65
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	335					1551	1452
Unemployed	177					781	601
Not in Labor Force	144					475	551
Baltimore County Public Schools	Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					149	184
Total ASE learners who advanced a literacy level	0					16	35
Total ELL learners who advanced a literacy level	0					2	1
Total learners continuing in Adult Education	0					76	54
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							98%
Post Secondary Education Rate							25%
Entered Employment Rate							68%
Retained Employment Rate							67%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	302					666	633
services	0					559	510
Total instructional contact hours	0					22847	22,572
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	0					388	353
Female	0					171	157
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					7	7
Asian	0					1	2
Black/African American	0					266	230
Hispanic/Latino	0					18	8
Native Hawaiian/Pacific Islander	0					1	1
White	0					266	262
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	0					0	0
U.S.: Grade 6 - Grade 8	41					94	92
U.S.: Grade 9 - Grade 12	261					571	540
Foreign: No School - Grade 5	0					0	0
Foreign: Grade 6 - Grade 8	0					1	0
Foreign: Grade 9 - Grade 12	0					0	1
Foreign : 13 - 16+	0					0	0
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	0					383	367
19-24	0					173	143
25-44	0					3	0
45-59	0					0	0
60+	0					0	0
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	0					120	163
Unemployed	0					429	330
Not in Labor Force	0					10	17
Baltimore City Community College	Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	6					809	602
Total ASE learners who advanced a literacy level	2					23	42
Total ELL learners who advanced a literacy level	39					504	377
Total learners continuing in Adult Education	52					809	611
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							57%
Post Secondary Education Rate							57%



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Entered Employment Rate							64%
Retained Employment Rate							58%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	3812					4543	3,427
services	131					3110	2,479
Total instructional contact hours	5691					164004	129,575
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	54					1425	1155
Female	77					1685	1324
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	1					12	45
Asian	51					242	93
Black/African American	35					2105	1618
Hispanic/Latino	8					529	513
Native Hawaiian/Pacific Islander	0					5	3
White	36					217	207
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	18					15	16
U.S.: Grade 6 - Grade 8	324					380	274
U.S.:Grade 9 - Grade 12	2412					2674	1882
Foreign: No School - Grade 5	175					245	152
Foreign: Grade 6 - Grade 8	196					311	292
Foreign: Grade 9 - Grade 12	506					691	634
Foreign : 13 - 16+	181					227	177
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	8					455	420
19-24	18					845	638
25-44	70					1324	1032
45-59	29					404	329
60+	6					82	60
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	11					741	645
Unemployed	50					2223	1424
Not in Labor Force	5					146	410
Baltimore Reads	Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					69	84
Total ASE learners who advanced a literacy level	0					2	5
Total ELL learners who advanced a literacy level	0					12	0
Total learners continuing in Adult Education	0					38	94
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							63%
Post Secondary Education Rate							0%
Entered Employment Rate							100%
Retained Employment Rate							50%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	119					290	299
services	0					284	253
Total instructional contact hours	0					16941	16,513
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male						135	158
Female						149	95
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					2	5
Asian	0					13	0
Black/African American	0					232	232
Hispanic/Latino	0					20	7



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Native Hawaiian/Pacific Islander	0					1	0
White	0					16	9
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	3					4	12
U.S.: Grade 6 - Grade 8	18					43	40
U.S.: Grade 9 - Grade 12	72					188	229
Foreign: No School - Grade 5	5					8	4
Foreign: Grade 6 - Grade 8	6					10	1
Foreign: Grade 9 - Grade 12	8					16	13
Foreign : 13 - 16+	7					21	0
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	0					40	86
19-24	0					61	43
25-44	0					128	73
45-59	0					52	47
60+	0					3	4
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	0					75	79
Unemployed	0					208	169
Not in Labor Force	0					1	5

Greater Homewood Community Corporation	Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	1					36	41
Total ASE learners who advanced a literacy level	0					6	6
Total ELL learners who advanced a literacy level	6					72	56
Total learners continuing in Adult Education	0					53	34
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							0%
Post Secondary Education Rate							0%
Entered Employment Rate							43%
Retained Employment Rate							36%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	223					442	322
services	39					395	280
Total instructional contact hours	967					22997	16,640
Program Demographics	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	15					144	105
Female	24					251	175
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					3	1
Asian	16					132	86
Black/African American	17					164	107
Hispanic/Latino	4					54	63
Native Hawaiian/Pacific Islander	0					0	0
White	2					42	23
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	4					8	5
U.S.: Grade 6 - Grade 8	23					36	24
U.S.: Grade 9 - Grade 12	86					138	104
Foreign: No School - Grade 5	3					6	5
Foreign: Grade 6 - Grade 8	8					17	14
Foreign: Grade 9 - Grade 12	30					58	41
Foreign : 13 - 16+	69					179	129
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	1					17	6
19-24	7					36	30
25-44	23					208	157



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45-59	7					80	54
60+	1					54	33
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	14					146	107
Unemployed	10					115	71
Not in Labor Force	15					134	102

HEAL Inc		Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level		0					94	97
Total ASE learners who advanced a literacy level		0					1	5
Total ELL learners who advanced a literacy level		0					0	0
Total learners continuing in Adult Education		0					34	7
Federal Performance Indicators - Goal Attainment		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate								100%
Post Secondary Education Rate								0%
Entered Employment Rate								0%
Retained Employment Rate								0%
Services Delivered		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments		72					195	111
services		0					194	111
Total instructional contact hours		0					14047	10,914
Program Demographics		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
GENDER		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male		0					45	31
Female		0					149	80
RACE		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native		0					2	1
Asian		0					2	0
Black/African American		0					187	110
Hispanic/Latino		0					0	0
Native Hawaiian/Pacific Islander		0					0	0
White		0					3	0
EDUCATION AT ENROLLMENT		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5		0					0	0
U.S.: Grade 6 - Grade 8		5					17	6
U.S.: Grade 9 - Grade 12		65					174	104
Foreign: No School - Grade 5		0					0	0
Foreign: Grade 6 - Grade 8		0					0	0
Foreign: Grade 9 - Grade 12		2					4	1
Foreign : 13 - 16+		0					0	0
AGE AT ENROLLMENT		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18		0					50	33
19-24		0					64	31
25-44		0					66	39
45-59		0					14	8
60+		0					0	0
EMPLOYMENT STATUS AT ENTRY		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed		0					53	0
Unemployed		0					140	111
Not in Labor Force		0					1	0

Learning is for Tomorrow		Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level		0					21	9
Total ASE learners who advanced a literacy level		0					0	3
Total ELL learners who advanced a literacy level		0					10	3
Total learners continuing in Adult Education		0					63	71
Federal Performance Indicators - Goal Attainment		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate								100%
Post Secondary Education Rate								0%



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Entered Employment Rate							0%
Retained Employment Rate							83%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	131					233	174
services	1					161	123
Total instructional contact hours	62					12656	10,201
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	1					86	61
Female	0					75	62
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					3	4
Asian	0					2	2
Black/African American	1					135	89
Hispanic/Latino	0					2	2
Native Hawaiian/Pacific Islander	0					0	0
White	0					19	26
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	13					23	11
U.S.: Grade 6 - Grade 8	22					53	40
U.S.: Grade 9 - Grade 12	85					143	110
Foreign: No School - Grade 5	1					1	1
Foreign: Grade 6 - Grade 8	4					3	3
Foreign: Grade 9 - Grade 12	5					8	7
Foreign : 13 - 16+	1					2	2
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	0					19	16
19-24	0					22	19
25-44	0					68	46
45-59	1					43	34
60+	0					9	8
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	0					46	42
Unemployed	1					57	39
Not in Labor Force	0					58	42
South Baltimore Learning Center							
Source: Literacy Works Information System							
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	6					154	155
Total ASE learners who advanced a literacy level	10					106	103
Total ELL learners who advanced a literacy level	0					0	0
Total learners continuing in Adult Education	0					146	103
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							100%
Post Secondary Education Rate							0%
Entered Employment Rate							75%
Retained Employment Rate							66%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	703					770	645
services	22					606	519
Total instructional contact hours	430					36532	30,258
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	7					285	231
Female	15					321	288
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	1					7	3
Asian	0					1	2
Black/African American	21					434	366
Hispanic/Latino	0					12	7



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Native Hawaiian/Pacific Islander	0					1	0
White	0					151	141
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	7					10	8
U.S.: Grade 6 - Grade 8	126					158	144
U.S.: Grade 9 - Grade 12	565					596	487
Foreign: No School - Grade 5	2					2	0
Foreign: Grade 6 - Grade 8	0					0	0
Foreign: Grade 9 - Grade 12	2					1	5
Foreign : 13 - 16+	1					3	1
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	1					71	67
19-24	6					123	104
25-44	10					268	233
45-59	5					130	104
60+	0					14	11
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	8					215	239
Unemployed	14					375	257
Not in Labor Force	0					16	23

Calvert County Public Schools		Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level		2					90	95
Total ASE learners who advanced a literacy level		26					100	112
Total ELL learners who advanced a literacy level		0					12	15
Total learners continuing in Adult Education		6					32	20
Federal Performance Indicators - Goal Attainment		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate								98%
Post Secondary Education Rate								0%
Entered Employment Rate								80%
Retained Employment Rate								60%
Services Delivered		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments		248					490	460
services		41					369	323
Total instructional contact hours		590					13123	11,440
Program Demographics		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
GENDER		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male		16					187	132
Female		25					182	191
RACE		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native		1					5	7
Asian		1					10	12
Black/African American		14					98	75
Hispanic/Latino		1					16	24
Native Hawaiian/Pacific Islander		1					1	1
White		23					239	204
EDUCATION AT ENROLLMENT		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5		6					13	10
U.S.: Grade 6 - Grade 8		32					64	55
U.S.: Grade 9 - Grade 12		193					380	352
Foreign: No School - Grade 5		0					1	5
Foreign: Grade 6 - Grade 8		4					6	10
Foreign: Grade 9 - Grade 12		6					11	13
Foreign : 13 - 16+		7					15	15
AGE AT ENROLLMENT		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18		11					122	104
19-24		9					104	88
25-44		14					98	89



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45-59	5					39	35
60+	2					6	7
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	16					178	186
Unemployed	19					125	97
Not in Labor Force	6					66	40

Chesapeake College		Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level		0					80	
Total ASE learners who advanced a literacy level		1					24	
Total ELL learners who advanced a literacy level		0					109	
Total learners continuing in Adult Education		0					208	
Federal Performance Indicators - Goal Attainment		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate								
Post Secondary Education Rate								
Entered Employment Rate								
Retained Employment Rate								
Services Delivered		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments		632					945	
services		2					707	
Total instructional contact hours		82					32076	
Program Demographics								
GENDER		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male		0					328	
Female		2					379	
RACE		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native		0					5	
Asian		0					27	
Black/African American		1					248	
Hispanic/Latino		0					245	
Native Hawaiian/Pacific Islander		0					0	
White		1					182	
EDUCATION AT ENROLLMENT		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5		3					2	
U.S.: Grade 6 - Grade 8		34					85	
U.S.: Grade 9 - Grade 12		276					493	
Foreign: No School - Grade 5		70					88	
Foreign: Grade 6 - Grade 8		74					86	
Foreign: Grade 9 - Grade 12		123					138	
Foreign : 13 - 16+		52					53	
AGE AT ENROLLMENT		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18		0					110	
19-24		0					208	
25-44		1					299	
45-59		1					79	
60+		0					11	
EMPLOYMENT STATUS AT ENTRY		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed		0					330	
Unemployed		0					166	
Not in Labor Force		2					211	

Carroll Community College		Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level		1					75	75
Total ASE learners who advanced a literacy level		14					59	55
Total ELL learners who advanced a literacy level		2					89	80
Total learners continuing in Adult Education		0					64	45
Federal Performance Indicators - Goal Attainment		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate								66%
Post Secondary Education Rate								0%
Entered Employment Rate								57%
Retained Employment Rate								31%
Services Delivered		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments		344					728	644
services		43					492	451
Total instructional contact hours		777					23991	19,255



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Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	25					264	240
Female	18					228	211
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	1					3	1
Asian	3					23	13
Black/African American	2					50	40
Hispanic/Latino	11					198	196
Native Hawaiian/Pacific Islander	0					2	2
White	26					216	199
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	4					7	3
U.S.: Grade 6 - Grade 8	14					36	49
U.S.: Grade 9 - Grade 12	176					384	330
Foreign: No School - Grade 5	18					33	29
Foreign: Grade 6 - Grade 8	26					61	47
Foreign: Grade 9 - Grade 12	73					140	130
Foreign : 13 - 16+	33					67	56
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	8					51	79
19-24	8					147	138
25-44	19					221	176
45-59	7					59	50
60+	1					14	8
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	23					245	291
Unemployed	16					159	77
Not in Labor Force	4					37	83

Cecil College							
Source: Literacy Works Information System							
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	5					112	205
Total ASE learners who advanced a literacy level	0					9	50
Total ELL learners who advanced a literacy level	0					15	29
Total learners continuing in Adult Education	0					4	22
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							67%
Post Secondary Education Rate							7%
Entered Employment Rate							54%
Retained Employment Rate							47%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	236					695	675
services	10					408	444
Total instructional contact hours	257					21085	21,558
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	3					165	213
Female	7					243	231
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					0	0
Asian	0					18	20
Black/African American	0					42	46
Hispanic/Latino	0					42	34



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Native Hawaiian/Pacific Islander	0					1	0
White	10					305	344
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	1					5	5
U.S.: Grade 6 - Grade 8	34					116	111
U.S.: Grade 9 - Grade 12	182					504	474
Foreign: No School - Grade 5	1					2	7
Foreign: Grade 6 - Grade 8	1					12	12
Foreign: Grade 9 - Grade 12	10					35	46
Foreign : 13 - 16+	7					21	20
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	3					131	191
19-24	3					111	103
25-44	2					126	99
45-59	2					34	44
60+	0					6	7
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	5					134	168
Unemployed	4					216	220
Not in Labor Force	1					58	56

Charles County Public Schools		Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level		0					255	264
Total ASE learners who advanced a literacy level		40					161	143
Total ELL learners who advanced a literacy level		0					144	175
Total learners continuing in Adult Education		0					17	9
Federal Performance Indicators - Goal Attainment		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate								95%
Post Secondary Education Rate								70%
Entered Employment Rate								56%
Retained Employment Rate								51%
Services Delivered		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments		343					1417	1,407
services		41					1090	1,018
Total instructional contact hours		553					52,630	49,140
Program Demographics		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
GENDER		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male		14					545	482
Female		27					545	536
RACE		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native		0					22	16
Asian		1					84	68
Black/African American		20					389	345
Hispanic/Latino		0					289	295
Native Hawaiian/Pacific Islander		0					4	4
White		20					302	290
EDUCATION AT ENROLLMENT		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5		2					6	9
U.S.: Grade 6 - Grade 8		21					105	104
U.S.: Grade 9 - Grade 12		225					822	803
Foreign: No School - Grade 5		11					50	51
Foreign: Grade 6 - Grade 8		17					81	84
Foreign: Grade 9 - Grade 12		51					261	231
Foreign : 13 - 16+		16					92	125
AGE AT ENROLLMENT		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18		3					277	231
19-24		11					250	246
25-44		20					430	419
45-59		6					118	110
60+		1					15	12
EMPLOYMENT STATUS AT ENTRY		Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed		25					589	571



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Unemployed	12					218	213
Not in Labor Force	4					283	234

Frederick County Public Schools							
Source: Literacy Works Information System							
Federal Performance Indicators - Ed gains							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					179	128
Total ASE learners who advanced a literacy level	1					130	100
Total ELL learners who advanced a literacy level	0					373	421
Total learners continuing in Adult Education	0					68	33
Federal Performance Indicators - Goal Attainment							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							82%
Post Secondary Education Rate							17%
Entered Employment Rate							50%
Retained Employment Rate							36%
Services Delivered							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	263					1789	1,254
services	1					1,574	1,194
Total instructional contact hours	25					101,072	81,587
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	1				1	679	517
Female	0				0	895	677
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					4	2
Asian	0					188	176
Black/African American	0					268	113
Hispanic/Latino	0					682	626
Native Hawaiian/Pacific Islander	0					0	0
White	1					432	277
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	2					30	14
U.S.: Grade 6 - Grade 8	24					80	35
U.S.: Grade 9 - Grade 12	176					799	377
Foreign: No School - Grade 5	8					110	92
Foreign: Grade 6 - Grade 8	17					260	169
Foreign: Grade 9 - Grade 12	32					415	395
Foreign : 13 - 16+	4					95	172
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	1					174	140
19-24	0					325	253
25-44	0					872	635
45-59	0					179	141
60+	0					24	25
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	1					975	802
Unemployed	0					447	255
Not in Labor Force	0					152	137

Garrett College							
Source: Literacy Works Information System							
Federal Performance Indicators - Ed gains							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					47	45
Total ASE learners who advanced a literacy level	0					24	21
Total ELL learners who advanced a literacy level	0						0
Total learners continuing in Adult Education	0					15	13
Federal Performance Indicators - Goal Attainment							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							83%
Post Secondary Education Rate							67%
Entered Employment Rate							100%
Retained Employment Rate							78%
Services Delivered							
	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	73					147	148



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services	0					116	121
Total instructional contact hours	0					4,667	4,634
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	0					68	69
Female	0					48	52
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					0	0
Asian	0					0	0
Black/African American	0					1	1
Hispanic/Latino	0					0	1
Native Hawaiian/Pacific Islander	0					0	0
White	0					115	119
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	0					4	6
U.S.: Grade 6 - Grade 8	0					21	19
U.S.:Grade 9 - Grade 12	0					122	123
Foreign: No School - Grade 5	0					0	0
Foreign: Grade 6 - Grade 8	0					0	0
Foreign: Grade 9 - Grade 12	10					0	0
Foreign : 13 - 16+						0	0
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	0					27	42
19-24	0					34	22
25-44	0					39	38
45-59	0					13	16
60+	0					3	3
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	0					51	51
Unemployed	0					15	15
Not in Labor Force	0					50	55

Harford Community College	Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	15					346	413
Total ASE learners who advanced a literacy level	2					42	88
Total ELL learners who advanced a literacy level	21					132	87
Total learners continuing in Adult Education	29					101	84
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							90%
Post Secondary Education Rate							71%
Entered Employment Rate							65%
Retained Employment Rate							66%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	517					1681	1,553
services	95					1180	1,108
Total instructional contact hours	3668					92,900	83,476
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	43					593	567
Female	52					587	541
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	1					20	29
Asian	11					67	76
Black/African American	25					432	385
Hispanic/Latino	30					215	177
Native Hawaiian/Pacific Islander	0					9	6
White	28					437	435
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	4					11	16
U.S.: Grade 6 - Grade 8	45					144	113
U.S.:Grade 9 - Grade 12	265					1175	1122
Foreign: No School - Grade 5	12					15	19
Foreign: Grade 6 - Grade 8	22					28	22



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Foreign: Grade 9 - Grade 12	96					164	125
Foreign : 13 - 16+	73					144	136
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	18					485	509
19-24	21					233	174
25-44	30					340	301
45-59	17					95	109
60+	9					27	15
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	46					374	390
Unemployed	37					428	393
Not in Labor Force	12					378	325

Correction Education	Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					1450	939
Total ASE learners who advanced a literacy level	0					501	626
Total ELL learners who advanced a literacy level	0					25	33
Total learners continuing in Adult Education	0					370	504
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							100%
Post Secondary Education Rate							86%
Entered Employment Rate							0%
Retained Employment Rate							67%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	2335					4704	4,078
services	0					4130	3,982
Total instructional contact hours	0					906745	751,526
Program Demographics	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	0					3801	3611
Female	0					329	371
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					33	33
Asian	0					9	12
Black/African American	0					3366	3260
Hispanic/Latino	0					156	168
Native Hawaiian/Pacific Islander	0					5	7
White	0					561	502
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	597					904	469
U.S.: Grade 6 - Grade 8	455					909	736
U.S.:Grade 9 - Grade 12	1240					2820	2812
Foreign: No School - Grade 5	24					31	35
Foreign: Grade 6 - Grade 8	11					28	16
Foreign: Grade 9 - Grade 12	6					10	9
Foreign : 13 - 16+	2					2	1
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	0					187	149
19-24	0					1275	1204
25-44	0					2222	2226
45-59	0					421	370
60+	0					25	33
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	0					0	0
Unemployed	0					8	4
Not in Labor Force	0					4122	3978

Literacy Council of Montgomery County	Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					1	0
Total ASE learners who advanced a literacy level	0					6	0
Total ELL learners who advanced a literacy level	0					133	15
Total learners continuing in Adult Education	0					70	13
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							0%
Post Secondary Education Rate							0%



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	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Entered Employment Rate							0%
Retained Employment Rate							0%
Services Delivered							
Enrollments	445					637	84
services	0					332	39
Total instructional contact hours	0					26,127	1,779
Program Demographics							
GENDER							
Male	0					118	15
Female	0					214	24
RACE							
American Indian/Alaskan Native	0					0	0
Asian	0					100	7
Black/African American	0					29	2
Hispanic/Latino	0					158	25
Native Hawaiian/Pacific Islander	0					0	0
White	0					45	5
EDUCATION AT ENROLLMENT							
U.S.: No School - Grade 5	0					2	0
U.S.: Grade 6 - Grade 8	3					1	0
U.S.: Grade 9 - Grade 12	23					39	6
Foreign: No School - Grade 5	13					27	5
Foreign: Grade 6 - Grade 8	45					51	12
Foreign: Grade 9 - Grade 12	159					210	29
Foreign : 13 - 16+	202					307	32
AGE AT ENROLLMENT							
16-18	0					13	1
19-24	0					38	4
25-44	0					168	23
45-59	0					93	10
60+	0					20	1
EMPLOYMENT STATUS AT ENTRY							
Employed	0					168	26
Unemployed	0					110	8
Not in Labor Force	0					54	5

Montgomery College							
Source: Literacy Works Information System							
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	2					440	432
Total ASE learners who advanced a literacy level	0					23	29
Total ELL learners who advanced a literacy level	280					2439	2366
Total learners continuing in Adult Education	279					1339	1178
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							81%
Post Secondary Education Rate							5%
Entered Employment Rate							16%
Retained Employment Rate							18%
Services Delivered							
Enrollments	4785					5857	5,497
services	661					5370	4,943
Total instructional contact hours	33881					430,326	410,640
Program Demographics							
GENDER							
Male	269					2322	2030
Female	392					3048	2913
RACE							
American Indian/Alaskan Native	0					7	2
Asian	66					489	478
Black/African American	81					905	796
Hispanic/Latino	490					3718	3460
Native Hawaiian/Pacific Islander	1					11	11
White	23					240	196
EDUCATION AT ENROLLMENT							
U.S.: No School - Grade 5	35					47	36
U.S.: Grade 6 - Grade 8	17					24	29
U.S.: Grade 9 - Grade 12	343					480	393
Foreign: No School - Grade 5	329					422	419



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Foreign: Grade 6 - Grade 8	667					820	707
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Foreign: Grade 9 - Grade 12	2123					2565	2429
Foreign : 13 - 16+	1271					1499	1484
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	9					319	299
19-24	131					1069	1029
25-44	357					2908	2695
45-59	127					927	796
60+	37					147	124
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	459					3778	3725
Unemployed	140					1248	920
Not in Labor Force	62					344	298

Prince George's Community College	Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	38					421	452
Total ASE learners who advanced a literacy level	9					64	93
Total ELL learners who advanced a literacy level	27					870	932
Total learners continuing in Adult Education	56					923	765
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							82%
Post Secondary Education Rate							0%
Entered Employment Rate							33%
Retained Employment Rate							24%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	2898					4163	4,391
services	155					3193	3,495
Total instructional contact hours	6838					195,843	219,253
Program Demographics	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	59					1658	1829
Female	96					1535	1666
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					5	7
Asian	14					87	80
Black/African American	92					1039	1130
Hispanic/Latino	42					1996	2213
Native Hawaiian/Pacific Islander	0					3	3
White	7					63	62
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	65					90	113
U.S.: Grade 6 - Grade 8	83					116	81
U.S.:Grade 9 - Grade 12	675					1129	1135
Foreign: No School - Grade 5	287					404	465
Foreign: Grade 6 - Grade 8	439					652	694
Foreign: Grade 9 - Grade 12	1096					1445	1594
Foreign : 13 - 16+	253					327	309
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	20					350	421
19-24	36					772	878
25-44	72					1690	1819
45-59	25					339	341
60+	2					42	36
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	51					2108	2541
Unemployed	89					916	786
Not in Labor Force	15					169	168

Literacy Council of Prince George's County	Source: Literacy Works Information System						
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					93	70
Total ASE learners who advanced a literacy level	2					48	9
Total ELL learners who advanced a literacy level	0					240	247
Total learners continuing in Adult Education	0					301	191
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							87%
Post Secondary Education Rate							0%



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Entered Employment Rate							24%
Retained Employment Rate							28%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	1122					1523	1,181
services	2					1206	894
Total instructional contact hours	96					67,520	56,033
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	1					515	364
Female	1					691	530
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					0	1
Asian	0					52	46
Black/African American	2					448	303
Hispanic/Latino	0					659	519
Native Hawaiian/Pacific Islander	0					1	4
White	0					46	21
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	21					29	14
U.S.: Grade 6 - Grade 8	36					41	39
U.S.:Grade 9 - Grade 12	293					384	273
Foreign: No School - Grade 5	123					164	114
Foreign: Grade 6 - Grade 8	147					227	168
Foreign: Grade 9 - Grade 12	356					491	431
Foreign : 13 - 16+	146					187	142
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	0					101	50
19-24	0					196	115
25-44	2					689	551
45-59	0					188	153
60+	0					32	25
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	2					683	568
Unemployed	0					443	258
Not in Labor Force	0					80	68

Queen Anne's County Public Schools		Source: Literacy Works Information System					
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					95	100
Total ASE learners who advanced a literacy level	0					10	9
Total ELL learners who advanced a literacy level	0					76	71
Total learners continuing in Adult Education	0					16	13
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							94%
Post Secondary Education Rate							100%
Entered Employment Rate							100%
Retained Employment Rate							30%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	176					319	310
services	0					271	260
Total instructional contact hours	0					14,380	15,634
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	0					124	118
Female	0					147	142
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					1	4
Asian	0					11	3
Black/African American	0					36	43
Hispanic/Latino	0					119	108
Native Hawaiian/Pacific Islander	0					2	0
White	0					102	102
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	0					1	1
U.S.: Grade 6 - Grade 8	14					23	12
U.S.:Grade 9 - Grade 12	73					144	159
Foreign: No School - Grade 5	26					46	38



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Foreign: Grade 6 - Grade 8	25					39	31
Foreign: Grade 9 - Grade 12	30					50	54
Foreign : 13 - 16+	8					16	15
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	0					46	62
19-24	0					63	60
25-44	0					140	113
45-59	0					19	17
60+	0					3	8
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	0					158	141
Unemployed	0					69	36
Not in Labor Force	0					44	83

Somerset County Public Schools		Source: Literacy Works Information System					
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					48	47
Total ASE learners who advanced a literacy level	0					25	26
Total ELL learners who advanced a literacy level	0					8	22
Total learners continuing in Adult Education	0					27	20
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							65%
Post Secondary Education Rate							50%
Entered Employment Rate							100%
Retained Employment Rate							75%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	99					184	189
services	0					170	171
Total instructional contact hours	0					6,044	6,979
Program Demographics	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	0					79	80
Female	0					91	91
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					3	2
Asian	0					4	5
Black/African American	0					69	60
Hispanic/Latino	0					13	46
Native Hawaiian/Pacific Islander	0					0	1
White	0					81	57
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	4					6	1
U.S.: Grade 6 - Grade 8	9					19	17
U.S.:Grade 9 - Grade 12	64					124	106
Foreign: No School - Grade 5	7					7	7
Foreign: Grade 6 - Grade 8	3					6	20
Foreign: Grade 9 - Grade 12	6					11	23
Foreign : 13 - 16+	6					11	15
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	0					40	38
19-24	0					28	24
25-44	0					56	79
45-59	0					25	27
60+	0					21	3
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	0					67	86
Unemployed	0					74	69
Not in Labor Force	0					29	16

St. Mary's County Public Schools		Source: Literacy Works Information System					
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					109	98
Total ASE learners who advanced a literacy level	0					3	22
Total ELL learners who advanced a literacy level	0					13	11
Total learners continuing in Adult Education	0					35	20
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							87%



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Post Secondary Education Rate								0%
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Entered Employment Rate							70%
Retained Employment Rate							68%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	175					418	345
services	0					286	254
Total instructional contact hours	0					12,955	10,980
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	0					118	112
Female	0					168	142
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					6	4
Asian	0					21	3
Black/African American	0					96	95
Hispanic/Latino	0					19	19
Native Hawaiian/Pacific Islander	0					1	2
White	0					143	131
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	3					1	1
U.S.: Grade 6 - Grade 8	4					84	61
U.S.:Grade 9 - Grade 12	8					287	243
Foreign: No School - Grade 5	8					0	1
Foreign: Grade 6 - Grade 8	3					2	3
Foreign: Grade 9 - Grade 12	14					16	11
Foreign : 13 - 16+	135					28	25
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	0					91	91
19-24	0					80	76
25-44	0					90	73
45-59	0					24	14
60+	0					1	0
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	0					106	98
Unemployed	0					101	75
Not in Labor Force	0					79	81

Hagerstown Community College		Source: Literacy Works Information System					
Federal Performance Indicators - Ed gains							
Total ABE learners who advanced a literacy level	24					107	135
Total ASE learners who advanced a literacy level	27					74	90
Total ELL learners who advanced a literacy level	16					117	154
Total learners continuing in Adult Education	30					139	149
Federal Performance Indicators - Goal Attainment							
High School Diploma Awarded Rate							86%
Post Secondary Education Rate							7%
Entered Employment Rate							58%
Retained Employment Rate							52%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	700					871	1,018
services	129					392	670
Total instructional contact hours	4147					24,311	33,346
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	48					194	245
Female	81					309	425
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	6					10	11
Asian	14					32	39
Black/African American	24					78	90
Hispanic/Latino	32					170	241
Native Hawaiian/Pacific Islander	0					1	2
White	53					212	287
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	1					3	2
U.S.: Grade 6 - Grade 8	35					35	45
U.S.:Grade 9 - Grade 12	350					490	495
Foreign: No School - Grade 5	22					20	34



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Foreign: Grade 6 - Grade 8	26					36	53
Foreign: Grade 9 - Grade 12	155					150	215
Foreign : 13 - 16+	111					137	174
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	17					68	87
19-24	30					105	159
25-44	56					251	333
45-59	23					71	76
60+						8	15
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	63					260	358
Unemployed	58					216	288
Not in Labor Force	8					27	24

Wicomico County Board of Education		Source: Literacy Works Information System					
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					44	55
Total ASE learners who advanced a literacy level	0					28	49
Total ELL learners who advanced a literacy level	0					86	62
Total learners continuing in Adult Education	0					47	32
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							100%
Post Secondary Education Rate							14%
Entered Employment Rate							44%
Retained Employment Rate							60%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	222					627	560
services	9					354	380
Total instructional contact hours	318					26,038	24,056
Program Demographics	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	4					124	163
Female	5					230	217
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					0	3
Asian	1					51	36
Black/African American	7					155	159
Hispanic/Latino	0					83	92
Native Hawaiian/Pacific Islander	0					2	3
White	1					63	87
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	0					1	0
U.S.: Grade 6 - Grade 8	15					64	59
U.S.:Grade 9 - Grade 12	93					328	297
Foreign: No School - Grade 5	7					18	21
Foreign: Grade 6 - Grade 8	20					38	33
Foreign: Grade 9 - Grade 12	48					86	73
Foreign : 13 - 16+	39					92	77
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	2					38	49
19-24	2					67	76
25-44	2					177	191
45-59	3					63	59
60+	0					9	5
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	3					205	214
Unemployed	5					88	118
Not in Labor Force	1					61	48

Worcester County Public Schools		Source: Literacy Works Information System					
Federal Performance Indicators - Ed gains	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Total ABE learners who advanced a literacy level	0					61	66
Total ASE learners who advanced a literacy level	0					15	14
Total ELL learners who advanced a literacy level	10					54	42
Total learners continuing in Adult Education	0					43	2
Federal Performance Indicators - Goal Attainment	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
High School Diploma Awarded Rate							81%



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Post Secondary Education Rate							14%
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Entered Employment Rate							66%
Retained Employment Rate							58%
Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Enrollments	83					296	265
services	19					281	233
Total instructional contact hours	528					15,052	11,050
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Male	10					135	117
Female	9					146	116
RACE	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
American Indian/Alaskan Native	0					3	1
Asian	4					10	2
Black/African American	1					48	48
Hispanic/Latino	0					94	73
Native Hawaiian/Pacific Islander	0					0	0
White	14					126	109
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
U.S.: No School - Grade 5	1					3	3
U.S.: Grade 6 - Grade 8	11					13	22
U.S.:Grade 9 - Grade 12	53					143	146
Foreign: No School - Grade 5	0					7	5
Foreign: Grade 6 - Grade 8	1					10	20
Foreign: Grade 9 - Grade 12	5					70	40
Foreign : 13 - 16+	12					50	29
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
16-18	0					51	63
19-24	11					87	53
25-44	7					122	91
45-59	1					19	26
60+	0					2	0
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	FY10	FY09	FY08
Employed	10					159	119