



StateStat
Department of Labor, Licensing and Regulation
MBE/SBR



Alexander M. Sanchez
Secretary
Appointed September 2009

MBE CONTRACT ACTIVITY

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 DeJulius, Commissioner
 Financial Regulation: Sarah Bloom Raskin, Commissioner
 Unemployment Insurance: Julie Squire, Assistant Secretary
 Racing: Mike Hopkins, Executive Director

PROCUREMENT/CONTRACT AWARDS	CURRENTLY AVAILABLE PERIOD (Month March, Year 2010)						YEAR-TO-DATE					
	Agency Total	Ethnic	Women	Disabled / Non-	Total MBE/WBE	%	Agency Total	Ethnic	Women	Disabled / Non-Profit /	Total MBE/WBE	%
Payment Totals	\$1,217,354.95	\$353,508.58 29.04%	\$91,785.34 7.54%	\$109,189.34 8.97%	\$554,483.26	45.55%	\$27,807,901.43	\$2,290,096.09 8.24%	\$626,931.01 2.25%	\$276,479.62 0.99%	\$3,193,506.72	11.48%
Awards Totals	\$658,366.13	\$36,209.00 5.50%	\$206,077.96 31.30%	\$6,792.00 1.03%	\$249,078.96	37.83%	\$27,595,770.91	\$5,167,505.50 18.73%	\$1,074,539.37 3.89%	\$137,601.66 0.50%	\$6,379,646.53	23.12%
Architectural and Engineering	\$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 Related	\$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	\$37,500.00	\$635.00	\$0.00	\$0.00	\$635.00	1.69%	\$16,305,301.66	\$2,379,165.00	\$206,255.00	\$35,870.00	\$2,621,290.00	16.08%
Supplies and Equipment	\$4,174.00	\$0.00	\$629.00	\$0.00	\$629.00	15.07%	\$190,121.60	\$7,275.00	\$16,366.00	\$6,957.00	\$30,598.00	16.09%
IT Services	\$74,696.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$7,926,068.00	\$2,630,045.50	\$154,765.00	\$0.00	\$2,784,810.50	35.13%
IT Supplies and Equipment	\$253,908.00	\$30,669.00	\$155,643.00	\$0.00	\$186,312.00	73.38%	\$1,738,326.00	\$102,220.00	\$442,989.00	\$0.00	\$545,209.00	31.36%
Human, Cultural, Social & Educational	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Corporate Credit Card	\$212,853.00	\$4,905.00	\$43,198.00	\$6,792.00	\$54,895.00	25.79%	\$1,090,711.00	\$48,800.00	\$217,345.00	\$19,669.00	\$285,814.00	26.20%
Direct Vouchers	\$75,235.13	\$0.00	\$6,607.96	\$0.00	\$6,607.96	8.78%	\$345,242.65	\$0.00	\$36,819.37	\$75,105.66	\$111,925.03	32.42%

SBR INDICATORS	Agency Total	Total SBR	# Designated Procurements	%	Agency Total	Total SBR	# Designated	%
Payment Totals	\$2,954,331	\$300,895	78	10.18%	\$15,395,515	\$1,437,226	357	9.34%



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HUMAN RESOURCES												
OVERTIME	MONTHLY REPORTING PERIODS					Fiscal Year to Date				FISCAL YEAR COMPARISON		
Overtime pay (\$)	DEC-09	JAN-10	FEB-10	MAR-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Office of the Secretary	28,651	26,763	28,683	47,702	66.3%	27,607	17,607	47,702	248,465	5,651	6,175	72,020
Administration	2,460	7,013	4,443	12,139	173.2%	4,626	302	12,139	41,635	78,551	68,399	78,103
Financial Regulation	2,739	4,385	2,163	2,133	-1.4%	3,048	2,116	5,463	27,435	3,790	7,831	30,992
Labor and Industry	1,269	3,264	2,320	5,935	155.8%	7,705	1,269	13,798	69,345	51,126	54,557	87,119
Racing Commission	-	-	-	-	0.0%	-	-	-	0	-	-	-
Occupational and Professional Licensing	134	-	165	-	-100.0%	149	-	742	1,340	774	6,461	3,552
Workforce Development	3,086	373	2,420	3,643	50.5%	2,671	373	5,167	24,041	26,924	19,775	21,722
Unemployment Insurance	38,025	70,304	42,644	73,490	72.3%	47,702	31,641	73,490	429,315	172,141	229,055	615,620
Total	76,363	112,103	82,838	145,042	75.1%	93,508	72,824	145,042	841,575	338,958	392,253	909,128
Overtime (days)	DEC-09	JAN-10	FEB-10	MAR-10	% Change	Avg	Min	Max	Total	FY07	FY08	Total
Office of the Secretary	966.6	890.4	945.6	1,587.6	67.9%	929.9	608.7	1587.6	8369.0	120	204	2,554.7
Administration	96.0	263.8	182.9	452.9	147.6%	184.0	11.5	452.9	1655.8	3,705	2,639	3,014.3
Financial Regulation	96.5	142.5	75.7	73.7	-2.6%	104.9	73.7	180.6	944.0	922	303	1,113.2
Labor and Industry	32.8	99.0	64.0	194.4	203.8%	198.8	32.8	341.1	1789.2	1,642	1,535	2,205.4
Racing Commission	-	-	-	-	0.0%	0.0	0.0	0.0	0.0	-	-	-
Occupational and Professional Licensing	4.5	-	8.0	-	-100.0%	5.3	0.0	25.0	47.6	108	221	109.5
Workforce Development	131.0	17.0	99.2	140.5	41.6%	106.1	17.0	210.8	955.2	1,705	726	796.3
Unemployment Insurance	1,378.2	2,649.9	1,543.7	2,630.2	70.4%	1703.5	1124.0	2649.9	15331.2	6,808	7,864	21,889.9
Total	2,705.6	4,062.6	2,919.1	5,079.3	74.0%	3232.4	2526.6	5079.3	29092.0	15,010	13,492	31,683.3
SICK LEAVE (DAYS)	2/9/2010	2/23/2010	3/9/2010	3/23/2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	98.2	94.2	119.5	100.7	-15.7%	55.8	26.9	119.5	1,060.9	1,016	1,098	1306.5
Administration	149.4	179.0	197.6	207.3	4.9%	107.4	36.2	207.3	2,040.6	2,008	2,222	2462.6
Financial Regulation	71.5	57.5	83.6	66.7	-20.2%	47.6	20.0	83.6	905.3	772	952	843.2
Labor and Industry	144.7	129.6	152.3	163.1	7.1%	91.8	38.8	163.1	1,744.7	1,737	2,013	2164.7
O & P Licensing	65.1	60.8	91.4	78.6	-14.0%	57.4	30.8	91.4	1,090.2	571	787	1142.3
Racing Commission	25.8	18.2	29.2	34.8	19.2%	17.8	2.0	36.0	338.8	216	612	515.0
Unemployment Insurance	577.2	476.0	576.2	537.6	-6.7%	366.6	203.0	577.2	6,964.6	6,133	6,690	7403.0
Workforce Development	271.9	221.8	260.8	309.9	18.8%	217.9	133.5	309.9	4,140.4	2,398	3,136	2755.8
Total	1,403.8	1,237.1	1,510.6	1,498.7	-0.8%	962.4	528.6	1,510.6	18,285.6	26,984	17,329	18593.0
COMP TIME (DAYS)	2/9/2010	2/23/2010	3/9/2010	3/23/2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	33.9	33.1	36.5	37.3	2.2%	21.0	6.5	42.6	398.7	231	294	303
Administration	20.7	17.7	15.4	13.2	-14.3%	12.9	7.2	20.7	244.5	560	601	391
Financial Regulation	36.6	33.5	35.5	30.6	-13.8%	27.2	16.7	38.0	517.7	294	482	473
Labor and Industry	30.4	24.8	21.6	28.3	31.0%	19.4	8.4	30.4	369.1	401	391	458
O & P Licensing	5.6	3.5	3.1	4.6	48.4%	4.2	0.0	16.1	79.9	274	176	72
Racing Commission	1.7	36.1	0.1	0.9	800.0%	11.3	0.0	39.0	215.1	350	202	189
Unemployment Insurance	125.4	150.0	118.3	108.4	-8.4%	68.3	25.1	150.0	1,298.0	514	686	1206
Workforce Development	39.0	36.8	53.3	52.2	-2.1%	31.0	15.3	54.5	588.6	474	573	625
Total	293.3	335.5	283.8	275.5	-2.9%	195.3	121.9	345.1	3,711.5	3,098	3,254	3703



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ACCIDENT LEAVE (DAYS)	2/9/2010	2/23/2010	3/9/2010	3/23/2010	% 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	0.0	0.0	0.0	0.0	0.0%	0.9	0.0	9.0	17.1	72	0.4	78
Workforce Development	0.5	0.0	0.0	0.0	0.0%	1.8	-3.0	14.2	33.7	58	10.75	1
Total	0.5	0.0	0.0	0.0	0.0%	2.7	-3.0	23.2	50.8	280	36.6	130
UNSCHEDULED LEAVE (DAYS)	2/9/2010	2/23/2010	3/9/2010	3/23/2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	8.0	9.2	10.4	3.3	-68.3%	4.6	0.9	10.4	86.5	70	78.0	78.1
Administration	18.7	14.6	10.7	16.4	53.3%	8.2	2.1	18.7	155.9	182	178.4	194.5
Financial Regulation	11.0	4.2	13.6	8.3	-39.0%	3.9	0.1	13.6	73.5	33	45.0	68.6
Labor and Industry	14.3	7.5	19.0	10.5	-44.7%	8.0	1.3	19.0	152.6	110	217.4	190.1
O & P Licensing	28.1	9.1	14.5	7.6	-47.6%	6.7	0.3	28.1	127.0	80	89.9	93.4
Racing Commission	0.0	0.0	0.0	0.5	100%	0.0	0.0	0.5	0.5	0	3.7	9.5
Unemployment Insurance	71.9	61.6	73.1	79.0	8.1%	36.0	16.0	79.0	684.0	691	658.0	636.1
Workforce Development	43.9	24.2	30.4	22.0	-27.6%	18.0	7.0	43.9	341.3	194	197.5	229.5
Total	95.1	130.4	171.7	147.6	-14.0%	80.0	43.6	171.7	1,520.5	1,360	1,467.1	1499.7
TELECOMMUTING (DAYS)	2/9/2010	2/23/2010	3/9/2010	3/23/2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	22.3	29.2	23.6	31.4	33.1%	16.6	7.0	31.4	315.2	0	103.8	262
Administration	2.4	2.1	1.1	0.0	-100.0%	0.3	0.0	2.4	6.5	61	64.0	27
Financial Regulation	67.4	65.2	86.6	49.1	-43.3%	38.5	15.2	86.6	732.0	867	832.3	831
Labor and Industry	6.0	5.0	7.0	3.0	-57.1%	5.2	1.0	10.0	99.0	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	0.0	0.0	0.0	0.0	0.0%	0.8	0.0	7.6	15.2	221	228.3	176
Workforce Development	0.0	1.5	0.0	0.0	0.0%	0.8	0.0	8.0	15.2	0	17.6	0
Total	98.1	103.0	118.3	83.5	-29.4%	62.3	37.6	118.3	1,183.1	1,195	1,529.2	1490
Total # of Teleworking Personnel	33	34	25	22	-12.0%	22.4	17.0	34.0	425.0			
TRAINING (DAYS)	2/9/2010	2/23/2010	3/9/2010	3/23/2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	2.0	1.0	0.0	0.0	0.0%	0.3	0.0	2.0	5.0	1	0.0	25.9
Administration	13.7	1.9	2.0	4.2	110.0%	2.7	0.0	13.7	51.6	67	52.9	86.0
Financial Regulation	7.6	3.6	8.5	28.9	240.0%	6.9	0.0	28.9	130.6	134	94.3	137.7
Labor and Industry	3.5	3.1	0.0	22.0	100%	2.2	0.0	22.0	41.7	42	20.4	52.8
O & P Licensing	2.0	0.0	0.0	1.0	100%	0.2	0.0	2.0	3.0	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	22.5	13.5	5.7	9.6	68.4%	7.1	0.0	27.4	134.8	137	73.0	133.7
Workforce Development	11.6	8.7	29.4	14.3	-51.4%	16.5	1.8	57.8	314.1	458	333.5	433.2
Total	62.9	31.8	45.6	80.0	75.4%	35.9	1.8	80.0	681.5	853	553.5	883.8



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PEPS DUE	DEC2009	JAN2010	FEB2010	MARCH2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	9	12	7	4	-42.9%	8.9	4.0	12.0	80.0	107	110	102
Administration	10	20	10	16	60.0%	14.3	7.0	25.0	129.0	184	175	174
Financial Regulation	3	22	7	7	0.0%	8.2	3.0	22.0	74.0	82	88	84
Labor and Industry	8	13	17	18	5.9%	14.6	8.0	22.0	131.0	158	156	172
O & P Licensing	5	15	6	6	0.0%	9.4	5.0	15.0	85.0	70	75	80
Racing Commission	1	3	1	3	200.0%	3.2	1.0	8.0	29.0	45	42	17
Unemployment Insurance	38	38	36	37	2.8%	48.2	36.0	96.0	434.0	522	511	515
Workforce Development	37	37	33	31	-6.1%	35.8	21.0	53.0	322.0	237	239	225
Total	111	160	117	122	4.3%	142.7	107.0	197.0	1,284.0	1,405	1396	1369
PEPS COMPLETED	DEC2009	JAN2010	FEB2010	MARCH2009	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	6	0	0	0	0.0%	1.3	0.0	6.0	12.0	29	31	2
Administration	8	6	7	9	28.6%	3.6	0.0	8.0	32.0	95	135	107
Financial Regulation	3	6	2	3	50.0%	2.0	0.0	6.0	18.0	48	72	52
Labor and Industry	15	7	0	1	100%	4.3	0.0	15.0	39.0	36	85	77
O & P Licensing	1	1	2	1	-50.0%	0.4	0.0	2.0	4.0	15	33	35
Racing Commission	3	8	0	4	100%	1.8	0.0	8.0	16.0	0	27	14
Unemployment Insurance	106	41	12	44	266.7%	32.2	6.0	106.0	290.0	467	474	505
Workforce Development	22	6	3	6	100.0%	11.7	1.0	55.0	105.0	120	151	161
Total	164	75	26	68	161.5%	57.3	11.0	164.0	516.0	810	1008	953
PEPS OVERDUE	DEC2009	JAN2010	FEB2010	MARCH2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	3	12	7	1	-85.7%	7.8	1.0	12.0	70.0	78	79	100
Administration	2	14	3	13	333.3%	10.8	2.0	22.0	97.0	89	40	67
Financial Regulation	0	16	5	3	-40.0%	6.2	0.0	16.0	56.0	34	16	32
Labor and Industry	-7	6	17	15	-11.8%	10.2	-7.0	20.0	92.0	122	71	95
O & P Licensing	4	14	4	6	50.0%	9.0	4.0	15.0	81.0	55	42	45
Racing Commission	-2	5	1	1	0.0%	2.6	-2.0	8.0	23.0	45	15	3
Unemployment Insurance	-68	-3	24	12	-50.0%	16.0	-68.0	52.0	144.0	55	37	10
Workforce Development	15	31	30	24	-20.0%	29.4	7.0	51.0	265.0	117	88	64
Total	-53	95	91	75	-17.6%	92.0	-53.0	176.0	828.0	595	388	416



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PINS	DEC2009	JAN2010	FEB2010	MARCH2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	117	123	119	119	-0.3%	114.1	100.9	123.0		112	106	101.9
Administration	167	167	170	171	0.6%	168.7	167.0	171.0		192	184.8	175.7
Financial Regulation	82	82	82	79	-3.7%	82.2	79.0	85.0		91	94.3	84.3
Labor and Industry	157	159	160	171	6.9%	161.1	157.0	171.0		179	190	170
O & P Licensing	72	72	71	71	0.3%	71.9	70.8	72.8		78.0	78.2	77.8
Racing Commission	8	8	8	8	0.0%	8.2	8.0	9.0		50	15	15.2
Unemployment Insurance	536	543	549	546	-0.5%	537.5	522.4	548.9		540	525.7	509.7
Workforce Development	396	394	394	399	1.3%	398.2	394.0	402.0		276	261.9	237.3
Total	1,535	1,548	1,553	1,564	0.7%	1,542.0	1,519.5	1,564.0		1518	1455.9	1371.9
VACANCIES	DEC2009	JAN2010	FEB2010	MARCH2010	% Change	Average	Minimum	Maximum	Total	FY07	FY08	FY09
Office of the Secretary	8	5	5	5	11.1%	10.0	4.5	23.0		8	3.5	3.5
Administration	15	15	12	11	-8.3%	12.9	7.0	17.0		11	9.2	8
Financial Regulation	8	8	7	9	36.4%	8.0	2.0	11.0		7	10.4	10.6
Labor and Industry	42	40	39	28	-28.2%	32.0	9.0	42.0		20	16	22
O & P Licensing	4	5	4	4	-10.1%	4.5	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	32	31	20	23	15.7%	28.1	2.4	44.0		21	14.48	17.7
Workforce Development	37	40	38	33	-12.7%	37.6	13.0	48.0		31	30	29
Total	147	145	125	114	-9.0%	133.9	39.9	171.0		106	89.23	94.5



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General Services

GENERAL SERVICES	Reporting Periods				%Change	Avg	Fiscal Year To Date				Fiscal Year Comparison		
	Dec-09	Jan-10	Feb-10	Mar-10			Min	Max	Total	Target	FY 07	FY 08	FY 09
Energy Footprint - Utilities	296,910	327,547	304,126	253,990	-16.5%	387,880	253,990	561,525	3,490,921	4,302,269	4,403,562	4,465,761	4,499,611
Electricity Use-Owned Properties (KwH)													
Cumberland-128 Baltimore St.	34,560	42,432	36,884		0.0%	39,790	30,528	52,800	318,320		472,442	470,784	461,185
Baltimore-2800 W. Patapsco Ave.	10,900	11,700	10,400	10,900	4.8%	13,567	10,400	20,000	122,100		158,600	157,200	163,900
Towson-300/308 Towsontowne Blvd.	22,186	19,328	20,632	20,986	1.7%	22,945	16,836	32,326	206,502		263,490	267,624	268,868
Waldorf-175 Post Office Road	10,360	12,440	10,080	9,440	-6.3%	14,502	9,440	24,040	130,520		197,400	168,520	171,280
College Park-9829 Rhode Island Ave.	19,400	20,160	17,520	15,600	-11.0%	21,782	15,600	28,080	196,040		300,480	293,040	284,880
Baltimore-1100 N. Eutaw St. (see note)	199,504	221,487	208,610	197,064	-5.5%	275,618	197,064	421,583	2,480,564		3,011,150	3,108,593	3,149,497
Electricity Use - Leased Space (KwH)	37,563	31,429	31,646	28,657	-9.4%	35,666	28,657	46,844	320,995		385,536	497,484	467,197
Easton-301 Bay Street (Suite 301)	8,522	13,459	13,120	10,489	-20.1%	8,513	5,540	13,459	76,617		85,797	82,388	90,406
Easton-301 Bay Street (Suite 203)	3,265	4,372	3,905	3,668	-6.1%	2,918	1,572	4,372	26,259		32,117	43,344	38,364
Hagerstown-14 N. Potomac (front)	10,400	8,400	9,120	9,760	7.0%	10,862	8,400	15,360	97,760		147,360	146,640	133,600
Hagerstown-14 N. Potomac (rear)	2,537	2,995	3,386	2,447	-27.7%	2,406	1,867	3,386	21,656		32,580	28,342	27,095
Columbia-7161 Columbia Gateway	10,500				0.0%	12,733	9,100	16,700	76,400		53,900	163,400	146,400
Oakland-221 S. Third Street	2,339	2,203	2,115	2,293	8.4%	2,478	2,036	3,240	22,303		33,782	33,370	31,332
Gas Use - Owned Space (Therms)	18,286	21,914	14,876	11,261	-24.3%	9,927	408	21,914	89,343	139,020	108,136	106,528	103,096
Cumberland-128 Baltimore St.	2,318	1,418			0.0%	827	189	2,318	5,792		10,819	10,902	8,195
Baltimore-2800 W. Patapsco Ave	598	893	797	398	-50.1%	369	17	893	3,324		2,676	2,758	3,048
Towson-300/308 Towsontowne Blvd.	1,935	1,850	2,052	894	-56.4%	858	16	2,052	7,719		9,274	9,591	9,690
Waldorf-175 Post Office Road	298	781			0.0%	169	5	781	1,184		3,309	1,853	2,437
College Park-9829 Rhode Island Ave.	598	1,274	1,091	1,155	5.9%	481	0	1,274	4,327		4,821	4,592	5,621
Baltimore-1100 N. Eutaw St. (see note)	12,539	15,698	10,936	8,814	-19.4%	7,444	148	18,322	66,997		77,237	76,832	74,105
Gas Use - Leased Space (Therms)	1,022	1,563	1,200	731	-39.1%	658	1	1,537	5,923		6,466	8,704	8,016
Hagerstown-14 N. Potomac (front)	467	1,114	816	499	-38.8%	446	0	1,114	4,013		3,093	3,698	3,557
Columbia-7161 Columbia Gateway	264				0.0%	63	0	264	380		3,354	3,329	2,814
Oakland-221 S. Third Street	291	449	384	232	-39.6%	173	0	449	1,556		19	1,677	1,645
Footprint - Vehicles	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY 07	FY 08	FY 09
Vehicles registered	75	75	75	76	1.3%	75	75	76			75	70	73
Miles driven	76,820	78,719	63,761	106,063	66.3%	87,302	63,761	106,063	785,717		1,093,025	1,063,859	1,050,274
Avg. manufacturers mpg	21	21	21	21	0.0%	21	21	21			21	21	21
Footprint -Space Utilization (SF)	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY 07	FY 08	FY 09
Space occupied - owned (SF)	294,681	294,681	294,681	294,681	0.0%	294,681	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	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	474,266
Space unoccupied - owned (SF)	10,048	10,048	10,048	10,048	0.0%	10,048	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	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	13,555
Total space utilization (Occupied & unoccupied)	487,821	487,821	487,821	487,821	0.0%	487,821	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 March-MDGS to supply data.



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BUDGET AND FINANCE		MONTHLY REPORTING PERIODS				% Change (2)	Fiscal Year to Date				FY Comparison		
		DEC-09	JAN-10	FEB-10	MAR-10		Average	Minimum	Maximum	Total	FY2007	FY2008	FY2009
Expenditures													
DIVISION		Data											
OFFICE OF THE SECRETARY	PERSONAL SERV	863,273	809,369	891,935	1,350,888	51.5%	940,732	809,369	1,350,888	8,466,587	8,992,627	9,296,482	9,790,057
	NON-PERS SERV	95,098	135,456	58,305	120,160	106.1%	121,525	(17,889)	440,774	1,093,728	1,582,644	952,768	1,414,014
OFFICE OF THE SECRETARY Total		958,371	944,825	950,240	1,471,048	54.8%	1,062,257	824,544	1,648,971	9,560,315	10,575,271	10,249,250	11,204,071
DIVISION OF ADMINISTRATION	PERSONAL SERV	1,063,806	986,666	1,057,713	1,660,562	57.0%	1,201,976	764,623	2,048,598	10,817,787	13,571,577	13,652,194	13,907,189
	NON-PERS SERV	113,221	255,487	56,546	378,210	568.8%	191,383	56,546	378,210	1,722,451	3,303,338	2,593,852	2,703,093
DIVISION OF ADMINISTRATION Total		1,177,027	1,242,153	1,114,259	2,038,772	83.0%	1,393,360	972,185	2,268,649	12,540,238	16,880,915	16,246,046	16,610,282
FINANCIAL REGULATION	PERSONAL SERV	578,065	502,127	611,294	729,870	19.4%	600,390	502,127	814,545	5,403,506	6,160,028	6,663,383	7,077,944
	NON-PERS SERV	56,340	64,812	45,299	60,295	33.1%	95,528	21,612	437,738	859,750	935,698	875,678	984,596
FINANCIAL REGULATION Total		634,405	566,939	656,593	790,165	20.3%	695,917	547,357	1,252,283	6,263,255	7,095,726	7,539,061	8,062,540
LABOR AND INDUSTRY	PERSONAL SERV	921,481	813,398	876,714	1,434,165	63.6%	1,025,094	813,398	1,434,165	9,225,850	10,620,980	11,354,592	12,356,146
	NON-PERS SERV	134,349	158,117	150,188	67,850	-54.8%	144,861	25,541	281,960	1,303,747	1,971,521	2,123,673	2,543,078
LABOR AND INDUSTRY Total		1,055,830	971,515	1,026,903	1,502,015	46.3%	1,169,955	971,515	1,554,911	10,529,597	12,592,501	13,478,265	14,899,223
DIVISION OF RACING	PERSONAL SERV	156,310	129,306	145,137	218,150	50.3%	173,769	129,306	239,584	1,563,923	2,277,236	2,865,929	2,349,123
	NON-PERS SERV	29,372	17,188	58,330	128,017	119.5%	37,085	(40,974)	128,017	333,768	3,715,392	2,845,265	2,524,539
DIVISION OF RACING Total		185,682	146,494	203,466	346,166	70.1%	210,855	146,494	346,166	1,897,691	6,486,628	5,711,194	4,873,662
O&P LICENSING	PERSONAL SERV	386,742	334,351	381,957	557,759	46.0%	426,853	334,351	579,396	3,841,675	4,770,112	4,649,011	4,836,502
	NON-PERS SERV	224,304	101,635	327,373	261,345	-20.2%	489,920	101,635	2,241,735	4,409,282	3,034,446	4,806,310	4,711,476
O&P LICENSING Total		611,046	435,987	709,330	819,104	15.5%	916,773	435,987	2,603,369	8,250,956	7,804,559	9,455,322	9,547,978
WORKFORCE DEVELOPMENT AND ADULT LEARNING	PERSONAL SERV	2,620,107	2,299,187	2,510,091	3,643,674	45.2%	2,705,302	1,818,058	3,774,271	24,347,716	15,972,396	15,337,266	15,493,552
	NON-PERS SERV	4,128,442	6,548,009	2,925,912	5,498,208	87.9%	5,268,858	2,925,912	8,597,327	47,419,718	32,653,349	33,997,002	37,154,112
WORKFORCE DEVELOPMENT AND ADULT LEARNING Total		6,748,549	8,847,195	5,436,003	9,141,881	68.2%	7,974,159	5,436,003	10,415,385	71,767,434	48,625,745	49,334,268	52,647,665
DIVISION OF UNEMPLOYMENT ADMINISTRATION	PERSONAL SERV	3,111,504	2,756,920	3,004,905	4,365,660	45.3%	3,276,060	2,756,920	4,368,273	29,484,538	34,348,927	33,964,043	36,110,543
	NON-PERS SERV	2,750,343	1,559,412	2,956,829	1,883,777	-36.3%	1,864,184	722,373	3,227,047	16,777,656	21,070,172	19,301,378	24,765,343
DIVISION OF UNEMPLOYMENT ADMINISTRATION Total		5,861,847	4,316,332	5,961,733	6,249,437	4.8%	5,140,244	3,539,396	7,595,319	46,262,194	55,419,099	53,265,421	60,875,886
Grand Total		17,232,757	17,471,441	16,058,527	22,358,589	39.2%	18,563,520	16,002,079	24,677,281	167,071,681	165,480,444	165,278,826	178,721,309
Small Procurement Order Time (\$5,000 or less)		DEC-09	JAN-10	FEB-10	MAR-10	% Change (2)	Average	Minimum	Maximum	Total	FY2007	FY2008	FY2009
Late		68	115	152	54	-64.5%	47	6	152	427	297	131	74
Total requisitions processed		404	293	314	528	68.2%	345	251	528	3,107	2,436	3,247	3,635
% of Small Proc. reqs processed within 3 days		83.2%	60.8%	51.6%	89.8%	74.0%	86.3%	97.6%	71.2%	86.3%	87.8%	96.0%	97.9%
Late Invoice Payments		DEC-09	JAN-10	FEB-10	MAR-10	% Change (2)	Average	Minimum	Maximum	Total	FY2007	FY2008	FY2009
LATE INVOICE PAYMENTS		39	75	38	25	-34.2%	27	5	75	245	275	373	189
TOTAL INVOICES PAID		1,644	1,218	1,141	2,158	89.1%	1,492	1,141	2,158	13,429	16,720	16,286	16,853
PERCENTAGE LATE (INVOICES)		2.4%	6.2%	3.3%	1.2%	-65.2%	1.8%	0.4%	3.5%	1.8%	1.6%	2.3%	1.1%
Late Invoice Amounts		DEC-09	JAN-10	FEB-10	MAR-10	% Change (2)	Average	Minimum	Maximum	Total	FY2007	FY2008	FY2009
LATE INVOICE AMOUNTS		71,709	286,100	158,327	138,546	-12.5%	174,924	6,317	653,014	1,574,316	567,705.11	852,196.73	377,914.81
TOTAL INVOICE AMOUNTS		10,435,683	4,844,995	7,322,424	14,222,909	94.2%	8,660,338	4,844,995	14,222,909	77,943,040	66,763,578.57	71,534,804.50	73,168,544.71
PERCENTAGE LATE (DOLLARS)		0.7%	5.9%	2.2%	1.0%	-54.9%	2.0%	0.1%	4.6%	2.0%	0.9%	1.2%	0.5%



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FINANCIAL REGULATION LICENSING						FISCAL YEAR TO DATE				FISCAL YEAR COMPARISON			
	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY06	FY07	FY08	FY09
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	11,377	8,437	8,793	9,113	3.6%	10,508	8,437	11,531		8,178	19,735	18,168	11,278
Check Casher Licenses	499	503	505	504	-0.2%	502	495	510		412	469	531	493
Collection Agency Licenses	1411	1407	1408	1422	1.0%	1,423	1,407	1,454		1,204	1,346	1,452	1,457
Consumer Lender Licenses	137	136	136	139	2.2%	140	136	146		279	283	232	171
Debt Management Licenses	35	11	24	30	25.0%	31	11	36		44	43	36	35
Installment Lender Licenses	116	115	113	113	0.0%	116	113	120		240	293	249	122
Money Transmitter Licenses	73	30	57	61	7.0%	66	30	76		80	87	76	75
Mortgage Lender Licenses	1882	1408	1442	1448	0.4%	1,853	1,408	2,296		5,193	6,178	3,744	2,437
Mortgage Originator Licenses	6675	4247	4532	4817	6.3%	5,807	4,247	6,675		0	10,259	11,171	5,900
Affiliated Ins. Producer-Mortgage Loan Originator		27	27	28	3.7%	27	27	28					
Credit Services Businesses		2	3	3	0.0%	3	2	3					
Sales Finance Company Licenses	549	551	546	548	0.4%	561	546	586		726	777	677	588
Renewal Issuance Totals	627	843	446	596	33.6%	451	143	843	4056	3,655	1,522	2,363	4,932
Check Casher Licenses	4	3	12	4	-66.7%	6	1	12	52	12	248	66	329
Collection Agency Licenses	35	55	27	86	218.5%	43	16	86	385		232	475	638
Consumer Loan Licenses	3	4	2	1	-50.0%	2	0	4	19	176	7	172	40
Debt Management Licenses	0	3	16	5	-68.8%	3	0	16	27	29	3	32	4
Installment Lender Licenses	0	0	1	3	200.0%	2	0	6	17	176	31	23	140
Money Transmitter Licenses	0	29	36	17	-52.8%	9	0	36	83	70	0	79	0
Mortgage Lender Licenses	127	171	92	122	32.6%	98	37	171	879	3,153	834	1,225	920
Mortgage Originator Licenses	443	559	247	331	34.0%	264	23	559	2,372	0	0	0	2,632
Affiliated Ins. Producer-Mortgage Loan Originator		0	0	0	0.0%	0	0	0	0				
Credit Services Businesses		0	0	0	0.0%	0	0	0	0				
Sales Finance Company Licenses	15	19	13	27	107.7%	25	13	48	222	39	167	291	229
New License Issuance Totals	167	222	190	225	18.4%	316	153	651	2,843	2031	12228	3247	1964
Check Casher Licenses	3	7	8	7	-12.5%	5	0	7	42	50	165	93	61
Collection Agency Licenses	8	19	26	35	34.6%	16	8	35	148	266	215	262	230
Consumer Loan Licenses	0	3	2	1	-50.0%	1	0	3	10	35	22	28	13
Debt Management Licenses	0	0	0	0	0.0%	0	0	1	1	0	0	3	1
Installment Lender Licenses	1	0	0	2	100.0%	1	0	2	5	33	65	25	38
Money Transmitter Licenses	0	0	0	0	0.0%	0	0	1	1	8	5	6	3
Mortgage Lender Licenses	39	27	37	53	43.2%	32	10	53	288	1,524	1,371	707	357
Mortgage Originator Licenses	115	158	115	110	-4.3%	255	110	607	2,292	0	10,259	2,018	1,185
Affiliated Ins. Producer-Mortgage Loan Originator		0	0	1	100.0%	1	1	1	1				
Credit Services Businesses	1	2	0	0	0.0%	1	0	2	3				
Sales Finance Company Licenses	0	6	2	16	700.0%	6	0	16	52	115	126	105	76
DECISION MEASURES	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	YTD AVG	FY06	FY07 AVG	FY08 YTD AVG	FY09 YTD
Average Days to Approval on New													
Check Casher Licenses	41	109	0	47	100.0%	55	0	109	55			7	72
Collection Agency Licenses	55	79	176	74	-58.0%	76	50	107	76		46	62	65
Consumer Loan Licenses	0	171	89	48	-46.1%	83	0	239	83		57	55	55
Debt Management Licenses	0	0	0	0	0.0%	38	0	345	38			0	31
Installment Lender Licenses	204	0	0	26	100.0%	26	0	204	26		67	56	28
Money Transmitter Licenses	0	0	0	0	0.0%	27	0	240	27			1	20
Mortgage Lender Licenses	61	124	3	102	3300.0%	67	3	124	67		64	65	65
Mortgage Originator Licenses	105	116	120	155	29.2%	94	45	155	94		75	65	65
Affiliated Ins. Producer-Mortgage Loan Originator		34	30	186	520.0%	83	30	186	83				
Credit Services Businesses		23	30	0	-100.0%	18	0	30	18				
Sales Finance Company Licenses	0	39	54	27	-50.0%	42	0	141	42		46	52	31



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Licensing change decision on completed application - processing (totals)										116	55	43	101	134.9%	97	43	166	875	2,391	2,204
Change of control <60days	2	1	0	1	100.0%	1	0	2	8										5	6
Total # of change of controls approved	3	1	0	3	100.0%	2	0	3	12											
Licensee - Address changes <60days	21	13	2	28	1300.0%	22	2	35	199										958	545
Licensee - Total # of Address changes approved	22	13	2	36	1700.0%	33	2	104	300											
Mortgage Originator - Employer changes <60days	70	41	39	50	28.2%	47	39	70	424										1,428	1,653
Mortgage Originator - Total # of Employer changes	81	41	40	60	50.0%	54	40	81	489											
Mortgage Originator - Name change < 60 days	0	0	0	0	0.0%	0	0	1	3											
Mortgage Originator - Total # of Name changes approved	0	0	0	0	0.0%	1	0	2	5											
Mortgage Originator -Name and employer change < 60 days	6	0	1	1	0.0%	6	0	12	54											
Mortgage Originator - Total # of Name and employer	10	0	1	2	100.0%	8	0	16	69											
EXAM RATIOS	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY06	FY07	FY 08	FY09							
Depository Totals																				
Number of Bank Exams (State Lead) Scheduled to		4	1	2	100.0%	2	1	4	7											
Number of Bank Exams (State Lead) Commenced		4	1	2	100.0%	2	1	4	7											
Number of Bank Exams (Federal Lead) Scheduled to		1	4	0	-100.0%	2	0	4	5											
Number of Bank Exams (Federal Lead) Commenced		1	4	0	-100.0%	2	0	4	5											
Number of Credit Union Exams Scheduled to Commence		1	1	1	0.0%	1	1	1	3											
Number of Credit Union Exams Commenced		1	1	1	0.0%	1	1	1	3											
Non-Depository Totals																				
Check Cashier exams completed	5	14	10	20	100.0%	12	5	20	98	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	2	100.0%	1	1	2	10	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	8	12	12	11	12							
Mortgage Lender exams completed	57	42	46	68	47.8%	60	41	83	536	756	982	1,485	1,276							
Mortgage Lender exams Outstanding			151	132	-12.6%	198	132	310				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	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY06	FY07	FY08	FY09							
Total completed exams (mort & other non-depos.)	64	58	58	91	56.9%	74	56	97	664			1586	1,366							
Avg Days to Completion (mort exams only)	6	5.2	3	5.5	83.3%	3.2	1	6	3.2				4.4							
Total Outstanding Invoices	5	4	0	9	100.0%	12	0	38					15							
INVESTIGATION/ENFORCEMENT	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY06	FY07	FY08	FY09							
Investigations initiated - total	16	50	35	53	51.4%	32	16	53	285	117	144	204	248							
Investigations initiated - Mortgage	10	42	29	45	55.2%	25	10	45	222				181							
Investigations initiated - Non-Mortgage	6	8	6	8	33.3%	7	1	15	60				64							
Investigations completed (total)	12	36	20	43	115.0%	26	12	44	235			154	212							
Investigation in Process	274	288	303	313	3.3%	291	270	313		89	151	263								
Referrals for Charges	6	24	16	29	81.3%	11	0	29	98				65							
Cease and Desist Order ("C&D")	1	1	0	3	100.0%	2	0	7	17			2	12							
Charge Letters	0	16	12	9	-25.0%	4	0	16	38			5	3							
Consent / Final Order	2	0	0	0	0.0%	1	0	3	6			93	61							
Revocations	0	0	0	0	0.0%	0	0	1	1				2							
FINES, RECOVERIES & COLLECTION (CCU)	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY06	FY07	FY08	FY09							
FINES TOTAL	\$1,038,725	\$48,020	\$38,030	\$63,800	67.8%	164,204	9,175	1,038,725	1,477,835		\$415,651	392,238	1,121,539							
Licensing	\$32,800	\$46,270	\$37,530	\$16,700	-55.5%	24,040	1,300	50,160	216,360	\$	98,565	168,086	106,994							
Compliance / Examination	\$7,925	\$750	\$500	\$37,600	7420.0%	11,525	500	37,600	103,725	\$	317,086	186,152	918,945							
Complaints																				
Enforcement	\$998,000	\$1,000	\$0	\$9,500	100.0%	128,639	0	998,000	1,157,750	\$0		38,000	95,600							



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RECOVERIES TOTAL	\$94,129	\$163,990	\$212,469	\$204,084	-3.9%	188,264	25,681	405,104	1,694,376	\$	1,997,632	1,318,938	2,906,240
Licensing													
Compliance (Mortgage)	\$11,964	\$41,896	\$51,732	\$75,436	45.8%	78,694	11,964	234,633	708,247		\$1,377,140	\$934,771	1,641,433
Non Mortgage compliance			\$54,653	\$20,711	-62.1%	37,682	20,711	54,653	75,364				
Complaints - Total	\$81,540	\$69,595	\$97,839	\$87,212	-10.9%	86,127	2,473	182,961	775,145		\$620,492	\$384,167	779,544
Complaints - Mortgage	\$71,755	\$61,093	\$80,243	\$66,717	-16.9%	75,139	500	165,220	676,253		\$402,390	\$174,140	651,325
Complaints - Non-Mortgage	\$9,785	\$8,502	\$17,596	\$20,495	16.5%	10,988	1,973	20,495	98,892		\$218,102	\$210,027	128,220
Enforcement	\$625	\$52,499	\$8,245	\$20,725	151.4%	15,069	0	52,499	135,620				485,263
CENTRAL COLLECTION UNIT (CCU)													
Submitted (mortgage unit)	\$9,968	\$6,937	\$7,094	\$46,016	548.7%	92,815	6,500	720,169	835,337				135,861
Collected (mortgage unit)	\$1,389	\$914	\$2,190	\$585	-73.3%	675	0	2,190	6,076				2,689
COMPLAINTS	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY06	FY07	FY08	FY09
All Complaints													
Received in Month	189	211	106	383	261.3%	213	106	383	1,916		2,597	2,598	2,676
Closed in Month	207	235	234	361	54.3%	231	173	361	2,083		2,414	2,454	2,642
Open at End of Month	581	557	429	451	5.1%	523	429	602			648	578	612
Average time to close (days)	80	116	151	85	-43.7%	89	54	151	89		44	57	65
Mortgage Complaints													
Received in Month	51	49	31	82	164.5%	47	31	82	425		419	601	639
Closed in Month	46	47	81	95	17.3%	57	43	95	517		369	420	572
Open at End of Month	188	190	140	127	-9.3%	168	127	213			152	333	219
Average time to close (days)	157	142	232	144	-37.9%	146	92	232	146		59	77	93
Collection Agency Complaints	Dec-09	Jan-10	Feb-10	Mar-10		Avg	Min	Max	Total	FY07	FY08	FY09	
Received in Month	46	46	10	87	770.0%	48	10	87	431				
Closed in Month	59	72	47	52	10.6%	52	35	72	466				
Open at End of Month	169	143	106	141	33.0%	153	106	182					
Average time to close (days)	71	166	152	321	111.2%	128	71	321	128				
Credit Bureau & Repossession Complaints													
Received in Month	34	28	28	67	139.3%	40	28	67	364				
Closed in Month	36	44	33	69	109.1%	41	26	69	373				
Open at End of Month	123	107	102	100	-2.0%	107	98	125					
Average time to close (days)	86	95	137	95	-30.7%	86	57	137	86				
Financial Services Complaints (check cashers, consumer)													
Received in Month	20	14	8	20	150.0%	16	6	29	146				
Closed in Month	15	21	16	25	56.3%	18	13	25	165				
Open at End of Month	67	60	52	47	-9.6%	53	42	67					
Average time to close (days)	46	131	149	173	16.1%	107	46	173	107				
Other (Non-Jurisdiction and insufficient information)													
Received in Month	38	74	29	126	334.5%	61	29	126	549				
Closed in Month	51	51	57	119	108.8%	62	41	119	561				
Open at End of Month	34	57	29	36	24.1%	41	29	57					
Average time to close (days)	28	31	47	12	-74.5%	24	12	47	24				



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OUTREACH	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY06	FY07	FY08	FY09
Depository institution events	31	24	22	32	45.5%	26	12	42	231	1	1	43	174
Community outreach events	17	11	14	15	7.1%	14	10	19	128			27	143
Notice of Intent ("Date Entered")	14270	15872	10561	20335	92.5%	13,031	7,418	20,335	117,283			10,292	121,887
Notice of Intent (Letters Mailed)	13626	15019	11758	11756	0.0%	12,854	8,737	15,262	115,683			8,783	118,390
STAFF INFORMATION	Dec-09	Jan-10	Feb-10	Mar-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	54	54	54	53	-1.9%	54	53	56				57.0	54.0
Examiner and Investigator position vacancies	4	4	4	5	25.0%	5	2	8				5.6	7.0
Examiners and Investigators attended training	24	1	15	13	-13.3%	11	0	26	100			20	56
Hours of training	184	60	30	384	1180.0%	248	0	590	2,228			1,098	2,576
Mortgage Originator Fund Balance (numbers reflect millions)	1.7	1.9	1.8	1.2	-31.4%	1.8	1.2	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													
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													
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													
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													
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													
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													
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													
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													
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.													



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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				
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				
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				
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 license was extensive due to an investigation that was being conducted regarding the business activity of the				
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,				
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				
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				
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				
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.				
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				
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				
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 transitioning of licenses. Of the expired licenses, 669 of these licenses				
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				
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				
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				
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				
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 (
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 that				
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 measured				
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 reports				
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 all				
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 - A review of the open complaints conducted during the month revealed that 8 complaints closed in the month of February had been open in				
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 resulted in				
March FY 2010 (row 53) Average Days to Approval on New - Affiliated Ins. Producer-Mortgage Loan Originator - The increase in average days to approval is a result of applications being processed on the NMLS system. These applications (apps.) require the same documents as a mortgage loan originator plus a few more insurance related documents. Like mortgage lender and mortgage originator licenses, the processing time is affected by transition and implementation of new requirements.				
March FY 2010 - (row 117) Central Collection Unit (CCU) - Amounts collected includes CCU's 17% collection fee.				
March FY 2010 Renewal Rates - The "Renewal Rate" measurement was removed from report on April 21, 2010. (was rows 32 & 33).				
March FY 2010 Mortgage Lender Exams Required by Statute - (was row 86) Measurement was deleted on April 21, 2010. It was determined that measurement was no longer needed. Unit is now meeting examination requirements and are on schedule to continue to do so.				
March FY 2010 (row 92) Investigation / Enforcement - Investigations initiated - Large increase in investigations was due to unpaid examination fees.				
March FY 2010 (row 114) Recoveries - Enforcement recoveries - Recoveries for the month were in regards to loan modification cases.				
March FY 2010 (row 120) Complaints - The significant increase was due to carry over of February complaints that were logged in system in March.				
March FY 2010 (row 162) Examiner and Investigator vacancies - Number of vacancies for the months of December, January and February was revised on April 21st.				



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LABOR AND INDUSTRY	MONTHLY REPORTING PERIODS					FISCAL YEAR TO DATE				FISCAL YEAR COM		
	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Employment Standards												
Intake /Wage payment claims/investigations	141	130	138	97	-29.7%	122	63	175	1,095	992	1,555	1691
Open cases under investigation (work load)	640	627	630	603	-4.3%	592	501	640		376	273	509
Total cases closed	88	143	135	125	-7.4%	112	73	143	1,004	634	1,677	1435
Total wages recovered	\$21,882	\$32,072	\$49,553	\$101,742	105.3%	\$63,102	\$21,882	\$139,830	\$567,918	\$312,923	\$764,684	\$455,795
Total cases closed <90 days	40	37	68	99	45.6%	59	37	99	532	546	1,220	885
Employee wages recovered <90 days	\$14,944	\$13,538	\$36,735	\$71,046	93.4%	\$32,518	\$13,538	\$71,046	\$292,659	\$274,347	\$675,152	\$288,082
Case determined to have employment law violations	51	71	87	78	-10.3%	74	51	88	666			
Cases referred for legal action	19	35	38	18	-52.6%	34	18	55	308			
Total hours of inquiry calls	201	215	219	290	32.3%	208	155	290	1,869	291	2,401	2661.08
Employment law inquiries (Call Center)	3,688	3,948	3,672	4,711	28.3%	3,774	2,880	4,711	33,965	7,644	39,715	50412
internally	93%	95%	98%	93%	-5.5%	95.1%	92.6%	98.0%				
Investigators	3.38	3.65	2.84	2.55	-10.2%	3	2	4		3.00	4.00	3.03
Prevailing wage												
New Prevailing Wage projects	8	12	5	2	-60.0%	8	2	19	74	166	105	123
Closed Prevailing Wage projects	5	10	3	16	433.3%	9	1	17	83			102
Total Prevailing Wage projects	151	153	155	141	-9.0%	134	103	155				127
Value of current Prevailing Wage projects	\$2,301,460,807	\$2,458,901,215	\$2,473,896,215	\$2,400,053,124	-3.0%	\$2,268,597,349	\$1,924,526,625	\$2,473,896,215				\$1,901,626,645
Prevailing Wage investigations	7	29	15	32	113.3%	30	7	62	271	675	723	366
Employees interviewed	96	271	263	285	8.4%	245	91	459	2,209	8,094	11,447	3,853
Amount of Prevailing Wage restitution recovered	\$1,627	\$13,960	\$61,754	\$5,773	-90.7%	30,112	1,331	66,468	271,008	\$228,038	\$476,331	\$308,945
Number of employees restitution collected for	4	40	21	19	-9.5%	22	4	40	196	177	464	\$392
Wage determinations issued	11	39	19	26	36.8%	22	7	39	200	251	248	293
Value of Wage determinations issued	\$188,108,976	\$159,067,204	\$156,731,800	\$98,771,318	-37.0%	\$154,734,402	\$16,811,813	\$304,081,707				\$118,636,624
Liquidated damages collected	\$6,120	\$12,070	\$43,635	\$11,558	-73.5%	21,788	6,120	43,635	196,088	\$102,921	\$59,047	\$418,346
Certified payroll records received	3,685	2,320	3,281	3,421	47.5%	3,212	2,320	3,685	28,911			45,352
Investigators	2.60	2.75	4.20	3.90	-7.1%	3	3	4		4.00	4.00	4.60
Living wage												
New Living Wage service contracts	24	8	0	11	100%	20	0	50	180			267
Total Living Wage service contracts	644	652	652	663	1.7%	609	501	663			216	483
Value of new Living Wage service contracts	\$41,101,864	\$25,259,351	\$0	\$19,600,225	100%	\$44,261,202	\$0	\$194,556,875	\$398,350,814		\$933,096,222	\$5,903,872,107
Value of all Active LW Contracts			\$1,316,841,200	\$652,680,075	-50.4%	\$984,760,637	\$652,680,075	\$1,316,841,200	\$1,969,521,275			
Total Vendors on active LW Contracts			297	253	-14.8%	275	253	297	550			
Living Wage investigations	9	5	15	90	500.0%	21	0	90	192			147
Employees interviewed	0	0	16	21	31.3%	8	0	32	72		21	67
Amount of Living Wage restitution recovered	\$0	\$0	\$1,884	\$0	-100.0%	209	0	1,884	1,884	\$324	\$3,537	
Number of employees receiving restitution	0	0	8	0	-100.0%	1	0	8	8		2	17
Living Wage payroll records entered	0	37	232	109	-53.0%	62	0	232	561			334
Investigators	0.75	0.75	1.20	2.00	66.7%	1	0	2			0	1
Safety Inspections - Railroad												
Complaints	0	0	0	0	0.0%	0	0	2	2	29	37	10
Accidents	1	4	1	1	0.0%	2	0	5	14	24	35	24
Fatalities	0	2	0	0	0.0%	1	0	2	5	0	2	3
Injuries	1	0	1	0	-100.0%	0	0	1	3	3	12	4
Property damage	0	2	0	1	100%	1	0	3	6	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	2
Defects identified	32	38	33	115	248.5%	93	16	240	835	2,240	2,121	1,780
Violations identified	0	2	0	0	0.0%	1	0	4	6	39	42	38
Miles of track	218	100	89	46	-48.3%	111	2	218	1,001	1,293	1,425	1,566
Locomotives	0	0	4	0	-100.0%	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	8	16	11	14	27.3%	12	8	16	109	150	151	180
Safety Inspections - Amusement rides												
Total inspections	35	43	37	206	456.8%	283	25	669	2,544	4,954	5,224	5,078
Certificate inspections	35	43	15	124	726.7%	237	15	596	2,136	4,034	4,341	4,154
Other inspections	0	0	22	82	272.7%	45	0	160	408	920	883	923
Accidents	0	0	0	0	0.0%	0	0	1	2	5	7	2
Incidents/Complaints	0	0	0	0	0.0%	1	0	3	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)	0.13	0.29	1.27	3.87	204.9%	2	0	4				3.43
Elevator inspectors (Inspecting AR's)	0.01	0.05	0.05	0.22	3	0	0	1				0.25
AR inspectors (Not-Inspecting)	3.99	4.12	3.61	1.07	-70.5%	4	1	5				2.23
Avg inspections per inspector	35	43	28	50	79.6%	103	25	197				216



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	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Safety Inspection - Elevators												
Total Elevators Registered	21,501	21,572	21,783	21,648	-0.6%	21,622	21,501	21,783		20,039	20,712	21,445
Elevators registered (Private Sector)	16,787	17,006	17,257	17,237	-0.1%	15,923	13,565	17,257				
)	619	446	346	243	-29.8%	1,574	243	3,881				
Elevators registered (State)	4,095	4,120	4,180	4,168	-0.3%	4,125	4,087	4,180				
Total Elevators Overdue	3,841	3,569	3,169	2,908	-8.2%	4,509	2,908	5,966		2,505	6,157	6,000
Total elevators past due (Private Sector)	2,168	2,327	2,288	2,485	8.6%	2,033	937	2,485				
Up to 30 days past due (Private Sector)	519	599	536	386	-28.0%	0	386	835				
31-45 days past due (Private Sector)	274	220	201	185	-8.0%	0	185	384				
46-61 days past due (Private Sector)	201	162	217	234	7.8%	0	162	359				
> 61 days past due (Private Sector)	1,174	1,346	1,334	1,437	7.7%	0	21	1,437				
Number of authorized 3rd party Inspectors	66	77	76	82	7.9%	69	58	82				
state)	619	446	346	243	-29.8%	1,574	243	3,881				
Total elevators past due (State)	1,054	796	535	423	-20.9%	929	423	1,148				
Up to 1 year past due (State)	967	735	485	375	-22.7%	834	375	1,023		2,365	6,082	5,347
1 to 2 years past due (State)	85	60	50	48	-4.0%	94	48	160		127	69	652
> 2 years past due (State)	2	1	0	0	0.0%	1	0	2		13	6	1
Total inspections	1,980	2,104	1,450	2,258	55.7%	2,061	1,450	2,799	18,550	19,051	15,790	15,901
Total inspections (Private Sector)	1,063	1,220	807	1,280	58.6%	994	364	1,420	8,950			
Total inspections (State)	917	884	643	978	52.1%	1,060	643	1,572	9,544			
Accidents	0	0	1	1	0.0%	1	0	1	5	12	14	2
Incidents/Complaints	0	0	3	1	-66.7%	3	0	10	26		31	33
Fatalities	0	0	0	0	0.0%	0	0	0	0		0	0
Finals (Includes Alterations and Hoists)	59	45	50	41	-18.0%	63	41	101	565			
Final Re-Inspections	0	9	8	14	75.0%	8	0	14	74			
Test Inspections (1 year and 5 year tests)	0	0	96	195	103.1%	38	0	195	346			
Re-Inspections (All non-Final)	31	38	21	42	100.0%	56	16	143	500			
Annual Inspections	660	627	413	560	35.6%	1,022	413	1,831	9,198			
Inspections of 3rd Party (and Seal-Outs)	2	14	0	51	100%	9	0	51	77			
No Access or No Inspections	165	151	42	73	73.8%	95	33	202	855			
Positions authorized	25	25	25	25	0.0%	24	23	25		23	26	26
Vacant positions	6	8	8	8	0.0%	5	3	8		1	5	6
Elevator inspectors (Inspecting)	10.39	10.97	10.88	11.88	9.2%	12	10	15				185.04
AR inspectors (Inspecting elevators)	0.88	0.59	0.12	0.06	-49.7%	0	0	1				16.30
Elevator inspectors (Not-Inspecting)	8.59	5.97	6.07	4.89	-19.3%	7	4	9				63.51
Fiscal Year benchmark	76	76	76	76	0.0%	76	76	76				76
Avg inspections per inspector	81	76	58	82	40.1%	84	58	100				79
Avg inspections per inspector per day	4.07	4.02	3.44	4.82	40.1%	4.3	3.4	4.8				3.8
Final Notice Overdue Letters Sent	524	512	418	591	41.4%	550	418	658	3,298			
Citations Issued	0	33	36	58	61.1%	26	0	58	156			
Citations Issued With Penalties	0	33	36	58	61.1%	26	0	58	156			
Final orders	19	3	25	35	40.0%	16	0	35	93			
Boilers and pressure vessels												
Total inspections	1,357	1,914	1,193	2,547	113.5%	2,009	1,193	2,719	18,080	27,598	26,707	29,618
Inspections--MD State	630	640	509	723	42.0%	694	509	1,033	5,550	5,534	6,741	8,424
Inspections--Special	727	1,274	684	1,824	166.7%	1,312	684	1,911	11,807	22,064	19,966	21,194
Accidents	0	1	0	2	100%	0	0	1	1	2	1	2
Incidents/Complaints	0	0	0	0	100%	0	0	0	0		1	0
Fatalities	0	0	0	0	100%	0	0	0	0		0	0
Positions authorized	13	13	13	13	0.0%	13	13	13		11	13	13
Vacant positions	5	5	3	3	0.0%	5	3	5				5
BPV inspectors (Inspecting)	3.97	4.56	4.29	5.06	17.9%	4	3	5				4.67
BPV inspectors (Not-Inspecting)	4.03	3.44	5.71	4.94	-13.4%	4	3	6				3.33
Fiscal Year benchmark	165	165	165	165	0.0%	165	165	165				165
Avg inspections per inspector	159	140	119	143	20.5%	164	119	223				164



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Registered Objects By Company	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
ACE American Insurance	967	980	979	979	0.0%	974	964	990				
ARISE Incorporated	4,894	4,866	4,867	4,904	0.8%	4,715	3,990	4,937				
Chubb	2,946	2,954	2,930	2,928	-0.1%	2,955	2,922	3,012				
Cincinnati Insurance	169	171	172	172	0.0%	168	155	176				
CNA Insurance Company	1,411	1,317	1,307	1,306	-0.1%	1,367	1,306	1,434				
FM Global	6,882	6,972	7,045	6,985	-0.9%	6,740	6,246	7,045				
Hartford Steam Boiler	12,325	11,431	11,514	11,382	-1.1%	11,875	10,768	13,557				
Hartford Steam Boiler-CT	218	218	218	218	0.0%	221	218	243				
Liberty Mutual Insurance Co	49	103	105	123	17.1%	53	9	123				
National Union Fire Insurance	22	22	22	20	-9.1%	22	20	22				
Sasol North America Inc.	0	0	0	182	100%	102	0	184				
Seneca Insurance	283	283	283	281	-0.7%	288	281	306				
Travelers	4,118	3,981	3,678	3,564	-3.1%	4,066	3,526	4,685				
Zurich American Insurance	6,051	6,527	6,496	6,501	0.1%	6,408	6,051	6,639				
Units registered--Special	40,337	39,825	39,616	39,545	-0.2%	39,955	38,951	40,688	40,210	41,197	39,739	
Units registered--MD State	13,987	14,403	14,562	14,268	-2.0%	14,376	13,734	15,722	15,142	14,693	15,024	
Units registered Total	54,322	54,228	54,178	53,813	-0.7%	54,331	53,813	54,673	55,352	55,890	54,763	
Overdue Inspections	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Total BPV past due	8,937	9,041	9,490	8,679	-8.5%	9,267	8,679	10,156	13,606	14,606	9,570	
Up to 1 year past due	5,020	5,345	5,779	5,171	-10.5%	5,188	4,841	5,779	6,577	7,186	4,722	
1 to 2 years past due	1,902	1,907	1,898	1,827	-3.7%	1,916	1,827	1,974	2,533	2,642	1,957	
> 2 years past due	2,015	1,789	1,813	1,681	-7.3%	2,163	1,681	2,759	4,496	4,778	2,891	
Total State of Maryland	4,879	4,654	4,916	4,732	-3.7%	5,306	4,654	6,568	7,246	7,145	6,337	
Up to 1 year past due-State	2,445	2,476	2,749	2,673	-2.8%	2,636	2,445	2,954	2,451	2,658	2,667	
1 to 2 years past due-State	1,106	1,041	1,033	1,009	-2.3%	1,143	1,009	1,279	1,637	1,299	1,301	
> 2 years past due-State	1,328	1,137	1,134	1,050	-7.4%	1,526	1,050	2,335	3,158	3,188	2,369	
Total Insurance-other	4,058	4,387	4,574	3,947	-13.7%	3,961	3,588	4,574	6,360	7,461	3,233	
Up to 1 year past due-other	2,575	2,869	3,030	2,498	-17.6%	2,551	2,184	3,030	4,126	4,528	2,055	
1 to 2 Years past due-other	796	866	865	818	-5.4%	773	617	866	896	1,343	656	
> 2 years past due-other	687	652	679	631	-7.1%	637	424	700	1,338	1,590	522	
ACE American Insurance	3	3	0	0	0.0%	5	0	18	32	54	0	
ARISE Incorporated	447	167	233	187	-19.7%	293	167	447	814	482	173	
Chubb	176	272	228	147	-35.5%	191	126	272	425	303	220	
Cincinnati Insurance	68	76	54	46	-14.8%	55	37	76	48	46	24	
CNA Insurance Company	44	42	69	71	2.9%	83	42	141	200	267	94	
FM Global	18	20	5	5	0.0%	49	5	100	75	34	26	
Hartford Steam Boiler	2,148	2,551	2,710	2,123	-21.7%	2,086	1,747	2,710	3,117	4,670	1,539	
Hartford Steam Boiler-CT	173	173	178	181	1.7%	134	26	181	5	109	29	
Liberty Mutual Insurance Co	17	31	37	43	16.2%	18	2	43				
National Union Fire Insurance	20	20	20	0	-100.0%	11	0	20	2	1	0	
Sasol North America Inc.	0	0	0	0	0.0%	2	0	5	5	4	5	
Seneca Insurance	106	106	124	129	4.0%	102	57	129	94	67	79	
Travelers	745	849	815	848	4.0%	748	554	849	823	1,166	658	
Zurich American Insurance	93	77	101	167	65.3%	184	77	310	720	258	386	
MOSH	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Voluntary compliance sites	0	0	1	1	0.0%	1	0	1	5	9	16	18
Inspections	109	47	16	100	525.0%	105	16	191	942	1,433	1,346	1,598
Inspector positions authorized	56	56	56	56	0.0%	56	55	56	59	59	57	
Inspectors (current)	45	45	45	45	0.0%	48	45	51	54	58	53	
Violations	491	306	112	410	266.1%	460	112	700	4,141	5,446	7,029	7,319
Hazards abated	322	471	420	263	-37.4%	382	263	471	3,437	5,446	5,325	5,954
Employees removed from exposure	2,516	945	776	1,679	116.4%	2,887	776	6,184	25,987	111,334	79,617	49,238
Training classes	6	3	7	7	23885.7%	8	3	16	69	201	84	96
Training participants	165	88	109	191	-93.6%	178	61	425	1,599	5,492	2,101	2,556
Other Persons Affected	99	63	110	324	73.6%	311	63	769	2,798	19,041	5,563	
Complaints w/ serious hazards inspected	10	4	3	10	10700.0%	7	3	12	64	71	60	104
Accidents investigated	8	9	6	2	66.7%	8	2	13	72	139	135	121
Fatalities investigated	3	3	2	0	0.0%	2	0	3	15	32	22	27
Fatalities investigated <1 day of notification	3	3	2	0	-100.0%	2	0	3	15	28	21	26
% investigated <1 day	100%	100%	100%	100%	-100.0%	89%	0%	100%	87.50%	97.20%	100%	
Discrimination complaints	1	3	0	3	100%	2	0	5	18	36	25	16
Consultation initial safety	7	9	16	14	-81.3%	10	7	16	94	173	155	160
Consultation initial health	1	8	9	13	55.6%	7	1	13	63	94	103	107
Consultation follow up	1	3	0	3	100%	2	0	4	21	38	27	23
Consultation training	1	0	0	0	100%	0	0	1	1	8	9	11



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Apprenticeship and training	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Active programs registered	184	184	182	184	1.1%	183	182	184				185
Inactive programs registered	304	303	305	303	-0.7%	304	303	306				304
Total programs registered	488	487	487	487	0.0%	487	487	488		513	501	489
Visits - Compliance review	2	2	0	5	100%	3	0	6	26	13	40	41
Compliance review benchmark	9	9	9	9	0.0%	9	9	9				9
Technical assistance	82	42	83	80	-3.6%	76	42	85	681	131	151	674
Marketing and development	7	8	3	3	0.0%	7	3	11	62	75	125	162
Apprentice registration occurrences	317	310	180	355	97.2%	447	180	928	4,023			1,535
Apprentices registered - total	9,967	9,912	9,811	9,646	-1.7%	9,809	9,477	9,967		9,398	9,661	9,487
Total # minority apprentices	3,791	3,747	3,706	3,632	-2.0%	3,718	3,608	3,791		3,698	3,786	3,623
Total # women apprentices	460	453	451	446	-1.1%	452	437	461				446
Minority apprentice graduates	14	43	20	38	90.0%	26	14	43	230	298	310	321
Women apprentice graduates	2	5	0	3	100%	2	0	5	16	75	27	34
Apprentice graduates - total	47	77	45	108	140.0%	77	41	121	689	1,175	1,050	1,045
Field representatives	2	2	2	2	0.0%	2	2	2		4	4	4
Participating employers	3,179	3,181	3,185	3,193	0.3%	3,169	3,136	3,193		3,030	3,118	3,135
Navigator Activity - Total Outreach Related Events			5	18	260.0%	14	5	18				
Navigator Activity - Total Number of Contacts			199	1,266	536.2%	910	199	1,266				



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OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
LICENSE TOTALS												
Architects	6,215	6,266	6,233	6,251	0.3%	6,206	6,159	6,266		5,679	5,899	6,102
Athletic				712	0.0%	712	712	712				
Barbers	6,267	6,294	6,298	6,349	0.8%	6,281	6,247	6,349		6,155	6,270	6,267
Bay Pilots	71	71	70	71	1.4%	68	63	71		69	60	65
Cemetery Oversight	1,339	1,353	1,365	1,336	-2.1%	1,351	1,333	1,365		979	1082	1,340
Certified Interior Design	318	317	311	312	0.3%	316	311	319		289	314	315
Certified Public Accountants	19,911	19,927	19,915	19,923	0.0%	19,857	19,752	19,927		19,368	19,826	19,736
Cosmetologists	47,555	47,537	47,305	47,326	0.0%	47,671	47,305	48,043		45,863	47,774	47,977
Stationary Engineers	6,272	6,273	6,203	6,198	-0.1%	6,295	6,198	6,390		5,132	6,386	6,399
Foresters	201	201	201	201	0.0%	200	193	202		180	185	192
Home Improvement	27,353	27,426	27,394	27,444	0.2%	27,387	27,312	27,444		18,103	26,694	27,233
HVACR Contractors	17,723	17,749	17,665	17,795	0.7%	17,649	17,458	17,795		15,901	16,850	17,296
Landscape Architects	986	992	991	998	0.7%	992	986	998		876	938	990
Land Surveyors	1,023	1,022	1,018	1,016	-0.2%	1,017	1,010	1,023		928	985	997
Master Electricians	5,039	5,066	5,063	5,098	0.7%	5,023	4,969	5,098		4,372	4,790	4,957
Plumbers	13,505	13,493	13,456	13,479	0.2%	13,581	13,456	13,785		13,043	13,749	13,723
Precious Metal Dealers & Pawnbrokers	486	504	507	518	2.2%	461	414	518		265	297	412
Professional Engineers	20,014	20,358	20,330	20,390	0.3%	20,077	19,825	20,390		17,435	18,686	19,492
Real Estate	46,439	46,157	45,650	45,350	-0.7%	46,825	45,350	48,531		55,788	54,201	48,920
Real Estate Appraisers and Home Inspectors	4,788	4,260	4,553	4,511	-0.9%	4,794	4,260	5,118		5,462	5,836	5,144
Sports Agents				28	0.0%	28	28	28				
NEW LICENSES												
Architects	26	26	22	26	18.2%	33	18	62	296	369	311	385
Athletic				48	0.0%	48	48	48	48			
Barbers	45	36	35	66	88.6%	50	35	66	453	544	542	550
Bay Pilots	1	0	1	0	-100.0%	2	0	7	16	4	7	12
Cemetery Oversight	33	21	22	31	40.9%	28	21	37	250	330	319	512
Certified Interior Design	4	1	0	2	0.0%	2	0	4	20	22	35	24
Certified Public Accountants	52	39	64	62	-3.1%	56	30	85	503	602	854	589
Cosmetologists	251	237	240	295	22.9%	278	237	334	2,505	4,272	4,470	3,855
Stationary Engineers	14	18	21	13	-38.1%	15	8	27	137	420	1,177	214
Foresters	0	0	0	0	0.0%	1	0	3	7	5	6	9
Home Improvement	159	157	203	259	27.6%	202	157	259	1,820	2,890	3,176	2,992
HVACR Contractors	196	197	222	208	-6.3%	258	196	337	2,319	2,669	2,692	2,612
Landscape Architects	2	8	5	8	60.0%	4	0	8	39	51	64	57
Land Surveyors	15	2	4	1	-75.0%	6	1	17	52	27	62	30
Master Electricians	22	30	24	42	75.0%	24	14	42	220	349	386	307
Plumbers	121	80	91	128	40.7%	139	80	198	1,248	1,838	2,059	1,681
Precious Metal Dealers & Pawnbrokers	45	22	11	16	45.5%	16	8	45	141	25	80	123
Professional Engineers	70	347	44	125	184.1%	137	44	347	1,232	1,203	1,387	1,241
Real Estate	317	392	312	353	13.1%	358	312	408	3,221	9,854	9,337	6,629
Real Estate Appraisers and Home Inspectors	22	20	21	22	4.8%	19	9	22	167	927	1,088	370
Sports Agents				0	0.0%	0	0	0	0			



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OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
LICENSE RENEWALS - RATE												
Architects	77.0%	79.0%	80.0%	81.0%	1.3%	77%	69%	81%				
Barbers	80.0%	52.0%	52.0%	46.0%	-11.5%	61%	46%	80%				
Bay Pilots	0.0%	0.0%	0.0%	0.0%	0.0%	0%	0%	0%				
Certified Interior Design	76.0%	58.0%	75.0%	54.0%	-28.0%	68%	54%	86%				
Certified Public Accountants	86.0%	87.0%	81.0%	81.0%	0.0%	85%	81%	88%				
Cosmetologists	70.0%	68.0%	66.0%	68.0%	3.0%	68%	66%	70%				
Stationary Engineers	80.0%	79.0%	82.0%	80.0%	-2.4%	80%	74%	85%				
Foresters	0.0%	100.0%	100.0%	0.0%	-100.0%	49%	0%	100%				
Home Improvement	68.0%	55.0%	51.0%	51.0%	0.0%	62%	51%	71%				
HVACR Contractors	47.0%	48.0%	44.0%	49.0%	11.4%	48%	39%	66%				
Landscape Architects	79.0%	70.0%	74.0%	68.0%	-8.1%	79%	68%	87%				
Land Surveyors	49.0%	92.0%	77.0%	80.0%	3.9%	70%	49%	92%				
Master Electricians	76.0%	64.0%	60.0%	59.0%	-1.7%	73%	59%	82%				
Plumbers	59.0%	47.0%	46.0%	42.0%	-8.7%	51%	42%	65%				
Precious Metal Dealers & Pawnbrokers	18.0%	45.0%	52.0%	53.0%	1.9%	50%	18%	63%				
Professional Engineers	78.0%	71.0%	86.0%	77.0%	-10.5%	79%	71%	86%				
Real Estate	60.0%	60.0%	60.0%	63.0%	5.0%	59%	56%	63%				
Real Estate Appraisers and Home Inspectors	60.0%	42.0%	40.0%	46.0%	15.0%	39%	29%	60%				
Cemetery Oversight	35.0%	30.0%	13.0%	21.0%	61.5%	23%	13%	35%				
LICENSE RENEWALS-RAW DATA												
Architects	230	266	256	266	3.9%	238	200	266	2,146	2,612	2,700	2,188
Barbers	102	129	136	274	101.5%	199	102	274	1,794	2,882	2,513	2,335
Bay Pilots	0	0	0	0	0.0%	0	0	0	0	0	54	0
Certified Interior Design	17	9	4	11	175.0%	14	4	20	129	126	143	100
Certified Public Accountants	852	924	707	788	11.5%	825	707	924	7,426	9,507	9,214	7,231
Cosmetologists	1,605	1,873	1,690	2136	26.4%	1,821	1,605	2,136	16,390	20,093	21,032	16,519
Stationary Engineers	251	398	355	375	5.6%	301	215	398	2,705	2,304	2,313	2,008
Foresters	4	3	0	7	0.0%	3	0	7	31	150	24	147
Home Improvement	734	616	718	1155	60.9%	926	616	1,155	8,338	11,457	10,527	10,370
HVACR Contractors	447	516	495	608	22.8%	633	447	1,057	5,693	5,312	6,916	4,931
Landscape Architects	23	46	49	38	-22.4%	40	23	56	363	409	424	368
Land Surveyors	39	49	57	47	-17.5%	32	14	57	285	403	476	318
Master Electricians	150	135	143	256	79.0%	200	135	256	1,797	1,809	2,609	2,131
Plumbers	393	350	287	500	74.2%	462	287	582	4,161	5,078	5,337	4,376
Precious Metal Dealers & Pawnbrokers	20	20	18	13	-27.8%	17	11	20	149	71	120	93
Professional Engineers	671	774	562	664	18.1%	622	522	774	5,596	7,183	7,248	5,821
Real Estate	2,110	2,759	1,976	2605	31.8%	2,349	1,976	2,759	21,143	25,881	30,468	24,147
Real Estate Appraisers and Home Inspectors	344	226	105	117	11.4%	147	64	344	1,320	1,316	767	629
Cemetery Oversight	21	34	12	44	266.7%	24	10	44	213	203	255	208



StateStat
Department of Labor, Licensing and Regulation
Division of Occupational and Professional Licensing

OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
HOME IMPROVEMENT												
New Complaints and Claims												
Claims Received	24	29	18	22	22.2%	26	22	31	233			
Complaints Received	117	108	116	122	5.2%	130	108	170	1,172	2,906	2,039	1,839
Licensed	75	65	71	71	0.0%	80	65	101	721	1,612	1,183	1,046
Unlicensed	42	43	45	51	13.3%	50	42	79	451	1,294	856	793
Open Complaints/Claims												
Intake/Pre Investigation	116	137	140	47	-66.4%	143	125	214				
Mediation	7	17	3	4	33.3%	7	0	17				
Pending Show Cause Hearings	34	38	12	14	16.7%	30	12	48				
No. Show Cause Hearings Held	0	0	0	2	0.0%	0	0	2	2			
Under Investigation	797	703	689	713	3.5%	740	689	818				
Total Open Complaints	1,682	1,663	1,656	1,508	-8.9%	1,679	1,508	1,788				
Total Open Claims	820	813	800	782	-2.3%	815	782	842				
Average Caseload	114	100	98	102	4.1%	106	98	117				
Post Investigation	648	768	812	728	-10.3%	818	648	1,053				
Number Investigators	7	7	7	7	0.0%	7	7	7				
Closed Investigations												
Investigations completed	139	136	106	264	149.1%	165	99	272	710	3,308	3,525	2,606
ADR	45	84	69	107	55.1%	60	23	97	179			
Disciplinary Actions	3	3	11	4	-63.6%	6	2	11	53			
Investigation time to resolution in Days	99	69	98	118	20.4%	120	69	157				
Criminal Court Activity												
Complaints Referred for Prosecution	27	28	38	38	0.0%	31	23	40	280			
Prosecutions	82	89	74	104	40.5%	79	11	104	715			
No. of contractors found guilty	13	20	12	34	183.3%	21	12	35	192			
No. of contractors ordered pay restitut.	23	26	13	28	115.4%	26	13	33	233			
Monetary Amounts												
Monetary Settlement by Investigators	\$30,393	\$17,601	\$35,480	\$22,460	-36.7%	\$26,295	\$16,735	\$35,480	\$236,657			
Court-Ordered Restitution	\$145,604	\$183,153	\$32,147	\$533,003	1558.0%	\$228,584	\$32,147	\$533,003	\$2,057,259			
Total Monetary Amount	\$175,997	\$200,754	\$67,627	\$555,463	721.4%	\$254,880	\$67,627	\$555,463	\$2,293,916			
Guaranty Fund												
Guaranty Fund Awards	\$375,732	\$92,202	\$8,940	179,348	1906.1%	\$128,072	\$8,940	\$375,732	\$1,152,650			
Guaranty Fund Reimbursements	\$5,284	\$0	\$14,750	\$2,817	-80.9%	\$7,828	\$0	\$20,900	\$70,448			
Guarantee Fund Balance	\$973,906	\$922,395	\$960,507	\$866,347	-9.8%	\$1,160,046	\$866,347	\$1,441,133				
Licensing Activity												
Current Licenses Total	27,353	27,486	27,538	27,450	-0.3%	27,414	27,321	27,538				
Contractor/Salesperson	16,011	16,066	16,077	16,019	-0.4%	16,073	16,011	16,123				
Sub-Contractor	679	683	674	665	-1.3%	678	665	683				
Salesperson	2,187	2,213	2,194	2,189	-0.2%	2,188	2,166	2,213				
Contractors/Salesperson (Corp/Part)	7,604	7,641	7,689	7,674	-0.2%	7,600	7,475	7,689				
New Applications Received	61	83	79	117	48.1%	81	61	117	729			



StateStat
Department of Labor, Licensing and Regulation
Division of Occupational and Professional Licensing

OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
Examination Results												
# of Exams Taken	223	251	225	225	0.0%	237	199	296	2,132			
# of Exams Passed	156	165	157	189	20.4%	162	122	195	1,457			
Pass Rate (%)	67	66	70	63	-10.0%	66	58	70				
REAL ESTATE												
Complaints	30	29	53	49	-7.5%	45	29	65	405	777	901	587
Investigations Completed	9	6	10	21	110.0%	12	6	21	108	97	200	155
Investigation time to resolution in Days	147	132	141	141	0.0%	134	123	147				
ADR	9	2	6	2	-66.7%	4	2	9	36	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	21	20	20	0.0%	20	20	21				
Awaiting Administrative Review	0	0	0	0	0.0%	0	0	0				
Awaiting Assignment to Investigator	16	23	14	9	-35.7%	15	7	23				
Under Investigation	80	84	80	80	0.0%	96	80	120				
Awaiting Panel Review	16	7	9	1	-88.9%	12	1	21				
Total Open	164	158	152	143	-5.9%	175	143	201				
Total Closed During Month	49	53	57	53	-7.0%	51	37	59	455			
Post Panel	122	132	122	134	9.8%	110	74	134				
Precious Metals / Pawn												
Complaints Rec'd	10	11	8	30	275.0%	13	5	30	78			
Complaints Closed	13	12	1	16	1500.0%	9	0	16	40			
Settlement/Penalty Ltrs. Tendered	10	19	1	6	500.0%	6	0	19	30			
Settlement/Penalty Ltrs. Accepted	5	9	0	3	0.0%	3	0	9	12			
Civil Penalty Collected (Dollars)	\$ 2,450	\$ 3,550	\$1,300	\$500	-61.5%	3,717	500	10,000	\$16,950			
Licenses Disciplined	5	6	0	2	0.0%	3	0	6	9			
Precharge Review	3	2	2	2	0.0%	2	0	3				
Hearing Process	8	9	9	8	-11.1%	8	8	9				
Net Complaints Open	41	40	47	61	29.8%	44	30	61				
DISCIPLINARY ACTIONS												
Home Improvement	3	3	11	4	-63.6%	6	2	11	53	186	136	124
Real Estate	14	5	9	6	-33.3%	7	2	14	59	35	81	90
Real Estate Appraisers and Home Inspectors	1	1	2	0	-100.0%	1	0	2	7	8	10	19
All Other Boards/Commissions	13	3	5	19	280.0%	8	3	19	75		60	54
Fines Collected	\$9,050	\$15,789	\$5,950	\$19,375	225.6%	\$15,249	\$5,950	\$26,909	\$137,238			



StateStat
Department of Labor, Licensing and Regulation
Division of Occupational and Professional Licensing

OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date					FY COMPARISON		
	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	
ALL OTHERS													
Complaints	60	73	57	57	0.0%	64	39	103	572	681	659	664	
Investigations Completed	9	7	11	7	-36.4%	9	0	16	78	42	65	44	
Investigation time to resolution	21	30	23	13	-43.5%	17	0	30					
ADR	0	0	0	0	0.0%	0	0	1	2		0	0	
District court	0	0	0	0	0.0%	0	0	1	3	7	1	0	
Investigators	1	1	1	1	0.0%	1	1	1	8	1.5	8	1	
Avg. caseload	20	17	22	23	4.5%	20	16	24			13	23	
CALL CENTERS													
Call volume	8868	10863	8052	12473	54.9%	9,725	7,884	12,473	87,526		78,632	116059	
Avg length of call in min	1.51	1.53	2.36	1.59	-32.6%	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	3.48	2.64	2.6	-1.5%	2.86	2.44	3.60			3.04	3.15	
Avg. New Application Processing time (days)													
Architects	16	10	20	13	-35.0%	14	10	20					
Certified Interior Design	1	0	2	2	0.0%	1	0	2					
Certified Public Accountants	12	18	19	11	-42.1%	19	11	34					
Landscape Architects	0	21	1	4	300.0%	7	0	24					
Land Surveyors	38	17	0	0	0.0%	6	0	38					
Professional Engineers	11	13	5	16	220.0%	11	5	16					
Real Estate	1	1	1	5	400.0%	1	1	5					
MFR Complaint Measures (NEW)	FY2007	FY2008	FY 2009	Total	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	17.0%	15.0%	10.8%		16%	17%	-36.5%						
\$ recovered for consumers in non-guaranty	2,880,000	1,440,000	2,100,000	6,420,000	2,160,000	1,750,000	20.0%						
MFR General Measures	FY2007	FY2008	FY 2009	Total	Average	09 Estimate	% Estimate						
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					Fiscal Year To Date					FY COMPARISON		
	Jan-10	Feb-10	Mar-10	Apr-10	%	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Total No. U.I Appeals Filed	4,668	3,455	5,395	4,694	-13.0%	4,385	3,381	5,395	43,851		25,505	28,228	41,997
Disposition - in favor of appellant	1,544	1,257	1,907	1,792	-6.0%	1,509	1,257	1,907	15,088		8,128	10,330	12,399
Disposition - not in favor appellant	2,804	2,198	4,129	3,867	-6.3%	3,010	2,198	4,129	30,101		17,207	17,410	24,305
Total No. U.I. Decisions	4,348	3,931	6,036	5,659	-6.2%	4,567	3,895	6,036	45,665		25,335	27,740	35,350
No. U.I. Hearing Examiners	48	46	46	46	0.0%	43	39	48	320		29	27	
% of cases out in 30 days	8%	6%	16%	21%	31.3%	9.6%	0	0	n/a	**60%	68%	809%	
% of cases out in 45 days	20%	28%	38%	55%	44.7%	26.2%	0	1	n/a	**85%	91%	1095%	
Case age (avg) in days	45	47	39	35	-10.3%	42	35	47			**30		
No. Pending Appeals	9,708	9,305	8,762	7,992	-8.8%	9378	7,992	9,868					
Federal Quality Review**		95%				95%			96%		**85%	99%	
** Per USDOL Guidelines, % scoring 85 or better													
***U.S.D.O.L. standard is 80% scoring 85 or better													



StateStat

Department of Labor, Licensing and Regulation Unemployment Insurance Higher Appeals

HIGHER APPEALS	REPORTING PERIODS					Fiscal Year To Date					FY COMPARISON		
	Jan-10	Feb-10	Mar-10	Apr-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
U.I. Appeals Received	492	495	744	825	10.9%	603	492	825	6,028		3,170	3,717	4,655
Claimant Appeals	409	407	615	675	9.8%	501	407	675	5,011				***2748
Employer Appeals	80	85	128	145	13.3%	99	78	145	992				***513
Agency Appeals	2	0	0	0	0.0%	1	0	2	5				***9
Other	1	3	1	5	400.0%	2	0	5	18				
Decisions Mailed	709	561	603	544	-9.8%	524	357	709	5,242		3,328	3,576	4,294
Disposition - Affirmed	226	210	243	225	-7.4%	219	147	284	2,185			1,772	2,330
Disposition - Affirmed w/comment	369	286	269	247	-8.2%	224	146	369	2,242			542	1,705
Disposition - Reversed	19	13	27	22	-18.5%	22	12	32	220		66	62	170
Disposition - Remanded	76	39	50	41	-18.0%	48	26	76	477			292	343
Disposition - Modified	3	1	4	0	-100.0%	3	0	10	26			19	39
Disposition-Other	11	9	8	5	-37.5%	6	0	11	63				
Disposition - Unnecessary	5	3	2	4	100.0%	3	0	7	28			9	23
Pending UI Appeals	1020	923	1064	1270	19.4%	973	598	1,270					
E.A. Appeals Received	24	23	21	27	28.6%	26	18	51	264				
E.A. Decisions Mailed	5	3	43	4	-90.7%	14	3	43	142				
E.A. Dismissals Mailed	2	0	0	2	100%	3	0	12	28				
E.A. Withdrawals	0	0	0	8	100%								
Pending E.A. Appeals	185	205	183	196	7.1%	170	135	205					
% of cases out in 45 days	33%	32%	42%	55%	31.0%	54%	32%	73%		50%*	89%	86%	73%
% of cases out in 75 days	69%	81%	80%	85%	6.2%	83%	69%	91%		80%*	97%	96%	92%



StateStat
Department of Labor, Licensing and Regulation
Racing Commission

RACING COMMISSION						Fiscal Year to Date				FY Comparison		
	Dec-09	Jan-10	Feb10	Mar-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09
RACES												
Live racedays - thoroughbred	11	18	10	17	70.0%	13	0	19	119	128	169	160
Live Race Days-harness	0	0	0	0	0.0%	5	0	19	42	74	81	40
Wagering - thoroughbred	12,535,735	18,538,109	14,192,909	20,353,712	43.4%	\$17,385,340	\$12,535,735	\$20,353,712	156,468,064	\$249,667,559	\$314,234,024	\$248,766,485
Wagering - harness	3,256,307	2,901,725	2,403,261	3,329,884	38.6%	\$3,964,209	\$2,403,261	\$6,180,761	35,677,885	\$76,421,537	\$94,057,104	\$87,342,172
Wagering - total	\$15,792,042	\$21,439,834	\$16,596,170	\$23,683,596	42.7%	\$21,349,550	\$15,792,042	\$26,056,389	192,145,949	\$326,089,096	\$408,291,128	\$336,108,657
TESTING AND SUPERVISION												
Equine - Blood/gas tests	0	0	11	0	-100.0%	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	369	577	362	592	63.5%	551	362	897	4,955	7,132	9,981	6,246
Equine - violations	0	5	6	4	-33.3%	4	0	7	33	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	22	29.4%	10	0	22	79		226	197
Rulings issued - harness	0	0	0	0	0.0%	3	0	25	31		46	42
Rulings issued - total	7	3	17	22	29.4%	14	3	25	110		235	239
THOROUGHBRED LICENSING												
Original Owner	31	57	32	53	65.6%	41	7	57	368	594	459	390
Renewal Owner	445	456	121	78	-35.5%	147	4	456	1,325	1,878	1,805	1,587
Owners licenses total	476	513	153	131	-14.4%	188	11	513	1,693	2,472	2,264	1,977
Original Trainer	4	4	6	1	-83.3%	4	0	9	36	51	49	60
Renewal Trainer	30	58	13	9	-30.8%	17	0	58	153	233	195	184
Assistant Trainer	11	21	7	7	0.0%	8	0	21	76	103	114	110
Owner/Trainer	64	113	20	16	-20.0%	32	2	113	290	398	333	324
Jockey	29	36	20	22	10.0%	19	1	36	168	262	239	250
Jockey Agent	9	9	0	1	100%	3	0	9	25	33	26	34
Veterinarian	0	4	0	1	100%	1	0	4	13	26	29	26
Farrier	0	7	0	1	100%	3	0	7	25	30	36	38
Stable Employee & Ex. Rider	13	61	19	29	52.6%	64	7	190	577	880	1,083	1,145
Mutual Employee	1	1	0	2	100%	12	0	81	110	517	471	505
Vendor	2	7	1	4	300.0%	7	1	20	65	155	155	154
Exercise Rider	7	25	7	12	71.4%	18	5	47	158	252	263	260
Track Employee	2	4	3	6	100.0%	15	2	62	138	271	313	314
Total Licenses	648	863	249	242	-2.8%	392	51	863	3,527	6,574	5,570	5,381
THOROUGHBRED REGISTRATIONS												
Authorized Agent	9	12	1	5	400.0%	4	0	12	35	86	55	25
Assumed Name	171	196	58	44	-24.1%	68	2	196	616	805	812	724
Total Registrations	180	208	59	49	-16.9%	72	2	208	651	891	867	749
HARNESS LICENSING												
Original Owner	1	22	0	0	0.0%	12	0	61	110	218	168	123
Renewal Owner	36	1	3	3	0.0%	30	0	165	271	755	629	348
Original Trainer	0	0	0	0	0.0%	0	0	1	2	13	11	9
Renewal Trainer	0	0	0	0	0.0%	3	0	20	25	39	74	43
Driver	0	0	0	0	0.0%	2	0	18	22	58	45	32
Trainer/Driver	0	0	1	0	-100.0%	2	0	14	18	48	57	48
Owner/Trainer	4	1	0	3	100%	10	0	64	87	224	195	124
Owner/Trainer/Driver	1	3	1	0	-100.0%	5	0	35	47	196	171	92
Owner/Driver	1	1	0	0	0.0%	1	0	2	5	24	19	13
Veterinarian	0	0	0	0	0.0%	0	0	3	3	11	11	8
Stable Employee	0	0	0	1	100%	14	0	108	130	270	256	182
Mutual Employee	0	0	0	0	0.0%	4	0	33	33	111	89	89
Track Employee	0	0	0	0	0.0%	3	0	28	30	152	148	109
Vendor	0	0	0	0	0.0%	0	0	4	4	17	22	8
Farrier	0	0	0	0	0.0%	0	0	0	0	5	3	0
Total Licenses	43	28	5	7	40.0%	87	0	556	787	2,141	1,898	1,228
HARNESS REGISTRATIONS												
Authorized Agent	0	0	0	0	0.0%	0	0	1	1	0	3	0
Assumed Name	5	3	0	0	0.0%	5	0	20	43	78	56	46
Total Registrations	5	3	0	0	0.0%	5	0	20	44	78	59	46



**Department of Labor, Licensing and Regulation
Division of Workforce Development
Monthly Reporting**

Workforce (Monthly)	MONTHLY REPORTING PERIOD					%Change	Fiscal Year to Date				Target	FY COMPARISON						
	Dec-09	Jan-10	Feb-10	Mar-10	Avg		Min	Max	Total	FY06		FY07	FY08	FY09				
Maryland Workforce Exchange (MWE):																		
# of MWE WEB Hits (duplicated)	930,820	#####	1,095,320	1,115,422	1.8%	993,773	696,607	1,275,495	8,943,960									4,980,314
# New customers enrolled/registered in MWE (self enrolled)	8,647	10,873	6,882	9,181	33.4%	9,747	6,882	11,723	87,722									111,953
# New customers enrolled/registered at a One-Stop Center (self)	7,936	10,027	6,130	9,208	50.2%	8,892	6,130	10,027	80,028			66,730		64,859				93,829
Anne Arundel WIA	772	1,048	618	926	49.8%	901	618	1,048	8,108									8,304
Baltimore City WIA	1,318	1,371	811	1,374	69.4%	1,387	811	1,609	12,487									16,870
Baltimore County WIA	1,133	1,643	820	1,411	72.1%	1,407	820	1,682	12,664									14,368
Frederick County WIA	321	417	275	346	25.8%	358	275	436	3,222									3,513
Lower Shore WIA	266	275	203	211	3.9%	272	203	309	2,447									3,158
Mid Maryland WIA	565	739	491	694	41.3%	665	491	739	5,987									7,620
Montgomery County WIA	659	859	568	769	35.4%	730	568	859	6,567									7,887
Prince Georges County WIA	989	1,426	724	1,292	78.5%	1,239	724	1,426	11,147									12,346
Southern Maryland WIA	443	504	373	489	31.1%	456	373	510	4,101									5,573
Susquehanna Region WIA	376	520	322	469	45.7%	415	322	520	3,732									4,735
Upper Shore WIA	289	410	201	313	55.7%	285	201	410	2,565									3,190
Western Maryland WIA	409	592	303	406	34.0%	422	303	592	3,799									4,882
# New (initial) UI Claimants enrolled/registered in MWE (self)	4,409	5,780	3,775	4,427	17.3%	4,968	3,775	5,780	44,716									56,214
# Customers who received intensive and or training services	738	719	589	782	32.8%	825	474	1,591	7,423				5,953		5,719			6,493
# Customers who received occupational skills training	144	202	213	244	14.6%	181	67	244	1,629				1,187		1,557			1,525
# Early Intervention Workshop Completers	2,495	2,888	1,353	3,103	129.3%	2,598	1,353	3,103	23,380				14,411		16,896			20,734



**Department of Labor, Licensing and Regulation
Division of Workforce Development
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	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
# Job Orders- Year to Date (YTD figure)	1,694	2,208	1,723	2,767	60.6%	2,084	1,694	2,767	18,753			27,115	28,274	23,521
Job Orders By Local Office: (Month Job Order Opened)														
*** Virtual Service Location ***	523	727	635	867	36.5%	812	523	1,001	7,309					9,573
Allegany County One Stop Center (Cumberland)	48	67	59	71	20.3%	61	48	79	547					784
Anne Arundel County One Stop Center (Glen Burnie)	35	15	5	5	0.0%	7	0	35	66					18
Anne Arundel Job Center Annapolis	52	65	58	71	22.4%	50	18	71	449					596
Anne Arundel Workforce Development Corporation	1	4	0	0	0.0%	2	0	5	19					13
Arundel Mills Sales and Service Training Center	5	14	5	22	340.0%	18	5	40	164					335
Baltimore City One Stop Center (Eastside)	6	17	8	10	25.0%	14	6	22	126					210
Baltimore City One Stop Center (Eutaw Street)	48	81	54	229	324.1%	90	47	229	807					727
Baltimore City One Stop Center (Northwest/Re-entry Center)	1	0	0	0	0.0%	0	0	1	3					32
Baltimore City Rapid Response Team	0	0	0	0	0.0%	2	0	15	21					97
Baltimore County One Stop Center (Eastpoint)	64	73	46	9	-80.4%	53	9	79	478					798
Baltimore County One Stop Center (Hunt Valley)	11	33	10	26	160.0%	34	10	62	302					182
BWI Thurgood Marshall Int'l Airport One Stop	4	32	18	36	100.0%	16	4	36	148					107
Calvert County One Stop Center (Prince Frederick)	30	24	29	25	-13.8%	27	17	46	244					142
Caroline County One Stop Center (Denton)	4	11	13	28	115.4%	9	0	28	78					45
Carroll County Business & Employment Resource Center	37	45	15	23	53.3%	38	15	54	344					688
Carroll County One Stop Center (Westminster)	0	2	3	0	-100.0%	1	0	3	6					3
Cecil County One Stop Center (Elkton)	7	32	55	25	-54.5%	32	7	57	290					379
Charles County One Stop Center (Waldorf)	32	33	22	34	54.5%	24	7	34	216					282
Dorchester County One Stop Center (Cambridge)	0	0	0	1	0.0%	1	0	6	12					65
Employ Baltimore	0	0	0	0	0.0%	0	0	0	0					1
Frederick County One Stop Center (Frederick)	153	177	83	237	185.5%	152	83	237	1,372					1,304
Ft. Meade Outreach Center	45	36	15	69	360.0%	48	15	83	436					541
Garrett County One Stop Center (Oakland)	34	55	41	58	41.5%	46	28	58	410					618
Harford County One Stop Center (Aberdeen)	1	1	1	1	0.0%	1	0	2	7					15
Harford County One Stop Center (Bel Air)	7	9	34	24	-29.4%	20	6	34	179					224
Howard County Office of Workforce Development	1	0	0	1	0.0%	0	0	1	4					6
Howard County One Stop Center (Columbia)	63	124	90	98	8.9%	81	34	124	731					736
Kent County One Stop Center (Chestertown)	0	4	7	5	-28.6%	4	0	8	40					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	2	0	-100.0%	0	0	2	2					0
Montgomery County One Stop Center (Wheaton)	83	123	83	162	95.2%	73	22	162	656					673
Montgomery County One Stop Center (Gaithersburg)	0	0	0	0	0.0%	0	0	2	2					14
Montgomery County One Stop Center (Germantown)	0	0	0	1	0.0%	0	0	1	2					0
Montgomery County Sales and Service Learning Center	0	0	0	0	0.0%	0	0	0	0					6
Office of Employment Services - Central	101	113	65	86	32.3%	62	18	113	556					246
Office of Employment Training - Central	3	3	0	0	0.0%	1	0	4	10					0
OIT Process	258	137	79	225	184.8%	78	0	258	699					0
Prince George's County One Stop Center (Largo)	77	153	168	215	28.0%	153	77	215	1,379					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)	0	0	0	0	0.0%	0	0	1	1					1
St Mary's One Stop Center (Leonardtown)	10	27	40	33	-17.5%	26	10	40	230					297
Susquehanna Workforce Network Headquarters	22	39	22	31	40.9%	29	19	41	257					373
Talbot County One Stop Center (Easton)	23	36	29	71	144.8%	34	23	71	305					245
Washington County One Stop Center (Hagerstown)	56	76	87	165	89.7%	76	42	165	680					843
Western MD Consortium (Cumberland)	0	0	0	0	0.0%	0	0	0	0					3
Westside Youth Opportunity Center (Youth Program)	0	1	0	0	0.0%	2	0	4	14					16
Wicomico County One Stop Center (Salisbury)	28	76	101	124	22.8%	89	28	126	801					1,530
Workforce Reception Center	1	0	0	0	0.0%	1	0	4	7					58



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	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
# Job Openings- (Month Job Order Opened)	9,373	10,105	6,888	11,895	72.7%	9,451	6,888	11,895	85,063					117,009
Job Openings By Local Office: (Month Job Order Opened)														
*** Virtual Service Location ***	1876	1626	1739	3823	119.8%	3,228	1,626	4,462	29,054					44,942
Allegany County One Stop Center (Cumberland)	127	231	185	174	-5.9%	313	127	835	2,817					3,107
Anne Arundel County One Stop Center (Glen Burnie)	200	100	99	10	-89.9%	51	0	200	463					139
Anne Arundel Job Center Annapolis	311	309	231	484	109.5%	224	42	484	2,018					6,675
Anne Arundel Workforce Development Corporation	1	4	0	0	0.0%	12	0	77	111					40
Arundel Mills Sales and Service Training Center	10	750	17	646	3700.0%	321	10	750	2,889					4,705
Baltimore City One Stop Center (Eastside)	80	34	21	24	14.3%	62	16	248	559					1,353
Baltimore City One Stop Center (Eutaw Street)	101	209	227	503	121.6%	225	90	503	2,023					2,406
Baltimore City One Stop Center (Northwest/Re-entry Center)	1	0	0	0	0.0%	1	0	10	12					138
Baltimore City Rapid Response Team	0	0	0	0	0.0%	10	0	88	94					0
Baltimore County One Stop Center (Eastpoint)	208	233	307	9	-97.1%	276	9	416	2,484					4,618
Baltimore County One Stop Center (Hunt Valley)	83	96	14	295	2007.1%	104	14	295	932					855
BWI Thurgood Marshall Int'l Airport One Stop	180	128	93	203	118.3%	135	34	203	1,215					1,816
Calvert County One Stop Center (Prince Frederick)	65	31	61	42	-31.1%	72	28	251	650					1,341
Caroline County One Stop Center (Denton)	6	24	16	41	156.3%	13	0	41	118					262
Carroll County Business & Employment Resource Center	43	70	30	34	13.3%	47	30	70	423					907
Carroll County One Stop Center (Westminster)	0	2	9	0	-100.0%	1	0	9	12					27
Cecil County One Stop Center (Elkton)	44	115	567	25	-95.6%	117	22	567	1,051					893
Charles County One Stop Center (Waldorf)	61	289	164	99	-39.6%	91	31	289	821					992
Dorchester County One Stop Center (Cambridge)	0	0	0	25	0.0%	9	0	39	83					235
Employ Baltimore	0	0	0	0	0.0%	0	0	0	0					11
Frederick County One Stop Center (Frederick)	350	341	236	364	54.2%	348	236	559	3,132					3,139
Ft. Meade Outreach Center	152	265	152	630	314.5%	442	137	1,120	3,975					7,402
Garrett County One Stop Center (Oakland)	65	213	59	147	149.2%	107	59	213	961					1,339
Harford County One Stop Center (Aberdeen)	1	1	2	2	0.0%	1	0	2	9					64
Harford County One Stop Center (Bel Air)	33	10	144	63	-56.3%	120	10	266	1,080					1,359
Howard County Office of Workforce Development	6	0	0	6	0.0%	2	0	6	18					17
Howard County One Stop Center (Columbia)	173	955	213	446	109.4%	289	114	955	2,602					3,211
Kent County One Stop Center (Chestertown)	0	102	28	5	-82.1%	19	0	102	173					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	3	0	-100.0%	0	0	3	3					0
Montgomery County One Stop Center (Wheaton)	104	303	96	286	197.9%	130	35	303	1,171					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)	0	0	0	1	0.0%	0	0	1	2					121
Montgomery County Sales and Service Learning Center	0	0	0	0	0.0%	0	0	0	0					12
Office of Employment Services - Central	1711	1509	223	292	30.9%	531	23	1,711	4,783					1,427
Office of Employment Training - Central	4	6	0	0	0.0%	3	0	17	27					0
OIT Process	2363	604	134	681	408.2%	420	0	2,363	3,782					0
Prince George's County One Stop Center (Largo)	164	365	650	882	35.7%	657	164	1,770	5,913					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)	0	0	0	0	0.0%	1	0	12	12					2
St Mary's One Stop Center (Leonardtown)	13	86	63	56	-11.1%	57	13	98	513					663
Susquehanna Workforce Network Headquarters	23	53	52	223	328.8%	85	23	223	762					785
Talbot County One Stop Center (Easton)	66	56	49	182	271.4%	107	49	279	959					541
Washington County One Stop Center (Hagerstown)	381	480	373	670	79.6%	348	190	670	3,131					3,305
Western MD Consortium (Cumberland)	0	0	0	0	0.0%	0	0	0	0					34
Westside Youth Opportunity Center (Youth Program)	0	1	0	0	0.0%	2	0	10	22					18
Wicomico County One Stop Center (Salisbury)	347	504	631	522	-17.3%	459	259	631	4,134					8,009
Workforce Reception Center	20	0	0	0	0.0%	7	0	30	66					211



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	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Employer Receiving Services (YTD)	410	395	474	514	8.4%	619	394	1,858	5,569					7,761
Employer Services Provided By Local Office: (Month Service)	1,907	2,858	2,487	3,559	43.1%	2,528	1,907	3,559	22,754					28,655
*** Virtual Service Location ***	968	1252	1197	1536	28.3%	1,156	909	1,536	10,406					12,830
Allegany County One Stop Center (Cumberland)	53	83	92	89	-3.3%	74	53	92	665					891
Anne Arundel County One Stop Center (Arnold Station)	0	0	0	0	0.0%	0	0	0	0					3
Anne Arundel County One Stop Center (Glen Burnie)	0	5	0	0	0.0%	3	0	12	21					30
Anne Arundel County One Stop Center (Severna Park)	0	0	0	0	0.0%	0	0	0	0					3
Anne Arundel Job Center Annapolis	21	39	19	23	21.1%	27	19	39	247					306
Anne Arundel Workforce Development Corporation	0	0	0	0	0.0%	0	0	0	0					3
Arundel Mills Sales and Service Training Center	0	0	0	0	0.0%	0	0	0	0					1
Baltimore City One Stop Center (Eastside)	18	9	25	17	-32.0%	30	7	120	272					1,044
Baltimore City One Stop Center (Eutaw Street)	24	39	20	134	570.0%	51	20	134	463					598
Baltimore City One Stop Center (Northwest/Re-entry Center)	2	0	0	0	0.0%	3	0	11	29					74
Baltimore City One Stop Center (Southwest)	2	0	0	0	0.0%	1	0	3	10					7
Baltimore County One Stop Center (Eastpoint)	27	82	194	28	-85.6%	62	27	194	558					2,143
Baltimore County One Stop Center (Hunt Valley)	30	48	31	61	96.8%	45	6	90	402					302
BWI Thurgood Marshall Int'l Airport One Stop	6	8	25	23	-8.0%	20	6	34	178					277
Calvert County One Stop Center (Prince Frederick)	22	50	57	31	-45.6%	46	5	138	413					75
Caroline County One Stop Center (Denton)	4	14	13	29	123.1%	10	1	29	89					39
Carroll County Business & Employment Resource Center	2	9	1	4	300.0%	8	1	18	68					291
Carroll County One Stop Center (Westminster)	0	0	0	0	0.0%	1	0	5	5					0
Cecil County One Stop Center (Elkton)	0	0	0	0	0.0%	0	0	1	3					9
Charles County One Stop Center (Waldorf)	1	5	13	13	0.0%	19	1	64	175					186
Dorchester County One Stop Center (Cambridge)	1	0	3	0	-100.0%	1	0	3	7					21
Employ Baltimore	0	0	0	0	0.0%	0	0	0	0					6
Frederick County One Stop Center (Frederick)	48	69	41	79	92.7%	50	22	79	447					525
Ft. Meade Outreach Center	44	68	42	88	109.5%	64	41	97	574					663
Garrett County One Stop Center (Oakland)	52	95	61	218	257.4%	93	41	218	841					1,221
Harford County One Stop Center (Aberdeen)	2	5	7	5	-28.6%	5	1	14	40					59
Harford County One Stop Center (Bel Air)	4	1	6	7	16.7%	4	1	9	34					62
Howard County One Stop Center (Columbia)	57	56	45	24	-46.7%	47	24	74	425					996
Kent County One Stop Center (Chestertown)	0	8	3	5	66.7%	4	0	8	30					32
Montgomery County One Stop Center (Wheaton)	16	12	11	5	-54.5%	22	5	41	200					450
Office of Employment Services - Central	10	24	14	72	414.3%	33	10	72	294					486
Office of Employment Training - Central	0	0	0	0	0.0%	0	0	0	0					2
Prince George's County One Stop Center (Largo)	140	410	149	602	304.0%	318	140	602	2,861					1,700
Somerset County One Stop Center (Princess Anne)	2	2	9	8	-11.1%	4	1	9	30					8
St Mary's One Stop Center (Leonardtown)	48	23	58	20	-65.5%	38	19	78	338					256
Susquehanna Workforce Network Headquarters	6	16	8	1	-87.5%	7	1	16	59					86
Talbot County One Stop Center (Easton)	8	18	16	73	356.3%	24	8	73	212					181
Washington County One Stop Center (Hagerstown)	206	227	157	150	-4.5%	139	41	227	1,252					1,174
Westside Youth Opportunity Center (Youth Program)	0	0	0	0	0.0%	0	0	2	2					9
Wicomico County One Stop Center (Salisbury)	83	180	170	214	25.9%	122	46	214	1,101					1,605
Worcester County One Stop Center (Ocean City)	0	1	0	0	0.0%	0	0	2	3					1



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Labor Related Economic Indicators	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
# Worker Adjustment and Retraining Notification Act (WARN)	5	4	0	6	0.0%	3	0	6	30			39	43	79
# Employees impacted by WARN notices	702	571	0	862	0.0%	396	0	862	3,564			4,051	4,463	6,004
Maryland														
Labor Related Economic Indicators	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	2,955,767	2,956,926	2,956,941	2,962,992	0.2%	2,966,267	2,955,767	2,986,511	26,696,399			36,232,246	36,257,840	36,175,675
Employment	2,738,476	2,734,730	2,729,806	2,734,234	0.2%	2,746,730	2,729,806	2,771,810	24,720,566			34,836,734	34,922,945	34,056,130
Unemployment	217,291	222,196	227,135	228,758	0.7%	219,537	214,701	228,758	1,975,833			1,395,512	1,334,895	2,119,545
Rate	7.4	7.5	7.7	7.7	0.0%	7.4	7.2	7.7				3.9	3.7	5.9
Anne Arundel														
Labor Related Economic Indicators	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	275,615	276,088	274,021	276,586	0.9%	278,035	274,021	284,841	2,502,316					3,399,565
Employment	257,737	255,037	252,755	256,930	1.7%	258,843	252,755	265,337	2,329,583					3,220,220
Unemployment	17,878	21,051	21,266	19,656	-7.6%	19,193	17,878	21,266	172,733					179,345
Rate	6.5	7.6	7.8	7.1	-9.0%	6.9	6.5	7.8						5.3
Baltimore City														
Labor Related Economic Indicators	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	274,352	275,477	272,652	274,674	0.7%	277,133	272,652	284,653	2,494,194					3,370,124
Employment	246,292	243,712	241,531	245,520	1.7%	247,348	241,531	253,554	2,226,133					3,077,218
Unemployment	28,060	31,765	31,121	29,154	-6.3%	29,785	28,060	31,765	268,061					292,906
Rate	10.2	11.5	11.4	10.6	-7.0%	10.7	10.2	11.5						8.7
Baltimore County														
Labor Related Economic Indicators	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	420,562	421,009	417,427	421,424	1.0%	424,057	417,427	434,586	3,816,512					5,177,741
Employment	388,925	384,851	381,408	387,707	1.7%	390,593	381,408	400,394	3,515,341					4,859,308
Unemployment	31,637	36,158	36,019	33,717	-6.4%	33,463	31,637	36,158	301,171					318,433
Rate	7.5	8.6	8.6	8.0	-7.0%	7.9	7.5	8.6						6.2
Frederick														
Labor Related Economic Indicators	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	121,534	123,374	123,095	122,873	-0.2%	123,064	121,534	126,254	1,107,572					1,490,786
Employment	113,956	114,371	114,034	114,447	0.4%	114,984	113,956	117,955	1,034,853					1,413,936
Unemployment	7,578	9,003	9,061	8,426	-7.0%	8,080	7,504	9,061	72,719					76,850
Rate	6.2	7.3	7.4	6.9	-6.8%	6.6	6.1	7.4						5.2
Lower Shore (Includes Somerset, Wicomico, and Worcester Counties)														
Somerset County														
Labor Related Economic Indicators	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	10,584	10,684	10,738	11,052	2.9%	10,933	10,584	11,371	98,399					134,923
Employment	9,576	9,381	9,500	9,881	4.0%	9,824	9,381	10,297	88,416					123,858
Unemployment	1,008	1,303	1,238	1,171	-5.4%	1,109	1,008	1,303	9,983					11,065
Rate	9.5	12.2	11.5	10.6	-7.8%	10.1	9.4	12.2						8.2
Wicomico County														
Labor Related Economic Indicators	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	49,961	49,740	50,368	51,704	2.7%	51,133	49,740	53,029	460,197					632,792
Employment	45,423	44,502	45,067	46,871	4.0%	46,602	44,502	48,847	419,416					587,543
Unemployment	4,538	5,238	5,301	4,833	-8.8%	4,531	3,966	5,301	40,781					45,249
Rate	9.1	10.5	10.5	9.3	-11.4%	8.9	7.7	10.5						7.2
Worcester County														
Labor Related Economic Indicators	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	24,866	24,477	24,932	25,239	1.2%	26,966	24,477	31,938	242,698					333,831
Employment	20,995	19,941	20,254	21,079	4.1%	23,661	19,941	29,670	212,946					301,797
Unemployment	3,871	4,536	4,678	4,160	-11.1%	3,306	2,102	4,678	29,752					32,034
Rate	15.6	18.5	18.8	16.5	-12.2%	12.7	6.8	18.8						9.9
Mid-Maryland (Includes Carroll and Howard Counties)														
Carroll County														
Labor Related Economic Indicators	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	92,538	93,048	92,433	93,119	0.7%	93,331	92,433	95,486	839,981					1,142,761
Employment	86,580	85,673	84,907	86,309	1.7%	86,951	84,907	89,133	782,563					1,081,750
Unemployment	5,958	7,375	7,526	6,810	-9.5%	6,380	5,662	7,526	57,418					61,011
Rate	6.4	7.9	8.1	7.3	-9.9%	6.8	6.1	8.1						5.4



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Howard County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	155,893	155,622	153,984	155,981	1.3%	157,209	153,984	161,400	1,414,877					1,930,705
Employment	147,860	146,311	145,002	147,397	1.7%	148,494	145,002	152,220	1,336,449					1,847,396
Unemployment	8,033	9,311	8,982	8,584	-4.4%	8,714	8,033	9,311	78,428					83,309
Rate	5.2	6.0	5.8	5.5	-5.2%	5.5	5.2	6.0						4.3
Montgomery County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	505,691	512,001	508,951	509,894	0.2%	511,954	505,691	525,335	4,607,586					6,212,973
Employment	478,721	480,465	479,049	480,787	0.4%	483,040	478,721	495,522	4,347,359					5,939,876
Unemployment	26,970	31,536	29,902	29,107	-2.7%	28,914	26,970	31,536	260,227					273,097
Rate	5.3	6.2	5.9	5.7	-3.4%	5.7	5.3	6.2						4.4
Prince George's County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	444,019	444,992	443,285	446,997	0.8%	448,060	443,285	460,012	4,032,538					5,446,374
Employment	412,969	409,702	408,757	413,002	1.0%	414,963	408,757	426,153	3,734,670					5,127,071
Unemployment	31,050	35,290	34,528	33,995	-1.5%	33,096	31,050	35,290	297,868					319,303
Rate	7.0	7.9	7.8	7.6	-2.6%	7.4	7.0	7.9						5.9
Southern Maryland (Includes Calvert, Charles, and St. Mary's Counties)														
Calvert County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	47,929	48,105	48,077	48,222	0.3%	48,393	47,929	49,759	435,541					589,232
Employment	45,168	44,811	44,708	45,172	1.0%	45,386	44,708	46,610	408,477					560,771
Unemployment	2,761	3,294	3,369	3,050	-9.5%	3,007	2,761	3,369	27,064					28,461
Rate	5.8	6.8	7.0	6.3	-10.0%	6.2	5.8	7.0						4.8
Charles County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	76,209	76,374	76,204	76,614	0.5%	76,864	76,204	78,959	691,778					936,434
Employment	71,730	71,163	70,999	71,736	1.0%	72,077	70,999	74,020	648,689					890,542
Unemployment	4,479	5,211	5,205	4,878	-6.3%	4,788	4,479	5,211	43,089					45,892
Rate	5.9	6.8	6.8	6.4	-5.9%	6.2	5.9	6.8						4.9
St. Mary's County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	50,834	51,180	51,230	52,010	1.5%	51,443	50,834	52,655	462,988					624,615
Employment	47,903	47,585	47,760	48,678	1.9%	48,267	47,585	49,420	434,402					594,320
Unemployment	2,931	3,595	3,470	3,332	-4.0%	3,176	2,919	3,595	28,586					30,295
Rate	5.8	7.0	6.8	6.4	-5.9%	6.2	5.7	7.0						4.9



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Susquehanna (Includes Cecil and Harford Counties)														
Cecil County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	49,996	50,208	50,620	50,237	-0.8%	50,303	49,867	50,986	452,725					618,631
Employment	45,480	44,949	44,851	45,217	0.8%	45,544	44,851	46,350	409,897					572,534
Unemployment	4,516	5,259	5,769	5,020	-13.0%	4,759	4,160	5,769	42,828					46,097
Rate	9.0	10.5	11.4	10.0	-12.3%	9.4	8.3	11.4						7.5
Harford County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	130,134	130,518	129,702	131,150	1.1%	131,372	129,702	134,708	1,182,352					1,605,222
Employment	120,885	119,619	118,549	120,507	1.7%	121,404	118,549	124,450	1,092,635					1,510,367
Unemployment	9,249	10,899	11,153	10,643	-4.6%	9,969	9,148	11,153	89,717					94,855
Rate	7.1	8.4	8.6	8.1	-5.8%	7.6	7.0	8.6						5.9
Upper Shore (Includes Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties)														
Caroline County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	15,685	15,890	16,122	16,486	2.3%	16,211	15,685	16,964	145,900					198,525
Employment	14,171	14,104	14,246	14,749	3.5%	14,647	14,104	15,506	131,824					183,782
Unemployment	1,514	1,786	1,876	1,737	-7.4%	1,564	1,395	1,876	14,076					14,743
Rate	9.7	11.2	11.6	10.5	-9.5%	9.7	8.4	11.6						7.5
Dorchester County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	15,862	16,105	16,335	16,561	1.4%	16,493	15,862	17,270	148,434					200,742
Employment	14,014	14,056	14,234	14,626	2.8%	14,606	14,014	15,372	131,454					183,013
Unemployment	1,848	2,049	2,101	1,935	-7.9%	1,887	1,751	2,101	16,980					17,729
Rate	11.7	12.7	12.9	11.7	-9.3%	11.5	10.5	12.9						8.8
Kent County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	10,353	10,297	10,451	10,802	3.4%	10,680	10,297	11,262	96,121					132,146
Employment	9,505	9,203	9,347	9,821	5.1%	9,795	9,203	10,447	88,155					123,714
Unemployment	848	1,094	1,104	981	-11.1%	885	760	1,104	7,966					8,432
Rate	8.2	10.6	10.6	9.1	-14.2%	8.3	7.0	10.6						6.4
Queen Anne's County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	25,968	26,151	25,967	26,222	1.0%	26,187	25,967	26,675	235,679					320,333
Employment	24,189	23,935	23,721	24,113	1.7%	24,292	23,721	24,902	218,632					302,219
Unemployment	1,779	2,216	2,246	2,109	-6.1%	1,894	1,674	2,246	17,047					18,114
Rate	6.9	8.5	8.6	8.0	-7.0%	7.2	6.4	8.6						5.7
Talbot County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	18,114	18,136	18,133	18,466	1.8%	18,658	18,114	19,920	167,918					230,952
Employment	16,706	16,397	16,374	16,843	2.9%	17,215	16,374	18,588	154,932					217,379
Unemployment	1,408	1,739	1,759	1,623	-7.7%	1,443	1,260	1,759	12,986					13,573
Rate	7.8	9.6	9.7	8.8	-9.3%	7.8	6.5	9.7						5.9
Western Maryland (Includes Allegany, Garrett, and Washington Counties)														
Allegany County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	35,046	35,065	35,032	35,470	1.3%	35,287	35,032	35,846	317,582					428,373
Employment	31,994	31,241	31,154	31,939	2.5%	32,105	31,154	32,862	288,944					396,377
Unemployment	3,052	3,824	3,878	3,531	-8.9%	3,182	2,669	3,878	28,638					31,996
Rate	8.7	10.9	11.1	10.0	-9.9%	9.0	7.6	11.1						7.5



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Garrett County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	16,107	16,389	16,523	16,738	1.3%	16,516	15,966	17,332	148,647					201,788
Employment	14,673	14,628	14,691	15,131	3.0%	15,103	14,628	15,977	135,925					188,469
Unemployment	1,434	1,761	1,832	1,607	-12.3%	1,414	1,138	1,832	12,722					13,319
Rate	8.9	10.7	11.1	9.6	-13.5%	8.6	6.9	11.1						6.6
Washington County														
	Dec-09	Jan-10	Feb-10	Mar-10	%Change	Avg	Min	Max	Total	Target	FY06	FY07	FY08	FY09
Labor Force	65,954	66,790	67,047	67,532	0.7%	67,093	65,954	68,362	603,841					816,609
Employment	59,605	59,466	59,084	60,023	1.6%	60,278	59,084	61,793	542,500					750,944
Unemployment	6,349	7,324	7,963	7,509	-5.7%	6,816	6,217	7,963	61,341					65,665
Rate	9.6	11.0	11.9	11.1	-6.7%	10.2	9.4	11.9						8.0
*Labor Related Economic Indicators by county are not seasonally adjusted.														



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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	\$27	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%	\$73,444	\$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%



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Placement Data (EER Numerator)	Q3-09	Q4-09	Q1-10	Q2-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY-09	
Total Maryland residents who are not employed at participation, but	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	7,311			5,110	6,719	6,992	
Frederick (FR)	1,818	1,746	1,771	1,804	1.9%	1,771	1,771	1,771			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%	944	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%	89.1%	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%		68%	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	7,387	
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%



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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	16,043	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
Some College/Vocational/Technical School	40,345	44,049	48,363	51,484	6.5%	49,924	48,363	51,484			26,577	29,903	44,049
BA/BS Degree	19,836	22,941	26,007	27,872	7.2%	26,940	26,007	27,872			11,566	13,113	22,941
Some Graduate School	7,389	8,724	9,885	10,752	8.8%	10,319	9,885	10,752			4,581	4,807	8,724
High School Diploma	59,400	62,665	67,208	69,774	3.8%	68,491	67,208	69,774			45,527	47,458	62,665
GED	11,158	12,121	13,158	13,950	6.0%	13,554	13,158	13,950			7,133	8,211	12,121
AA Degree	8,457	9,285	10,120	10,742	6.1%	10,431	10,120	10,742			5,095	6,119	9,285

* Totals above are blacked out because the quarterly data is cumulative.

Federal Reporting Common Measures Definitions

Entered Employment Rate- of those who are not employed at the date of participation; the # of adult participants who are employed in the first quarter after the exit quarter / # adult participants who exit during the quarter
Employment Retention Rate- Of those who are employed in the first quarter after the exit quarter: # of adult participants who are employed in both the second and third quarters after the exit quarter / # of adult participants who exit during the quarter
Average Earnings- Of those adult participants who are employed in the first, second, and third quarters after the exit quarter: Total earnings in the second plus the total earnings in the third quarters after the exit quarter / # of adult participants who exit during the quarter
Placement in Employment or Education- Of those who are not in post-secondary education or employment (including the military) at the date of participation: # of youth participants who are in employment (including the military) or enrolled in post-secondary education and/or advanced training, occupational skills training in the first quarter after the exit quarter / # of youth participants who exit during the quarter
Attainment of a Degree or Certificate- Of those enrolled in education (at the date of participation or at any point during the program): # of youth participants who attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter / # of youth participants who exit during the quarter
Literacy and Numeracy Gains- Of those out-of-school youth who are basic skills deficient. Number of youth participants who increase one or more educational functioning levels / Number of youth who completed a year of participation (based on date of 1st youth service) +



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UNEMPLOYMENT INSURANCE FOR 3-31-10	Reporting Periods					Fiscal Year To Date							
	Jan-10	Feb-10	Mar-10	Apr-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
ISSUANCES AND DETERMINATIONS													
New Claims Filed - Total	39340	34710	32851		-100.0%	35,328	28,474	49,008	317,948		211,233	243,281	379,609
New Claims Filed - UI	39022	34439	32517		-100.0%	34,978	28,058	48,693	314,802				375,917
New Claims Filed - UCFE	181	153	198		-100.0%	215	153	261	1,932				2,251
New Claims Filed - UCX	137	118	136		-100.0%	135	106	155	1,214				1,441
Persons Currently Drawing UI Benefits	78591	80094	72846		-100.0%	74,692	68,247	80,538			35,719	41,309	67,919
New EUC Claims Filed - Total	8717	6720	8409		-100.0%	8,908	6,720	10,396	80,176				
Dollars Paid in Benefits (in millions \$\$\$)	86.5	86.9	104.7		-100.0%	85.6	70	105	770		403	507	918
Trust Fund Balance (in million \$\$\$)	51	13	10		-100.0%	201	10	420	10	900	1058	986	288
FUA Loan Advance to Trust Fund (in millions \$\$\$)		19	102		-100.0%	61	19	102	121				
# of First UI Checks issued - Regular UI	21030	15298	14940		-100.0%	14,872	12,426	21,030	133,847		84,681	103,693	175,340
# of First UI Checks issued - Ex. Fed Employees	60	50	64		-100.0%	54	36	68	483		581	504	293
# of First UI Checks issued - Ex Military	73	59	100		-100.0%	79	59	100	712		794	723	815
% of claims filed via the Internet	49%	50%	40%		-100.0%	47.8%	40.0%	51.9%	47.8%		18.6%	18.5%	42.7%
Final Payments	7758	6782	8074		-100.0%	8,451	6,782	10,827	76,055		30171	35,502	65,162
% of First UI Checks Issued <21 days – Regular UI DLA = 87%	90.0%	87.0%	86.0%	88.0%	2.3%	86.3%	82.0%	90.0%	86.3%	87%	94.1%	93.7%	91.2%
% of First UI Checks Issued <21 days – Ex-Fed. Emp. DLA = 70%	85.0%	58.0%	73.0%	70.0%	-4.1%	76.9%	58.0%	90.0%	76.9%	70%	88.9%	91.3%	84.6%
% of First UI Checks Issued <21 days – Ex-Military DLA = 87%	94.0%	86.0%	96.0%	96.0%	0.0%	93.6%	86.0%	96.9%	93.6%	87%	96.0%	93.8%	96.0%
# Determinations [nonmontetary e.g. quit/fired]	32275	29552	36998		-100.0%	31,860	26,679	36,998	286,744		278,665	315,707	405,532
% of Determinations issued in 21 days of issue detection DLA = 80%	90%	87%	86.0%		-100.0%	84.3%	79.1%	90.0%	84.3%	80%	93.3%	88.4%	84.7%
# Open Employer Accounts	138579	138911	139095		-100.0%	139,241	138,579	141,669	139,241				



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UNEMPLOYMENT INSURANCE FOR 3-31-10 FEDERAL REVIEW - QUARTERLY	Reporting Periods					% Change Fiscal Year	Fiscal Year To Date							
	Q3-09	Q4-09	Q1-10	Q2-10	Q3-10		Avg To Date	Min by Quarters	Max	Total	Target	FY07	FY08	FY09
	Exhaustion rate-% of people who rec'd all 26 weeks	42.3%	43.3%	46.7%	49.5%			-100.0%	48.1%	46.7%	49.5%			31.5%
Average duration of receipt of benefits (in weeks)	15.4	15.8	16.6	17.6		-100.0%	17.1	16.6	17.6			14.7	15.2	15.6
% of determinations passing Federal Review - quality/accuracy	76.4%	75.2%	82.0%	85.0%		-100.0%	83.5%	82.0%	85.0%		75%	83.2%	82.9%	76.9%
# of employer status determinations completed	4,212	4,165	3,860	3,326		#DIV/0!	3,593	3,326	3,860	7,186		21,368	19,465	16,895
% of determinations completed <180 days of establishment	90.9%	91.60%	93.70%	93.70%		-100.0%	93.7%	93.7%	93.7%		80%	82.5%	86.1%	93.1%
# of detectable/recoverable overpayments established	10,730	12,248	12,706	11,898	14,856	24.9%	13,153	11,898	14,856	39,460		26,536	23,224	40,222
% of overpayments established for recovery DLA = 55%	90.9%	96.10%	94.90%	129.00%	116.00%	-10.1%	113.3%	94.9%	129.0%		55%	78.5%	88.4%	94.3%
\$ of overpayments established	8,993,563	10,150,746	11,099,012	10,622,123	12,568,123	18.3%	11,429,753	10,622,123	12,568,123	34,289,258				37,537,076
\$ of overpayments recovered	6,215,289	4,415,014	3,899,019	3,392,778	5,335,791	57.3%	4,209,196	3,392,778	5,335,791	12,627,588				17,463,719
\$ UI Overpayments - Total Outstanding Balance	57,321,037	61,559,470	66,880,013	71,039,381	76,531,979	7.7%	71,483,791	66,880,013	76,531,979					61,559,470
\$ of employer taxes deposited into Clearing Acct.	\$36M	\$233.7M	\$67.9M	\$43M	\$37.4M	-36.7%	\$49.4	\$37.4	\$67.9	\$148.3		\$395M	\$415M	\$371.3M
# of employers audited	863	697	513	737		-100.0%	625	513	737	1,250	700/2800	2,841	3,484	3,548
% of employers audited	2.4%	2.0%	1.4%	2.1%		-100.0%	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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Division of Unemployment Insurance Monthly Time Lapse Report

UNEMPLOYMENT INSURANCE FOR 3-31-10 ISSUANCES AND DETERMINATIONS						Fiscal Year To Date							
	Jan-10	Feb-10	Mar-10	Apr-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Towson Claim Center - UI - First Pays	4,268	3,254	2879	2043	-29.0%	2,883	2,043	4,268	28,832				
UI - Claims Paid< 21	3,902	2,819	2529	1834	-27.5%	2,539	1,806	3,902	25,394				
UI - %	91%	87%	88%	90%	2.2%	88.0%	85.2%	91.4%	88.1%	87%			
UCFE - First Pays	9	4	9	5	-44.4%	8	4	11	78				
UCFE - Claims Paid<	8	1	6	4	-33.3%	6	1	8	57				
UCFE - %	89%	25%	67%	80%	20.0%	70.6%	25.0%	100.0%	73.1%	70%			
UCX - First Pays	13	6	18	12	-33.3%	14	6	26	142				
UCX - Claims Paid< 21	13	5	18	12	-33.3%	14	5	24	136				
UCX - %	100%	83%	100%	100%	0.0%	95.1%	83.3%	100.0%	95.8%	87%			
College Park Claim Center - UI - First Pays	3437	2626	2350	1817	-22.7%	2,437	1,817	3,437	24,367				
UI - Claims Paid< 21	3,096	2,312	2087	1615	-22.6%	2,113	1,615	3,096	21,134				
UI - %	90%	88%	89%	89%	0.1%	86.6%	81.7%	90.1%	86.7%	87%			
UCFE - First Pays	2	3	4	4	0.0%	4	1	8	42				
UCFE - Claims Paid<	1	3	2	2	0.0%	3	1	7	30				
UCFE - %	50%	100%	50%	50%	0.0%	70.2%	50.0%	100.0%	71.4%	70%			
UCX - First Pays	12	11	17	17	0.0%	14	11	17	139				
UCX - Claims Paid< 21	12	10	16	16	0.0%	13	10	16	131				
UCX - %	100%	91%	94%	94%	0.0%	94.2%	86.7%	100.0%	94.2%	87%			
Cumberland Claim Center - UI - First Pays	4,013	2,857	2526	1761	-30.3%	2,477	1,638	4,013	24,772				
UI - Claims Paid< 21	3,606	2,485	2173	1551	-28.6%	2,143	1,283	3,606	21,434				
UI - %	90%	87%	86%	88%	2.4%	86.1%	78.3%	89.9%	86.5%	87%			
UCFE - First Pays	20	18	26	13	-50.0%	18	9	26	179				
UCFE - Claims Paid<	16	9	21	9	-57.1%	14	8	21	139				
UCFE - %	80%	50%	81%	69%	-14.3%	78.1%	50.0%	90.9%	77.7%	70%			
UCX - First Pays	26	19	25	19	-24.0%	21	15	26	210				
UCX - Claims Paid< 21	25	15	23	19	-17.4%	19	12	25	194				
UCX - %	96%	79%	92%	100%	8.7%	91.7%	78.9%	100.0%	92.4%	87%			
Balt. Metro Claim Center - UI - First Pays	3,004	2,146	2125	1629	-23.3%	2,130	1,629	3,004	21,295				
UI - Claims Paid< 21	2,643	1,787	1741	1413	-18.8%	1,792	1,329	2,643	17,917				
UI - %	88%	83%	82%	87%	5.9%	84.0%	80.5%	88.0%	84.1%	87%			
UCFE - First Pays	4	5	4	13	225.0%	7	4	13	71				
UCFE - Claims Paid<	4	4	3	8	166.7%	6	3	10	55				
UCFE - %	100%	80%	75%	62%	-17.9%	80.5%	50.0%	100.0%	77.5%	70%			
UCX - First Pays	12	10	14	14	0.0%	14	10	20	141				
UCX - Claims Paid< 21	10	9	13	13	0.0%	13	8	20	134				
UCX - %	83%	90%	93%	93%	0.0%	93.9%	80.0%	100.0%	95.0%	87%			
Salisbury Claim Center - UI - First Pays	3,317	2,387	2362	1769	-25.1%	2,169	1,503	3,317	21,686				
UI - Claims Paid< 21	3,018	2,109	2013	1556	-22.7%	1,867	1,170	3,018	18,672				
UI - %	91%	88%	85%	88%	3.2%	85.6%	77.8%	91.0%	86.1%	87%			
UCFE - First Pays	13	8	9	12	33.3%	10	6	13	96				
UCFE - Claims Paid<	12	5	6	10	66.7%	8	5	12	80				
UCFE - %	92%	63%	67%	83%	25.0%	82.3%	62.5%	100.0%	83.3%	70%			
UCX - First Pays	6	10	17	13	-23.5%	11	6	19	106				
UCX - Claims Paid< 21	5	9	17	12	-29.4%	10	5	17	97				
UCX - %	83%	90%	100%	92%	-7.7%	92.2%	83.3%	100.0%	91.5%	87%			



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

GOVERNOR'S WORKFORCE	REPORTING PERIODS					2010 Fiscal Year to Date					Fiscal Year
Stakeholders Participating	Dec-09	Jan 10	Feb 10	Mar 10	%	Avg	Min	Max	Total	Target	FY09
Total #	193	162	70	397	467.1%	240.6	70	526	2165	890	1485
Aerospace	45	2	0	9	0.0%	9.8	0	45	88	120	121
Bioscience	0	0	0	0	0.0%	0.0	0	0	0	50	15
Construction	5	0	20	17	-15.0%	16.2	0	44	146	120	129
Education	0	0	0	0	0.0%	0.4	0	3	4	50	10
Energy	125	130	33	38	15.2%	54.4	18	130	490	120	435
Hospitality and Tourism	0	0	0	0	0.0%	0.0	0	0	0	50	2
Healthcare	6	9	10	68	580.0%	28.1	5	79	253	120	142
Information Technology	6	9	2	3	50.0%	27.2	0	208	245	120	117
Manufacturing	4	3	5	2	-60.0%	41.4	0	195	373	120	263
Retail trade											
Transportation/ warehousing	2	9	0	0	0.0%	2.9	0	9	26	20	26
GWIB Conferences	0	0	0	260	0%	60	0	260	540		225
Industry Initiatives	Dec-09	Jan 10	Feb 10	Mar 10	%	Avg	Min	Max	Total	Target	
100% -completion of analysis, written report,											
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%	98.0%	98.0%	98.0%	0.0%	95%	95%	95%			100%
Outreach	Dec-09	Jan 10	Feb 10	Mar 10	%	Avg	Min	Max	Total	Target	
# of planning/policy/advocacy	22	22	11	38	245.5%	25.8	11	38	232	160	460
# of TA consultations provided to	19	20	13	13	0.0%	17.2	13	26	155	60	212
# of new industry sector training											
Governance	Dec-09	Jan 10	Feb 10	Mar 10	%	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	%	Avg	Min	Max	Total	Target	
% of board participation	56.0%	54.0%	71.0%								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 Labor, Licensing and Regulation
Office of The Secretary

OFFICE OF THE SECRETARY							Fiscal Year To Date				FY COMPARISON		
Communications	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Press hits (print)	23	49	32	25	-21.9%	26.1	12	49	235			284	203
Press Hits (web only pubs)	12	6	6	6	0.0%	7.0	4	12	42				
Interviews (radio)	0	6	2	4	100.0%	2.0	0	7	18			26	25
Interviews (television)	4	11	3	4	33.3%	5.3	3	11	48			62	44
Press releases issued	8	4	4	6	50.0%	4.8	2	8	43			65	62
Outreach	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Public speaking	4	5	2	8	300.0%	4.1	2	8	37			208	98
Governance	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Board Appointments Completed	13	13	2	0	-100.0%	6	0	15	54		47	99	62
Board vacancies	18	17	17	20	17.6%	18	17	22	163			17	189
Board positions	239	239	239	239	0.0%	239	239	239	2151		241	251	2902
Departmental Legislation	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Legislation Introduced		19	19	19	0.0%	19	0	19	57			5	59
Legislation passed												4	38
FAIR PRACTICES	MONTHLY REPORTING PERIODS						Fiscal Year To Date				FY COMPARISON		
Language accessibility	Dec-09	Jan-10	Feb-10	Mar-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	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
# of minority employees	784	787	796	800	0.5%	786.6	778	800			804	702	778
% minority employees	49%	49%	49%	49%	-0.4%	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	Dec-09	Jan-10	Feb-10	Mar-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%	5.84%	5.78%	5.78%	0.0%	6%	6%	6%					
# of Professionals (B)	434	433	436	435	-0.2%	442.2	433	460					
% Professionals	55.29%	55.02%	54.77%	54.65%	-0.2%	56%	55%	59%					
# of Technicians (C.)	32	32	32	32	0.0%	33.6	32	37					
% Technicians	4.08%	4.07%	4.02%	4.02%	0.0%	4%	4%	5%					
# of Protective Service Workers (D)	15	15	15	15	0.0%	15.3	15	16					
% Protective Service Workers	1.91%	1.91%	1.88%	1.88%	0.0%	2%	2%	2%					
# of Paraprofessionals (E)	109	110	114	112	-1.8%	110.8	109	114					
% Paraprofessionals	13.89%	13.98%	14.32%	14.07%	-1.8%	14%	14%	14%					
# of Administrative Support (including clerical & sales)	102	102	101	101	0.0%	102.7	101	107					
% Administrative Support (including clerical & sales)	12.99%	12.96%	12.69%	12.69%	0.0%	13%	13%	14%					
# of Skilled Craft Workers (G)	10	10	10	11	10.0%	10.3	10	11					
% Skilled Craft Workers	1.27%	1.27%	1.26%	1.38%	9.9%	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%					



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DISCRIMINATION COMPLAINTS (Internal)	Dec-09	Jan-10	Feb-10	Mar-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	1	100%	0.1	0	1	1			0	1
# of Hostile Work Environment	0	0	1	0	-100.0%	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	3	1	0	0	0.0%	0.6	0	3	5		20	3	14
Total EEO Complaints rec'd	0	0	1	1	0.0%	0.6	0	3	5			83	17
DISCRIMINATION CLAIMS (External)	Dec-09	Jan-10	Feb-10	Mar-10	% Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
EEOC Decisions Pending	5	3	3	2	-33.3%	2.0	0	5	18		2	10	16
EEOC Decisions	0	0	0	1	100%	0.2	0	1	2		4	3	5
EEOC/MCHR withdrawal	0	0	0	0	0.0%	0.1	0	1	1		0	0	3
MEDIATIONS	Dec-09	Jan-10	Feb-10	Mar-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	Dec-09	Jan-10	Feb-10	Mar-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	0	32	64	84	31.3%	40.7	0	122	366			0	125
Sexual Harassment Attendees	0	0	0	0	0.0%	0.0	0	0	0			0	166
Total # of Trainings	0	2	7	5	-28.6%	2.7	0	7	24		3	1	17



StateStat
Department of Labor, Licensing and Regulation
Division of Workforce Development and Adult Learning Quarterly Report
GED Testing Office

GED Information Discussed					
Month/Year	# Scheduled	# Tested	Last Test Date	Scores Mailed	Days to Results
Jul-09	972	796	7/30/2009	9/25/2009	57
Aug-09	945	787	8/22/2009	10/30/2009	69
Sep-09	919	736	9/30/2009	11/23/2009	54
Oct-09	1083	905	10/28/2009	12/22/2009	55
Nov-09	859	708	11/25/2009	1/15/2010	51
Dec-09	1085	912	12/23/2009	2/17/2010	56
Jan-10	844	712	1/29/2010	3/12/2010	42
Feb-10	865	627	2/26/2010	3/30/2010	32

Additional Testing Information						
Month/Year	No Shows	Incompletes	Failed	Passed	Total Scheduled	Pass Rate
Jul-09	176	93	330	373	972	53.06%
Aug-09	158	82	289	416	945	59.01%
Sep-09	183	94	265	377	919	58.72%
Oct-09	178	80	362	463	1083	56.12%
Nov-09	151	77	263	368	859	58.32%
Dec-09	173	236	274	402	1085	59.47%
Jan-10	132	62	228	422	844	64.92%
Feb-10	238	80	194	353	865	64.53%

Pass Rate = Passed divided by (# Tested - Incompletes)

Demographic Information

Gender			
Month/Year	Male	Female	Total Scheduled
Jul-09	586	386	972
Aug-09	600	345	945
Sep-09	510	409	919
Oct-09	716	367	1083
Nov-09	507	352	859
Dec-09	663	422	1085
Jan-10	522	322	844
Feb-10	562	303	865

Race/Ethnicity								
Month/Year	Asian	Afri. American	Hisp/Latino	Nati. American	Pacific Islander	White	More Than One	Total Scheduled
Jul-09	14	496	46	3	4	388	21	972
Aug-09	12	492	34	12	1	380	14	945
Sep-09	14	433	59	2	5	395	11	919
Oct-09	14	549	57	7	4	434	18	1083
Nov-09	7	460	44	6	2	323	17	859
Dec-09	13	560	68	4	2	424	14	1085
Jan-10	11	406	57	2	2	348	18	844
Feb-10	10	460	47	7	3	324	14	865