



StateStat
Department of Labor, Licensing and Regulation
MBE/SBR



Alexander Sanchez
Secretary
Appointed September 2009

Management Team

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

Administrations:

Workforce Development & Adult Learning: Paulette Francois, Acting Assistant Secretary
Occupational and Professional Licensing: Stanley Botts, Commissioner
Labor and Industry: Ron DeJuliis, Commissioner
Financial Regulation: Mark Kaufman, Acting Commissioner
Unemployment Insurance: Julie Squire, Assistant Secretary
Racing: Mike Hopkins, Executive Director

MBE CONTRACT ACTIVITY

PROCUREMENT/CONTRACT AWARDS	CURRENTLY AVAILABLE PERIOD (November, 2010)						YEAR-TO-DATE					
	Agency Total	Ethnic	Women	Disabled / Non-Profit / Sheltered Workshop	Total MBE/WBE	%	Agency Total	Ethnic	Women	Disabled / Non-Profit / Sheltered Workshop	Total MBE/WBE	%
Payment Totals	\$291,857.00	\$155,378.00 53.24%	\$16,157.00 5.54%	\$54,806.00 18.78%	\$226,341.00	77.55%	\$2,932,272.00	\$681,889.00 \$0.23	\$295,831.00 \$0.10	\$226,433.00 \$0.08	\$1,204,153.00	41.07%
Awards Totals	\$350,631.00	\$12,105.00 3.45%	\$72,489.00 20.67%	\$2,307.00 0.66%	\$86,901.00	24.78%	\$3,899,240.00	\$271,035.00 6.95%	\$623,294.00 15.99%	\$31,869.00 0.82%	\$926,198.00	23.75%
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	\$68,414.00	\$500.00	\$0.00	\$0.00	\$500.00	0.73%	\$1,097,739.00	\$22,969.00	\$15,554.00	\$9,856.00	\$48,379.00	4.41%
Supplies and Equipment	\$55,403.00	\$0.00	\$4,790.00	\$0.00	\$4,790.00	8.65%	\$431,789.00	\$75,210.00	\$40,532.00	\$3,103.00	\$118,845.00	27.52%
IT Services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$162,884.00	\$86,400.00	\$60,980.00	\$0.00	\$147,380.00	90.48%
IT Supplies and Equipment	\$66,676.00	\$7,156.00	\$52,416.00	\$0.00	\$59,572.00	89.35%	\$1,096,403.00	\$52,974.00	\$411,248.00	\$0.00	\$464,222.00	42.34%
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	\$111,947.00	\$4,449.00	\$13,145.00	\$2,307.00	\$19,901.00	17.78%	\$884,197.00	\$33,482.00	\$72,760.00	\$18,910.00	\$125,152.00	14.15%
Direct Vouchers	\$48,191.00	\$0.00	\$2,138.00	\$0.00	\$2,138.00	4.44%	\$226,228.00	\$0.00	\$22,220.00	\$0.00	\$22,220.00	9.82%

Notes: (1) MBE data consist of MBE prime and MBE subcontract awards and payments, where applicable. (2) The "Women" category may include contract awards and payments to dually-certified MBEs.

SBR INDICATORS	Agency Total	Total SBR	# Designated	%	Agency Total	Total SBR	# Designated	%
Payment Totals	\$4,315,679	\$173,850	41	4.03%	\$14,298,598	\$993,553	309	6.95%



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HUMAN RESOURCES												
OVERTIME	MONTHLY REPORTING PERIODS					Fiscal Year to Date				FISCAL YEAR COMPARISON		
Overtime pay (\$)	AUG-10	SEP-10	OCT-10	NOV-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Office of the Secretary	18,748	23,886	20,178	31,060	53.9%	23,995	18,748	31,060	119,976	6,175	72,020	344,205
Administration	3,092	5,874	4,372	3,904	-10.7%	4,897	3,092	7,244	24,486	68,399	78,103	52,103
Financial Regulation	37	334	2,133	3,744	75.5%	1,308	37	3,744	6,542	7,831	30,992	32,281
Labor and Industry	13,854	19,833	16,518	12,368	-25.1%	14,562	10,237	19,833	72,808	54,557	87,119	107,732
Racing Commission	-	-	-	-	0.0%	-	-	-	-	-	-	-
Occupational and Professional Licensing	-	14	-	668	100.0%	136	-	668	682	6,461	3,552	3,396
Workforce Development	2,090	1,935	1,034	1,033	-0.1%	1,880	1,033	3,308	9,400	19,775	21,722	34,916
Unemployment Insurance	41,034	73,188	45,723	43,113	-5.7%	47,141	32,648	73,188	235,706	229,055	615,620	538,345
Total	78,854	125,064	89,957	95,889	6.6%	93,920	78,854	125,064	469,600	392,253	909,128	1,112,978
Overtime (days)	AUG-10	SEP-10	OCT-10	NOV-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Office of the Secretary	629.8	746.2	631.5	925.3	46.5%	763.2	629.8	925.3	3,816.0	204	2,555	11,430.4
Administration	111.6	212.1	155.4	149.2	-4.0%	165.6	111.6	212.1	828.2	2,639	3,014	2,054.3
Financial Regulation	1.0	13.0	76.7	127.0	65.6%	43.5	0.0	127.0	217.7	303	1,113	1,111.9
Labor and Industry	395.1	518.6	452.1	343.0	-24.1%	399.8	290.0	518.6	1,998.8	1,535	2,205	2,836.2
Racing Commission	-	-	-	-	0.0%	0.0	0.0	0.0	0.0	-	-	-
Occupational and Professional Licensing	-	0.5	-	22.5	100.0%	4.6	0.0	22.5	23.0	221	110	116.9
Workforce Development	68.0	64.0	39.0	38.7	-0.8%	64.7	38.7	113.7	323.4	726	796	1,387.7
Unemployment Insurance	1,554.2	2,430.5	1,592.5	1,514.3	-4.9%	1,655.6	1,186.4	2,430.5	8,277.9	7,864	21,890	19,205.2
Total	2,759.7	3,984.9	2,947.2	3,120.0	5.9%	3,097.0	2,673.2	3,984.9	15,485.0	13,492	31,683	38,142.6
SICK LEAVE (DAYS)	10/19/2010	11/2/2010	11/16/2010	11/30/2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	49.0	34.7	37.5	27.0	-28.0%	45.7	27.0	65.5	502.3	1,098	1306.5	1042.9
Administration	87.7	97.0	61.0	37.8	-38.0%	76.4	37.8	130.2	840.3	2,222	2462.6	1957.8
Financial Regulation	55.8	35.8	40.2	27.4	-31.8%	35.6	19.3	55.8	391.4	952	843.2	926.9
Labor and Industry	89.7	88.5	84.2	38.9	-53.8%	72.6	38.9	89.7	798.7	2,013	2164.7	1877.4
O & P Licensing	36.8	25.4	29.1	31.3	7.6%	34.7	14.9	50.7	381.3	787	1142.3	1032.2
Racing Commission	19.4	13.2	6.5	2.2	-66.2%	9.3	1.8	19.4	102.6	612	515.0	272.4
Unemployment Insurance	317.3	263.9	268.6	161.5	-39.9%	286.8	161.5	354.9	3,155.3	6,690	7403.0	7654.2
Workforce Development	205.2	154.3	169.2	144.9	-14.4%	188.1	143.9	248.9	2,068.9	3,136	2755.8	5001.4
Total	860.9	713.0	696.3	471.0	-32.4%	749.2	471.0	955.8	8,240.9	17,329	18593.0	19765.1
COMP TIME (DAYS)	10/19/2010	11/2/2010	11/16/2010	11/30/2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	13.5	21.4	29.8	15.9	-46.6%	16.9	6.5	29.8	185.5	294	303	403.1
Administration	12.3	6.6	4.6	6.0	30.4%	10.6	4.6	23.3	116.8	601	391	277.1
Financial Regulation	22.7	14.1	21.5	18.8	-12.6%	23.2	14.1	45.1	254.8	482	473	540.2
Labor and Industry	12.3	16.2	16.5	7.3	-55.8%	14.5	5.5	20.8	159.2	391	458	423.3
O & P Licensing	11.0	1.2	5.8	0.0	-100.0%	3.0	0.0	11.0	32.7	176	72	97.9
Racing Commission	20.1	2.0	18.0	34.0	88.9%	8.7	0.0	34.0	95.3	202	189	157.9
Unemployment Insurance	38.4	39.7	36.3	28.2	-22.3%	42.6	28.2	68.9	468.5	686	1206	1203.8
Workforce Development	26.4	27.6	27.3	31.8	16.5%	23.6	16.1	31.8	260.0	573	625	665.9
Total	156.7	128.9	159.8	142.0	-11.1%	143.0	119.6	159.8	1,572.8	3,254	3703	3769.1



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ACCIDENT LEAVE (DAYS)	10/19/2010	11/2/2010	11/16/2010	11/30/2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	13	0	0.0
Administration	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	8.5	0	0.0
Financial Regulation	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	0	1	0.0
Labor and Industry	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	4.4	50	0.0
O & P Licensing	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	0	0	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	1.2	3.0	1.8	-40.0%	0.5	0.0	3.0	6.0	0.4	78	8.1
Workforce Development	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	10.75	1	45.5
Total	0.0	1.2	3.0	1.8	-40.0%	0.5	0.0	3.0	6.0	36.6	130	53.5
UNSCHEDULED LEAVE (DAYS)	10/19/2010	11/2/2010	11/16/2010	11/30/2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	2.7	1.9	0.2	1.0	400.0%	2.2	0.2	3.8	24.0	78.0	78.1	62.9
Administration	4.0	4.6	5.9	1.1	-81.4%	5.1	1.1	13.3	55.9	178.4	194.5	155.6
Financial Regulation	3.3	1.7	3.1	0.8	-74.2%	1.7	0.5	3.3	19.2	45.0	68.6	61.3
Labor and Industry	4.5	2.6	1.3	1.7	30.8%	3.9	0.6	8.4	42.8	217.4	190.1	154.3
O & P Licensing	3.7	3.5	0.6	2.4	300.0%	3.3	0.6	6.1	36.8	89.9	93.4	116.8
Racing Commission	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	3.7	9.5	0.0
Unemployment Insurance	25.4	17.0	22.4	13.8	-38.4%	24.6	13.8	40.7	270.5	658.0	636.1	709.3
Workforce Development	11.5	10.2	7.3	6.2	-15.1%	11.3	4.2	32.4	124.7	197.5	229.5	349.9
Total	55.1	41.6	40.8	27.0	-33.8%	52.2	27.0	78.7	573.9	1,467.1	1,499.7	1,610.1
TELECOMMUTING (DAYS)	10/19/2010	11/2/2010	11/16/2010	11/30/2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	11.8	84.2	78.4	63.6	-18.9%	56.2	11.8	84.2	618.0	103.8	262	452.2
Administration	0.6	0.0	0.1	0.0	-100.0%	0.1	0.0	0.6	1.2	64.0	27	10.7
Financial Regulation	28.6	27.7	40.6	25.5	-37.2%	25.7	14.9	40.6	282.8	832.3	831	747.7
Labor and Industry	3.0	0.0	2.3	0.5	-78.3%	1.2	0.0	7.0	12.8	228.1	205	85.0
O & P Licensing	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	8.0	0	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	0.0
Unemployment Insurance	0.0	0.0	0.4	0.0	-100.0%	0.0	0.0	0.4	0.4	228.3	176	0.0
Workforce Development	0.0	0.0	0.0	0.0	0.0%	0.1	0.0	1.0	1.4	17.6	0	15.2
Total	44.0	111.9	121.8	89.6	-26.4%	83.3	44.0	121.8	916.5	1,529.2	1,490	1,310.7
Total # of Teleworking Personnel	22	42	45	45	0.0%	37.9	22.0	45.0				
TRAINING (DAYS)	10/19/2010	11/2/2010	11/16/2010	11/30/2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	0.0	0.0	3.0	0.0	-100.0%	0.3	0.0	3.0	3.0	0.0	25.9	9.5
Administration	0.0	1.3	1.7	3.4	100.0%	3.9	0.0	13.7	42.8	52.9	86.0	81.0
Financial Regulation	3.0	12.2	8.3	11.6	39.8%	10.8	2.4	22.1	118.7	94.3	137.7	147.6
Labor and Industry	0.0	8.9	4.4	0.0	-100.0%	2.2	0.0	8.9	24.3	20.4	52.8	86.9
O & P Licensing	0.0	0.0	1.0	0.0	-100.0%	0.5	0.0	3.0	5.0	10.0	14.0	6.0
Racing Commission	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	2.0	5.0	0.8
Unemployment Insurance	2.0	2.0	3.0	12.4	313.3%	11.4	1.0	63.4	125.1	73.0	133.7	215.5
Workforce Development	7.9	6.3	6.0	25.4	323.3%	12.0	6.0	25.4	132.5	333.5	433.2	395.1
Total	12.9	30.7	27.4	52.8	92.7%	41.0	12.9	96.0	451.3	553.5	883.8	968.0



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PINS	AUG2010	SEPT2010	OCT2010	NOV2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	117	116	117	116	-0.9%	117.0	116.0	118.9		106	101.9	118
Administration	171	171	173	172	-0.6%	171.4	170.0	173.0		184.8	175.7	169
Financial Regulation	79	76	75	76	1.3%	76.9	75.0	79.0		94.3	84.3	79
Labor and Industry	169	167	166	170	2.4%	168.6	166.0	171.0		190	170	170
O & P Licensing	67	67	67	67	0.0%	67.0	66.8	67.0		78.2	77.8	67
Racing Commission	7	7	7	7	0.0%	7.2	7.0	8.0		15	15.2	8
Unemployment Insurance	542	539	540	547	1.3%	542.2	539.0	547.0		525.7	509.7	542
Workforce Development	383	382	383	387	1.0%	385.0	382.0	389.9		261.9	237.3	392
Total	1,535	1,525	1,528	1,544	1.0%	1,535.6	1,525.0	1,546.1		1455.9	1371.9	1,544
VACANCIES	AUG2010	SEPT2010	OCT2010	NOV2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	5	7	6	7	16.7%	5.6	3.0	7.0		3.5	3.5	4
Administration	11	11	9	10	11.1%	10.6	9.0	12.0		9.2	8	13
Financial Regulation	7	10	11	10	-9.1%	9.0	7.0	11.0		10.4	10.6	7
Labor and Industry	30	32	33	28	-15.2%	30.2	28.0	33.0		16	22	29
O & P Licensing	4	4	4	4	0.0%	4.0	4.0	4.0		5.65	2.7	4
Racing Commission	1	1	1	1	0.0%	0.8	0.0	1.0		0	1	0
Unemployment Insurance	26	28	27	20	-25.9%	25.1	20.0	28.0		14.48	17.7	26
Workforce Development	43	44	43	39	-9.3%	41.0	35.8	44.0		30	29	34
Total	127	137	134	123	-8.2%	126.3	114.3	137.0		89.23	94.5	116
PEP NOTE: TRACKING OF THE PEPS IS SUSPENDED PENDING A REPORTING SYSTEM FROM DBM DUE BY JULY 1ST.												



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GENERAL SERVICES							Fiscal Year To Date				Fiscal Year Comparison		
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY 08	FY 09	FY 10
Energy Footprint - Utilities													
Electricity Use- Owned Properties (KwH)	184,575	172,639	138,704	120,332	-13.2%	213,980	120,332	453,650	1,069,900	4,075,834	4,465,761	4,499,611	4,670,800
Cumberland-128 Baltimore St.	51,648	41,472	33,600	30,720	-8.6%	42,586	30,720	55,488	212,928		470,784	461,185	481,712
Total Degree Days	530	210	179	453		393	179	591	1,963				
Usage Per Day (KwH)	1,952	1,382	1,084	1,024	-5.5%	1,293	1,022	1,952	6,464				
Baltimore-2800 W. Patapsco Ave.	17,500	18,300	13,900	11,900	-14.4%	16,420	11,900	20,500	82,100		157,200	163,900	166,000
Total Degree Days	649	448	163	274		457	163	750	2,284				
Usage Per Day (KwH)	603	610	448	425	-5.1%	541	425	621	2,707				
Towson-300/308 Towsontowne Blvd.	33,099	33,275	23,492	19,200	-18.3%	30,364	19,200	42,754	151,820		267,624	268,868	287,141
Total Degree Days	649	448	163	274		457	163	750	2,284				
Usage Per Day (KwH)	1,139	1,018	810	686	-15.3%	980	686	1,247	4,900				
Waldorf-175 Post Office Road	20,360	19,640	15,440		0.0%	18,940	15,440	20,360	75,760		168,520	171,280	170,960
Total Degree Days	634	471	163	280		454	163	721	2,269				
Usage Per Day (KwH)	617	655	498		0.0%	612	498	677	2,447				
College Park-9829 Rhode Island Ave.	27,600	24,240	18,960	21,840	15.2%	24,480	18,960	29,760	122,400		293,040	284,880	260,600
Total Degree Days	634	471	163	280		454	163	721	2,269				
Usage Per Day (KwH)	952	808	612	624	2.0%	812	612	1,063	4,059				
Baltimore-1100 N. Eutaw St. (see note)						0	244,316	244,316	244,316		3,108,593	3,149,497	3,280,195
Total Degree Days	649	448	163	274		457	163	750	2,284				
Usage Per Day (KwH)						8,144	8,144	8,144	8,144				
Salisbury - 1790 Westwood Drive (new facility opened)	34,368	35,712	33,312	36,672	10.1%	36,115	33,312	40,512	180,576				24,192
Total Degree Days	538	334	201	358		411	201	625	2,056				
Usage Per Day (KwH)	1,185	1,231	1,149	1,146	-0.3%	1,212	1,146	1,350	6,061				
Electricity Use - Leased Space (KwH)	48,750	46,756	32,215	23,400	-27.4%	39,951	23,400	48,750	199,755		497,484	467,197	470,173
Easton-301 Bay Street (Suite 301)	7,715	8,135	5,797	7,311	26.1%	7,231	5,797	8,135	36,155		82,388	90,406	96,769
Total Degree Days	571	379	150	315		412	150	647	2,062				
Usage Per Day (KwH)	276	239	200	215	7.5%	236	200	276	1,178				
Easton-301 Bay Street (Suite 203)	2,822	2,661	1,747	2,432	39.2%	2,468	1,747	2,822	12,340		43,344	38,364	32,651
Total Degree Days	571	379	150	315		412	150	647	2,062				
Usage Per Day (KwH)	101	78	60	72	20.0%	81	60	101	403				
Hagerstown-14 N. Potomac (front)	16,800	15,280	8,960	9,600	7.1%	13,408	8,960	16,800	67,040		146,640	133,600	134,720
Total Degree Days	551	320	198	448		433	198	646	2,163				
Usage Per Day (KwH)	560	449	358	300	-16.2%	447	300	566	2,233				
Hagerstown-14 N. Potomac (rear)	2,289	2,254	1,322	2,048	54.9%	2,057	1,322	2,373	10,286		28,342	27,095	27,810
Total Degree Days	551	320	198	448		433	198	646	2,163				
Usage Per Day (KwH)	72	66	53	64	20.8%	67	53	82	337				
Columbia-7161 Columbia Gateway	15,900	15,700	12,300		0.0%	0	12,300	16,300	60,200		163,400	146,400	148,500
Total Degree Days	548	336	187	376		424	187	675	2,122				
Usage Per Day (KwH)	548	506	439		0.0%	501	439	548	2,002				
Oakland-221 S. Third Street	3,224	2,726	2,089	2,009	-3.8%	2,747	2,009	3,686	13,734		33,370	31,332	29,723
Total Degree Days	467	238	225	453		378	225	505	1,888				
Usage Per Day (KwH)	115	88	65	61	-6.2%	90	61	119	448				



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Gas Use - Owned Space (Therms)	854	441	997	2,245	125.2%	1,035	441	2,245	5,175	125,118	106,528	103,096	99,982
Cumberland-128 Baltimore St.	685	210	326	1,346	312.9%	607	210	1,346	3,034		10,902	8,195	7,600
Usage Per Day (Therms)	15	7	11	41		21	7	41	103				
Baltimore-2800 W. Patapsco Ave	8	12	28	222	692.9%	55	6	222	276		2,758	3,048	3,505
Usage Per Day (Therms)	0.28	0.40	0.90	7.93	781.1%	1.9	0.2	8	10				
Towson-300/308 Towsontowne Blvd.	13	61	446	602	35.0%	227	13	602	1,136		9,591	9,690	8,005
Usage Per Day (Therms)	0.4	2.1	15.0	21.5	43.3%	8	0.4	22	39				
Waldorf-175 Post Office Road	6	6	6			0	6	6	24		1,853	2,437	2,481
Usage Per Day (Therms)	0.19	0.20	0.19			0	0	0	1				
College Park-9829 Rhode Island Ave.	0	0	0	75	100%	15	0	75	75		4,592	5,621	4,771
Usage Per Day (Therms)	0	0	0	2	100%	0	0	2	2				
Baltimore-1100 N. Eutaw St. (see note)	142	152	191		0.0%	158	142	191	630		76,832	74,105	73,615
Usage Per Day (Therms)	4.7	4.8	6.6		0.0%	5	5	7	21				
Salisbury - 1790 Westwood Drive (new facility opened)	0	0	0		0.0%	0	0	0	0				5
Usage Per Day (Therms)	0	0	0		0.0%	0	0	0	0				
Gas Use - Leased Space (Therms)	0	2	80	451	466.6%	107	0	451	533		8,704	8,016	7,965
Hagerstown-14 N. Potomac (front)	0	0	20	274	1298.0%	59	0	274	294		3,698	3,557	4,204
Usage Per Day (Therms)	0.0	0.0	0.7	8.9	1171.4%	2	0	9	10				
Columbia-7161 Columbia Gateway	0	2	3		0.0%	1	0	3	5		3,329	2,814	2,064
Usage Per Day (Therms)	0.0	0.1	0.1		0.0%	0	0	0	c				
Oakland-221 S. Third Street	0	0	57	177	210.5%	47	0	177	234		1,677	1,645	1,697
Usage Per Day (Therms)	0.0	0.0	2.0	6.0	200.0%	2	0	6					
Water Use - Owned Space (000 Gallons) Qtrly Report		25.0											
Cumberland-128 Baltimore St.													
Baltimore-2800 W. Patapsco Ave		25.0				25	25	25	25				
Towson-300/308 Towsontowne Blvd.													
Waldorf-175 Post Office Road													
College Park-9829 Rhode Island Ave.													
Baltimore-1100 N. Eutaw St.													
Salisbury - 1790 Westwood Drive (new facility opened)													
Footprint - Vehicles	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY 08	FY 09	FY 10
Vehicles registered	75	75	75	75	0.0%	75	75	77			70	73	77
Miles driven	94,958	94,798	89,310	69,338	-22.4%	87,201	69,338	94,958	436,004		1,063,859	1,050,274	1,078,084
Avg. manufacturers mpg	21	21	21	21	0.0%	21	21	21			21	21	21
Footprint -Space Utilization (SF)	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY 08	FY 09	FY 10
Space occupied - owned (SF)	314,681	314,681	314,681	314,681	0.0%	314,681	314,681	314,681			294,681	294,681	314,681
Space occupied - leased (SF)	179,585	179,585	179,585	179,585	0.0%	179,585	179,585	179,585			179,585	179,585	179,585
Space occupied - total occupied (SF)	494,266	494,266	494,266	494,266	0.0%	494,266	494,266	494,266			474,266	474,266	494,266
Space unoccupied - owned (SF)	10,048	10,048	10,048	10,048	0.0%	10,048	10,048	10,048			10,048	10,048	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	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	13,555
Total space utilization (Occupied & unoccupied in SF)	507,821	507,821	507,821	507,821	0.0%	507,821	507,821	507,821			487,821	487,821	507,821
Building Maintenance Work Orders	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY 08	FY 09	FY 10
Number of Work Orders Requested	300	285	306	260	-15.0%	289	260	306	1,443		3,364	3,608	3,472
Number of Work Orders Completed in 24 Hours	248	242	227	187	-17.6%	230	187	248	1,148	1,010	2,691	2,950	2,792
Percent of Work Orders Completed in 24 Hours	83%	85%	74%	72%	-3.0%	79%	72%	85%	244	70%	80%	82%	80%
Note #1: Electricity & Gas Owned: FY 2010 Central Plant part of data for 1100 N. Eutaw St. is based on trends from previous years													
updated 12/22/10													



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Department of Labor, Licensing and Regulation
Budget and Finance

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BUDGET AND FINANCE		MONTHLY REPORTING PERIODS					% Change (2mos)	Fiscal Year to Date				FY Comparison		
		Data						Average	Minimum	Maximum	Total	FY2008	FY2009	FY2010
DIVISION		AUG-10	SEP-10	OCT-10	NOV-10									
OFFICE OF THE SECRETARY	PERSONAL SERV	906,547	1,315,465	880,515	889,821	1.1%	970,590	860,604	1,315,465	4,852,951	9,296,482	9,790,057	11,218,801	
	NON-PERS SERV	113,947	50,891	482,421	158,518	-67.1%	171,533	50,891	482,421	857,664	952,768	1,414,014	1,645,882	
OFFICE OF THE SECRETARY Total		1,020,494	1,366,356	1,362,935	1,048,339	-23.1%	1,142,123	912,491	1,366,356	5,710,616	10,249,250	11,204,071	12,864,683	
DIVISION OF ADMINISTRATION	PERSONAL SERV	1,147,815	1,576,280	1,241,946	961,964	-22.5%	1,184,624	961,964	1,576,280	5,923,119	13,652,194	13,907,189	14,131,306	
	NON-PERS SERV	488,189	160,732	65,001	55,121	-15.2%	156,973	15,821	488,189	784,864	2,593,852	2,703,093	2,482,461	
DIVISION OF ADMINISTRATION Total		1,636,004	1,737,012	1,306,946	1,017,085	-22.2%	1,341,597	1,010,936	1,737,012	6,707,983	16,246,046	16,610,282	16,613,767	
FINANCIAL REGULATION	PERSONAL SERV	547,438	766,269	518,269	512,830	-1.0%	566,148	485,935	766,269	2,830,740	6,663,383	7,077,944	6,976,241	
	NON-PERS SERV	51,267	41,672	367,360	10,001	-97.3%	100,188	10,001	367,360	500,941	875,678	984,596	1,004,574	
FINANCIAL REGULATION Total		598,705	807,940	885,629	522,830	-41.0%	666,336	516,577	885,629	3,331,682	7,539,061	8,062,540	7,980,815	
LABOR AND INDUSTRY	PERSONAL SERV	987,189	1,461,221	964,383	974,614	1.1%	1,054,663	885,908	1,461,221	5,273,315	11,354,592	12,356,146	12,072,429	
	NON-PERS SERV	137,753	187,170	429,853	142,243	-66.9%	238,158	137,753	429,853	1,190,790	2,123,673	2,543,078	2,312,591	
LABOR AND INDUSTRY Total		1,124,942	1,648,391	1,394,236	1,116,857	-19.9%	1,292,821	1,116,857	1,648,391	6,464,105	13,478,265	14,899,223	14,385,020	
DIVISION OF RACING	PERSONAL SERV	146,707	218,491	144,818	144,021	-0.5%	148,269	87,305	218,491	741,343	2,865,929	2,349,123	2,074,462	
	NON-PERS SERV	201,694	8,379	27,215	868,605	3091.7%	384,216	8,379	868,605	1,921,082	2,845,265	2,524,539	1,339,620	
DIVISION OF RACING Total		348,401	226,870	172,032	1,012,627	488.6%	532,485	172,032	1,012,627	2,662,425	5,711,194	4,873,662	3,414,083	
O&P LICENSING	PERSONAL SERV	386,955	557,433	376,284	442,463	17.6%	422,610	349,917	557,433	2,113,052	4,649,011	4,836,502	5,024,306	
	NON-PERS SERV	92,416	460,592	364,537	513,497	40.9%	441,728	92,416	777,600	2,208,642	4,806,310	4,711,476	5,734,652	
O&P LICENSING Total		479,371	1,018,025	740,821	955,960	29.0%	864,339	479,371	1,127,517	4,321,694	9,455,322	9,547,978	10,758,958	
WORKFORCE DEVELOPMENT AND ADULT LEARNING	PERSONAL SERV	2,480,872	3,554,352	2,374,500	2,438,290	2.7%	2,624,612	2,275,045	3,554,352	13,123,058	15,337,266	15,493,552	31,761,132	
	NON-PERS SERV	6,898,735	5,529,940	5,415,147	5,916,736	9.3%	5,470,751	3,593,197	6,898,735	27,353,755	33,997,002	37,154,112	69,260,372	
WORKFORCE DEVELOPMENT AND ADULT LEARNING Total		9,379,606	9,084,292	7,789,647	8,355,027	7.3%	8,095,363	5,868,242	9,379,606	40,476,814	49,334,268	52,647,665	101,021,504	
DIVISION OF UNEMPLOYMENT ADMINISTRATION	PERSONAL SERV	3,092,480	4,446,747	3,096,211	3,135,276	1.3%	3,311,089	2,784,729	4,446,747	16,555,443	33,964,043	36,110,543	38,655,752	
	NON-PERS SERV	1,217,760	2,432,118	1,604,697	1,852,707	15.5%	1,677,710	1,217,760	2,432,118	8,388,552	19,301,378	24,765,343	24,907,212	
DIVISION OF UNEMPLOYMENT ADMINISTRATION Total		4,310,240	6,878,865	4,700,908	4,987,982	6.1%	4,988,799	4,066,000	6,878,865	24,943,995	53,265,421	60,875,886	63,562,964	
Grand Total		18,897,763	22,767,752	18,353,154	19,016,708	3.6%	18,923,863	15,583,936	22,767,752	94,619,313	165,278,826	178,721,309	230,601,793	
Small Procurement Order Time (\$5,000 or less)		AUG-10	SEP-10	OCT-10	NOV-10	% Change (2mos)	Average	Minimum	Maximum	Total	FY2008	FY2009	FY2010	
Late		1	12	14	15	7.1%	9	1	15	43	131	74	555	
Total requisitions processed		365	364	388	293	-24.5%	377	293	474	1,884	3,247	3,635	4,098	
% of Small Proc. reqs processed within 7 days		99.7%	96.7%	96.4%	94.9%	-1.6%	97.7%	99.7%	96.8%	97.7%	96.0%	97.9%	86.5%	
Late Invoice Payments		AUG-10	SEP-10	OCT-10	NOV-10	% Change (2mos)	Average	Minimum	Maximum	Total	FY2008	FY2009	FY2010	
LATE INVOICE PAYMENTS		4	11	14	8	-42.9%	8	4	14	42	373	189	305	
TOTAL INVOICES PAID		1,656	1,407	1,722	1,679	-2.5%	1,647	1,407	1,772	8,236	16,286	16,853	18,004	
PERCENTAGE LATE (INVOICES)		0.2%	0.8%	0.8%	0.5%	-41.4%	0.5%	0.3%	0.8%	0.5%	2.3%	1.1%	1.7%	
Late Invoice Amounts		AUG-10	SEP-10	OCT-10	NOV-10	% Change (2mos)	Average	Minimum	Maximum	Total	FY2008	FY2009	FY2010	
LATE INVOICE AMOUNTS		9,136	82,798	68,250	23,372	-65.8%	39,781	9,136	82,798	198,904	852,196.73	377,914.81	1,859,736	
TOTAL INVOICE AMOUNTS		8,957,208	10,154,084	6,903,462	9,902,662	43.4%	8,546,032	6,812,744	10,154,084	42,730,160	71,534,804.50	73,168,544.71	105,956,817	
PERCENTAGE LATE (DOLLARS)		0.1%	0.8%	1.0%	0.2%	-76.1%	0.5%	0.1%	0.8%	0.5%	1.2%	0.5%	1.8%	



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Department of Labor, Licensing and Regulation
Division of Financial Regulation

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	FINANCIAL REGULATION					FISCAL YEAR TO DATE								
2	LICENSING													
3		Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY10
4	Depository Totals	65	65	65	64	-1.5%	65	64	65		72	67	65	65
5	Bank Charters & Trust Institutions	54	54	54	53	-1.9%	54	53	54		61	56	54	54
6	Credit Union Charters	11	11	11	11	0.0%	11	11	11		11	11	11	11
7	Non-Depository Totals	9,417	9,607	9,726	9,742	0.2%	9,573	9,374	9,742		19,735	18,168	11,278	9,373
8	Check Cashier Licenses	514	510	505	507	0.4%	510	505	514		469	531	493	517
9	Collection Agency Licenses	1462	1473	1452	1411	-2.8%	1,447	1,411	1,473		1,346	1,452	1,457	1,442
10	Consumer Lender Licenses	124	125	122	123	0.8%	124	122	125		283	232	171	129
11	Debt Management Licenses	34	33	33	33	0.0%	33	33	34		43	36	35	33
12	Installment Lender Licenses	108	125	123	121	-1.6%	116	104	125		293	249	122	112
13	Money Transmitter licenses	72	73	72	72	0.0%	72	70	73		87	76	75	70
14	Mortgage Lender Licenses	1479	1473	1455	1446	-0.6%	1,466	1,446	1,479		6,178	3,744	2,437	1,478
15	Mortgage Originator Licenses	5029	5175	5344	5405	1.1%	5,196	5,028	5,405		10,259	11,171	5,900	5,007
16	Affiliated Ins. Producer-Mortgage Loan Originator	37	38	40	40	0.0%	38	36	40					35
17	Credit Services Businesses	5	5	8	8	0.0%	6	5	8					5
18	Sales Finance Company Licenses	553	577	572	576	0.7%	565	545	577		777	677	588	545
19	Renewal Issuance Totals	164	129	105	1455	1285.7%	399	105	1,455	1994	1,522	2,363	4,932	4,796
20	Check Cashier Licenses	6	10	3	3	0.0%	6	3	10	30	248	66	329	76
21	Collection Agency Licenses	51	42	42	78	85.7%	47	20	78	233	232	475	638	527
22	Consumer Loan Licenses	0	1	0	1	100.0%	1	0	2	4	7	172	40	99
23	Debt Management Licenses	2	0	0	0	0.0%	0	0	2	2	3	32	4	28
24	Installment Lender Licenses	16	9	3	2	-33.3%	7	2	16	36	31	23	140	24
25	Money Transmitter Licenses	0	0	0	0	0.0%	0	0	0	0	0	79	0	85
26	Mortgage Lender Licenses	26	19	21	36	71.4%	27	19	36	133	834	1,225	920	1,051
27	Mortgage Originator Licenses	49	38	36	1331	3597.2%	304	36	1,331	1,518	0	0	2,632	2,652
28	Affiliated Ins. Producer-Mortgage Loan Originator	0	0	0	0	0.0%	0	0	0	0				
29	Credit Services Businesses	0	0	0	0	0.0%	0	0	0	0				
30	Sales Finance Company Licenses	14	10	0	4	100.0%	8	0	14	38	167	291	229	254
31	New License Issuance Totals	309	319	333	197	-40.8%	263	156	333	1,314	12228	3247	1964	3,381
32	Check Cashier Licenses	2	4	1	2	100.0%	2	1	4	12	165	93	61	57
33	Collection Agency Licenses	35	33	20	33	65.0%	29	20	35	144	215	262	230	216
34	Consumer Loan Licenses	1	2	0	1	100.0%	1	0	2	4	22	28	13	14
35	Debt Management Licenses	0	0	0	0	0.0%	0	0	0	0	0	3	1	3
36	Installment Lender Licenses	9	18	1	0	-100.0%	6	0	18	29	65	25	38	12
37	Money Transmitter Licenses	1	1	1	2	100.0%	1	1	2	6	5	6	3	10
38	Mortgage Lender licenses	46	27	28	26	-7.1%	30	24	46	151	1,371	707	357	406
39	Mortgage Originator Licenses	200	206	267	125	-53.2%	178	94	267	892	10,259	2,018	1,185	2,570
40	Affiliated Ins. Producer-Mortgage Loan Originator	1	1	1	0	-100.0%	1	0	1	4				9
41	Credit Services Businesses	0	0	3	0	-100.0%	1	0	3	3				5
42	Sales Finance Company Licenses	14	27	11	8	-27.3%	14	8	27	69	126	105	76	79
43	DECISION MEASURES	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	YTD AVG	FY07 AVG	FY08 YTD AVG	FY 09 YTD AVG	FY 10 YTD AVG
44	Average Days to Approval on New													
45	Check Cashier Licenses	15	24	32	64	100.0%	36	15	64	36		7	72	68
46	Collection Agency Licenses	51	68	78	60	-23.1%	68	51	84	68	46	62	65	75
47	Consumer Loan Licenses	71	28		51	0.0%	50	28	71	50	57	55	55	111
48	Debt Management Licenses					0.0%	0	0	0	0		0	31	421
49	Installment Lender Licenses	32	28	19		-100.0%	43	19	92	43	67	56	28	68
50	Money Transmitter Licenses	56	315	150	212	41.3%	196	56	315	196		1	20	269
51	Mortgage Lender licenses	79	77	56	87	55.4%	77	56	87	77	64	65	65	63
52	Mortgage Originator Licenses	101	100	115	117	1.7%	109	100	117	109	75	65	65	89
53	Affiliated Ins. Producer-Mortgage Loan Originator	53	123	43		-100.0%	95	43	161	95				79
54	Credit Services Businesses			244		-100.0%	0	244	244	244				246
55	Sales Finance Company Licenses	24	21	29	22	-24.1%	28	21	44	28	46	52	31	



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	A	B	C	D	E	F	G	H	I	J	K	L	M	N
56	Licensing change decision on completed application - processing (totals)	76	58	34	25	-26.5%	50	25	76	250		2,391	2,204	1,081
57	Change of control <60days	1	0	3	2	-33.3%	1	0	3	6		5	6	9
58	Total # of change of controls approved	1	0	3	2	-33.3%	1	0	3	6				13
59	Licensee - Address changes <60days	16	18	18	18	0.0%	16	10	18	80		958	545	278
60	Licensee - Total # of Address changes approved	19	25	30	23	-23.3%	22	12	30	109				391
61	Mortgage Originator - Employer changes <60days	2	2	0	0	0.0%	1	0	2	4		1,428	1,653	493
62	Mortgage Originator - Total # of Employer changes approved	56	33	1	0	-100.0%	27	0	56	135				602
63	Mortgage Originator - Name change < 60 days	0	0	0	0	0.0%	0	0	0	0				3
64	Mortgage Originator - Total # of Name changes approved	0	0	0	0	0.0%	0	0	0	0				5
65	Mortgage Originator -Name and employer change < 60 days	0	0	0	0	0.0%	0	0	0	0				55
66	Mortgage Originator - Total # of Name and employer approved	0	0	0	0	0.0%	0	0	0	0				70
67	EXAM RATIOS	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY07	FY 08	FY09	FY2010
68	Depository Totals													
69	Number of Bank Exams (State Lead) Scheduled to	2	3	2	3	50.0%	2	2	3	12				17
70	Number of Bank Exams (State Lead) Commenced	2	3	2	3	50.0%	2	2	3	12				17
71	Number of Bank Exams (Federal Lead) Scheduled to	2	0	1	2	100.0%	1	0	2	7				7
72	Number of Bank Exams (Federal Lead) Commenced	2	0	1	2	100.0%	1	0	2	7				7
73	Number of Credit Union Exams Scheduled to Commence	0	1	1	1	0.0%	1	0	1	4				5
74	Number of Credit Union Exams Commenced	0	1	1	1	0.0%	1	0	1	4				5
75	Non-Depository Totals													
76	Check Cashier exams completed	11	12	10	6	-40.0%	10	6	13	52	7	82	81	151
77	Collection Agency exams completed	0	0	0	0	0.0%	0	0	0	0	0	0	0	0
78	Consumer Lender exams completed	0	0	0	0	0.0%	0	0	0	0	0	0	0	0
79	Debt Management exams completed	0	0	1	1	0.0%	0	0	1	2	4	8	9	12
80	Installment Lender exams completed	0	0	0	0	0.0%	0	0	0	0	0	0	0	0
81	Money Transmitter exams completed	2	2	1	2	100.0%	2	1	2	9	12	11	12	13
82	Mortgage Lender exams completed	42	64	31	75	141.9%	48	27	75	239	982	1,485	1,276	776
83	Mortgage Lender exams Outstanding	102	67	55	39	-29.1%	69	39	102			1,374	619	63
84	Sales Finance Company exams completed	0	0	0	0	0.0%	0	0	0	0	0	0	0	0
85	Exam turn-in efficiency													
86	Non-Depository	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
87	Total completed exams (mort & other non-depos.)	55	78	43	84	95.3%	60	42	84	302		1586	1,366	952
88	Avg Days to Completion (mort exams only)	7	14	3	16	433.3%	25	3	87	25.4			4.4	3.9
89	INVESTIGATION/ENFORCEMENT	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
90	Investigations initiated - total	29	30	20	33	65.0%	27	20	33	137	144	204	248	373
91	Investigations initiated - Mortgage	23	24	15	25	66.7%	20	15	25	102			181	292
92	Investigations initiated - Non-Mortgage	6	6	5	8	60.0%	7	5	10	35			64	78
93	Investigations completed (total)	20	15	15	27	80.0%	22	15	33	110		154	212	321
94	Investigations completed - Mortgage	12	14	13	23	76.9%	19	12	31	93				42
95	Investigations completed - Non-mortgage	8	1	2	4	100.0%	3	1	8	17				10
96	Investigation in Process	316	331	336	342	1.8%	326	307	342	342	89	151	263	315
97	Investigations in Process - mortgage	194	204	206	208	1.0%	199	183	208	208				199
98	Investigations in Process - Non-mortgage	122	127	130	134	3.1%	127	122	134	134				116
99	Referrals for Charges	17	13	8	14	75.0%	13	8	17	67			65	137
100	Cease and Desist Order ("C&D")	7	6	4	14	250.0%	8	4	14	38		2	12	23
101	Charge Letters	1	0	4	2	-50.0%	2	0	4	8		5	3	49
102	Consent / Final Order	4	1	2	4	100.0%	2	0	4	11		93	61	45
103	Revocations	0	5	2	3	50.0%	3	0	5	14			2	14



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104	FINES, RECOVERIES & COLLECTION (CCU)				% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010	
105	Aug-10	Sep-10	Oct-10	Nov-10										
105	FINES TOTAL	\$226,025	\$6,100	\$13,550	\$54,180	299.9%	66,863	6,100	226,025	334,315	\$415,651	392,238	1,121,539	1,622,895
106	Licensing	\$102,500	\$2,600	\$4,800	\$43,680	810.0%	31,456	2,600	102,500	157,280	\$ 98,565	168,086	106,994	248,810
107	Compliance / Examination	\$23,525	\$3,500	\$7,750	\$5,000	-35.5%	10,107	3,500	23,525	50,535	\$ 317,086	186,152	918,945	157,475
108	Complaints													
109	Enforcement	\$100,000	\$0	\$1,000	\$5,500	450.0%	25,300	0	100,000	126,500	\$0	38,000	95,600	1,216,610
110	RECOVERIES TOTAL	\$82,918	\$60,878	\$34,398	\$17,172	-50.1%	70,413	17,172	156,699	352,065	\$ 1,997,632	1,318,938	2,906,240	2,463,899
111	Licensing													
112	Compliance - Total	\$45,965	\$1,393	\$21,995	\$4,379	-80.1%	24,054	1,393	46,540	120,272			\$1,641,433	1,319,311
113	Compliance - Mortgage	\$45,965	\$1,393	\$21,995	\$4,379	-80.1%	20,699	1,393	45,965	103,494	\$1,377,140	\$934,771	1,525,620	1,078,289
114	Compliance - Non-mortgage	\$0	\$0	\$0	\$0	0.0%	3,356	0	16,778	16,778			115,813	241,022
115	Complaints - Total	\$18,503	\$56,690	\$2,595	\$10,993	323.6%	39,488	2,595	108,659	197,440	\$620,492	\$384,167	779,544	992,398
116	Complaints - Mortgage	\$17,893	\$43,973	\$634	\$1,870	195.0%	27,683	634	74,047	138,417	\$402,390	\$174,140	651,325	844,879
117	Complaints - Non-Mortgage	\$610	\$12,717	\$1,961	\$9,123	365.2%	11,805	610	34,612	59,023	\$218,102	\$210,027	128,220	147,519
118	Enforcement	\$18,450	\$2,795	\$9,808	\$1,800	-81.6%	6,871	1,500	18,450	34,353			485,263	152,190
119	CENTRAL COLLECTION UNIT (CCU)													
120	Submitted (mortgage unit)	\$0	\$509,594	\$938	\$0	-100.0%	102,106	0	509,594	510,531			135,861	837,960
121	Collected (mortgage unit)	\$1,203	\$658	\$3,144	\$622	-80.2%	1,323	622	3,144	6,614			2,689	14,090
122	COMPLAINTS	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
123	All Complaints													
124	Received in Month	172	217	282	164	-41.8%	202	164	282	1,010	2,597	2,598	2,676	2,603
125	Closed in Month	228	167	192	229	19.3%	213	167	251	1,067	2,414	2,454	2,642	2,783
126	Open at End of Month	306	356	446	381	-14.6%	370	306	446	381	648	578	612	438
127	Average time to close (days)	69	52	37	60	62.2%	56	37	69	56	44	57	65	83
128														
129	Mortgage Complaints													
130	Received in Month	52	57	65	39	-40.0%	53	39	65	264	419	601	639	594
131	Closed in Month	67	45	47	53	12.8%	53	45	67	266	369	420	572	696
132	Open at End of Month	99	111	129	115	-10.9%	114	99	129	115	152	333	219	117
133	Average time to close (days)	67	59	42	90	114.3%	66	42	90	66	59	77	93	130
134														
135	Collection Agency Complaints	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
136	Received in Month	36	57	67	41	-38.8%	48	36	67	238				563
137	Closed in Month	61	36	40	60	50.0%	49	36	61	247				619
138	Open at End of Month	82	103	130	111	-14.6%	107	82	130	111				120
139	Average time to close (days)	91	81	46	54	17.4%	70	46	91	70				117
140														
141	Credit Bureau & Reassessment Complaints													
142	Received in Month	42	33	54	29	-46.3%	37	29	54	187				487
143	Closed in Month	38	40	31	45	45.2%	43	31	60	214				481
144	Open at End of Month	88	81	104	88	-15.4%	89	81	104	88				115
145	Average time to close (days)	70	51	53	73	37.7%	65	51	77	65				86



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146														
147	Financial Services Complaints (check cashers, consumer)													
148	Received in Month	9	21	31	9	-71.0%	17	9	31	83				196
149	Closed in Month	23	14	20	20	0.0%	20	14	23	99				214
150	Open at End of Month	25	32	43	32	-25.6%	34	25	43	32				48
151	Average time to close (days)	98	47	46	71	54.3%	71	46	98	71				104
152	Other (Non-Jurisdiction and insufficient information complaints)													
153	Received in Month	33	49	65	46	-29.2%	48	33	65	238				762
155	Closed in Month	39	32	54	51	-5.6%	48	32	65	241				772
156	Open at End of Month	12	29	40	35	-12.5%	27	12	40	35				38
157	Average time to close (days)	17	13	13	18	38.5%	15	13	18	15				22
158	OUTREACH	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
159	Depository institution events	18	20	22	12	-45.5%	22	18	28	88	1	43	174	295
160	Community outreach events	19	22	75	18	-76.0%	31	8	75	124		27	143	155
161	Notice of Intent ("Date Entered")	7055	5390	2362	2759	16.8%	4,960	2,362	7,232	24,798		10,292	121,887	155,217
162	Notice of Intent (Letters Mailed)	7280	3845	4459	2769	-37.9%	4,905	2,769	7,280	24,524		8,783	118,390	162,655
163	STAFF INFORMATION	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
164	Budgeted Examiner and Investigator positions	58	58	58	58	0.0%	58	58	58	58		62.6	61.0	58
165	Examiners and Investigators on staff	51	49	49	49	0.0%	50	49	52	49		57.0	54.0	52
166	Examiner and Investigator position vacancies	7	9	9	9	0.0%	8	6	9	9		5.6	7.0	6
167	Examiners and Investigators attended training	13	4	4	5	25.0%	6	4	13	30		20	56	111
168	Hours of training	454	288	172	368	114.0%	293	172	454	1,466		1,098	2,576	2,834
169	Mortgage Originator Fund Balance (numbers reflect millions)	0.35	0.10	0.11		-100.0%	0.24	-0.11	0.6	0			1.6	0.61
187	October													

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LABOR AND INDUSTRY	MONTHLY REPORTING PERIODS					FISCAL YEAR TO DATE				FISCAL YEAR COMPARISON		
	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Intake /Wage payment claims/investigations	130	89	86	123	43.0%	118	86	163	591	1,555	1691	1458
Open cases under investigation (work load)	542	462	395	333	-15.7%	454	333	542	253	253	511	538
Total cases closed	127	168	153	185	20.9%	159	127	185	795	1,665	1436	1433
Total wages recovered	\$56,877	\$48,685	\$59,899	\$78,705	31.4%	75,639	48,685	134,031	378,197	\$813,199	\$526,804	\$747,106
Total cases closed <90 days	67	58	55	90	63.6%	66	55	90	331	1,220	885	731
Employee wages recovered <90 days	\$35,223	\$15,084	\$11,062	\$44,205	299.6%	27,474	11,062	44,205	137,371	\$691,018	\$286,929	\$358,985
Case determined to have employment law violations	79	99	101	121	19.8%	101	79	121	505	941	920	920
Cases referred for legal action	29	61	64	67	4.7%	54	29	67	269	491	440	440
Total hours of inquiry calls	211	231	189	173	-8.5%	229	173	343	1,147	2,401	2,661	2,384
Employment law inquiries (Call Center)	4156	4061	3580	3,618	1.1%	3,907	3,580	4,156	19,535	39,715	50,412	42,457
% Customer inquires satisfied by ESS (handled internally)	97%	97%	96%	96%	0.0%	96%	93%	97%				96%
# of employees for whom wages were recovered	50	36	47	66	40.4%	52	36	66	262			547
# of misclass referrals from DLI to UI	65	45	70	39	-44.3%	59	39	78	297			382
Investigators	3.48	3.79	3.57	4.68	31.1%	3.75	3.21	4.68		4.00	3.03	4.54
Prevailing wage	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
New Prevailing Wage projects	3	4	4	6	50.0%	5	3	8	25	105	123	89
Closed Prevailing Wage projects	2	0	2	3	50.0%	2	0	4	11	119	100	105
Total Prevailing Wage projects	142	146	148	151	2.0%	146	141	151	106	127	127	137
Value of current Prevailing Wage projects	\$2,483,015,616	\$2,489,768,244	2,502,018,690	\$2,593,830,690	3.7%	\$2,509,782,319	\$2,480,278,354	\$2,593,830,690		\$1,432,358,947	\$1,901,626,645	\$2,661,070,869
Prevailing Wage investigations	39	0	9	26	188.9%	25	0	49	123	706	358	375
Employees interviewed	480	0	78	219	180.8%	282	0	631	1,408	11,311	4,001	3,677
Amount of Prevailing Wage restitution recovered	\$64,618	\$56,482	\$48,357	\$8,874	-81.6%	\$36,624	\$4,791	\$64,618	\$183,122	\$477,392	\$308,945	\$359,510
Number of employees restitution collected for	117	35	73	22	-69.9%	51	6	117	253	464	392	354
Wage determinations issued	22	29	14	11	-21.4%	20	11	29	102	249	293	264
Value of Wage determinations issued	\$185,455,968	\$217,938,581	\$94,862,618	\$183,925,954	93.9%	\$216,395,263	\$94,862,618	\$399,793,196	\$1,081,976,317	\$2,165,916,747	\$1,862,627,775	\$2,033,724,183
Liquidated damages collected	\$13,974	\$18,800	\$15,100	\$140	-99.1%	\$12,162	\$140	\$18,800	\$60,811	\$59,047	\$423,169	\$239,373
Certified payroll records received	3,426	3,021	3,621	3,184	-12.1%	3,316	3,021	3,621	16,578	46,521	45,352	41,119
Investigators	2.45	2.40	2.60	2.85	9.6%	2.63	2.40	2.85		4.00	4.60	1.80
Living wage	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
New Living Wage service contracts	15	28	8	6	-25.0%	15	6	28	73	216	267	230
Value of new Living Wage service contracts	\$14,093,682	\$209,288,279	\$12,865,231	\$48,077,883	273.7%	\$60,001,959	\$12,865,231	\$209,288,279	\$300,009,795	\$933,096,222	\$5,903,872,107	\$531,969,421
Closed Contracts	2	2	10	6	-40.0%	4	2	10	22			22
Exempted Contracts	33	9	2	2	0.0%	10	2	33	52			30
Total Active Contracts (overseen/monitored by LW)	615	637	635	635	0.0%	627	614	637				620
Value of all Active LW Contracts	\$6,728,317,396	\$6,935,616,980	\$6,941,410,077	\$6,984,320,974	0.6%	\$6,864,953,098	\$6,728,317,396	\$6,984,320,974				\$6,712,368,250
Contracts Under Review (open and not exempt)	366	388	390	391	0.3%	380	366	391				370
Compliance Reviews Completed	35	44	24	15	-37.5%	25	8	44	126			239
Employees interviewed	0	15	14	14	0.0%	9	0	15	43	21	67	110
Amount of Living Wage restitution recovered	\$39,488	0	\$8,627	\$0	-100.0%	\$9,623	\$0	\$39,488	\$48,115	\$324	\$3,537	\$1,884
Number of employees receiving restitution	172	0	8	0	-100.0%	36	0	172	180	2	17	8
Living Wage payroll records entered	278	15	3	17	466.7%	115	3	278	573		334	836
Investigators	1.00	1.00	1.00	0.75	-25.0%	0.85	0.50	1.00		0.00	1.00	1.25

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Safety Inspections - Railroad	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Track inspections	24	28	33	18	-45.5%	27	18	33	136			
Main line & Yard (miles)	59	87	109	73	-33.0%	86	59	109	428			
Short line & Yard (miles)	61	58	9	4	-55.6%	37	4	61	186			
Private/Excursion/AR (miles)	3.36	1.9	15.56	13	-14.8%	7	2	16	37			
Total miles	123.36	146.9	133.56	90	-32.4%	130	90	157	651			
Activities	51	148	76	94	23.7%	93	51	148	465			
Defects	203	96	194	243	25.3%	169	96	243	847			
Violations	0	0	0	0	0.0%	0	0	0	0			
OP inspections	6	12	12	8	-33.3%	10	6	12	48	151	180	147
Activities	28	66	79	70	-11.4%	60	28	79	301			
Defects	10	6	4	18	350.0%	10	4	18	50			
Violations	0	0	0	0	0.0%	0	0	2	2			
MP&E inspections	0	0	0	0	0.0%	0	0	0	0			
Locomotives	0	0	0	4	100%	1	0	4	5	424	126	9
Rail cars	0	0	0	0	0.0%	0	0	0	0	5,536	769	0
Activities	0	0	0	0	0.0%	0	0	0	0			
Defects	0	0	0	0	0.0%	0	0	0	0			
Violations	0	0	0	0	0.0%	0	0	0	0			
Total Inspections	30	40	45	26	-42.2%	37	26	45	184			
Total Defects identified	213	102	198	261	31.8%	177	102	261	886	2,302	1,780	1,199
Total Violations identified	0	0	0	0	0.0%	0	0	2	2	42	38	7
Complaints	0	0	0	1	100%	0	0	1	1	37	10	2
Accidents	2	2	7	1	-85.7%	3	1	7	14	35	24	20
Fatalities	1	0	5	1	-80.0%	2	0	5	9	2	3	6
Injuries	0	0	2	0	-100.0%	0	0	2	2	12	4	6
Property damage	1	2	0	0	0.0%	1	0	2	3	29	17	9
Inspector positions authorized	4	4	4	4	0.0%	4	4	4	20	4	4	4
Inspectors	2	2	2	2	0.0%	2	2	2	10	3	2	2
Safety Inspections - Amusement rides	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Total inspections	494	549	354	45	-87.3%	425	45	682	2,124	5,224	5,078	4,256
Certificate inspections	461	543	343	45	-86.9%	411	45	664	2,056	4,341	4,154	3,661
Other inspections	33	6	11	0	-100.0%	14	0	33	68	883	923	595
Accidents	0	0	0	0	0.0%	0	0	1	1	7	2	2
Incidents/Complaints	4	0	1	0	-100.0%	2	0	4	9	6	9	13
Fatalities	0	0	0	0	0.0%	0	0	0	0	0	0	0
Positions authorized	7	7	7	7	0.0%	7	7	7	7	7	7	7
Vacant positions	0	0	0	0	0.0%	0	0	0	0	1	1	1
AR inspectors (Inspecting)	3.18	3.45	1.66	1.02	-38.6%	2.52	1.02	3.45				
Elevator inspectors (Inspecting AR's)	0.76	1.06	0.93	0.24	-74.2%	0.72	0.24	1.06				
AR inspectors (Not-Inspecting)	3.81	3.55	5.34	5.87	9.9%	4.45	3.55	5.87				
Avg inspections per inspector	125.4	121.7	136.3	35.7	-73.8%	118.5	35.7	173.5				
Avg inspections per inspector per day	5.7	6.1	6.8	2.1	-69.1%	5.8	2.1	8.3				

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Safety Inspection - Elevators	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Total Elevators Registered	21,780	21,784	21,798	21,799	0.0%	21,785	21,765	21,799		20,712	21,445	21,727
Elevators registered (Private Sector)	17,544	17,547	17,559	17,543	-0.1%	17,545	17,534	17,559				17,519
Elevators registered (State)	4,236	4,237	4,239	4,256	0.4%	4,240	4,231	4,256				4,208
Total Elevators past due	2,404	2,831	2,659	2,915	9.6%	2,585	2,114	2,915				3,452
Total elevators past due (Private Sector)	2,147	2,627	2,493	2,660	6.7%	2,347	1,808	2,660				1,798
>61 days past due (Private Sector)	1,498	1,845	1,699	2,032	19.6%	1,677	1,310	2,032				1,357
Total elevators past due (State)	257	210	171	259	51.5%	241	171	306				479
>31 days to 1 year past due (State)	233	182	154	234	51.9%	209	154	244				444
1 to 2 years past due (State)	23	28	17	25	47.1%	29	17	50	69	652		33
> 2 years past due (State)	1	0	0	0	0.0%	2	0	8	6	1		2
Number of authorized 3rd party Inspectors	88	91	93	97	4.3%	91	85	97				81
Total inspections	2,677	2,523	2,711	2,335	-13.9%	2,554	2,335	2,711	12,769	15,790	15,901	23,746
Total inspections (Private Sector)	1,883	1,824	1,929	1,697	-12.0%	1,831	1,697	1,929	9,157			12,434
Total inspections (State)	794	699	782	636	-18.7%	722	636	794	3,610			11,312
Accidents/Incidents	0	1	0	0	0.0%	0	0	1	1	14	2	4
Complaints	14	7	3	2	-33.3%	6	2	14	32	31	33	50
Positions authorized	25	25	25	25	0.0%	25	25	25		26	26	25
Vacant positions	6	6	6	6	0.0%	6	6	6		5	6	8
Elevator inspectors (Inspecting)	13.59	11.76	13.91	13.19	-5.2%	12.84	11.76	13.91				
AR inspectors (Inspecting elevators)	0.01	0.01	0.00	0.10	100%	0.03	0.00	0.10				
Elevator inspectors (Not-Inspecting)	4.64	6.62	4.17	5.56	33.3%	5.52	4.17	6.62				
Avg. performance rating	1.06	1.21	1.18	1.22	3.4%	1.16	1.06	1.22				
Elevator Unit Effectiveness	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Citations Issued	65	94	93	47	-49.5%	90	47	150	449			315
Total Citations Issued - running total	530	624	717	764	6.6%	620	465	764				
Inspections Performed as a result of citation - running total	301	381	445	496	11.5%	352	210	496				
Units removed as a result of citation - running total	15	19	20	21	5.0%	18	12	21	90			
total	43	63	33	47	42.4%	38	26	47	192			
Citation Effectiveness	67.74%	74.20%	69.46%	73.82%	6.3%	1	1	1	3			
Settlements Pending - running total	171	161	219	205	-6.4%	132	60	205	661			
% of units pending settlement	32.26%	25.80%	30.54%	26.83%	-12.2%	0	0	0	1			
Boilers and pressure vessels	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Total BPV registered	53,447	53,465	53,302	53,532	0.4%	53,448	53,302	53,532		55,890	54,763	53,562
Total BPV past due	7,597	7,479	7,385	6,931	-6.1%	7,662	6,931	8,917		14,606	9,570	8,286
MD Uninsured past due	3,466	3,548	3,649	3,562	-2.4%	3,630	3,466	3,924		7,145	6,337	3,825
Past due up to 1 year	4,877	4,777	4,682	4,169	-11.0%	4,889	4,169	5,942				
1 to 2 years past due	1,483	1,502	1,501	1,527	1.7%	1,518	1,483	1,577		2,642	1,957	1,558
> 2 years past due	1,237	625	1,201	1,235	2.8%	1,139	625	1,398		4,778	2,891	1,409
Total inspections	2,816	3,388	2,915	2,855	-2.1%	2,908	2,565	3,388	14,539	27,135	29,618	24,425
AIA inspections total	2,172	2,541	2,306	2,317	0.5%	2,218	1,755	2,541	11,091	19,966	21,194	16,150
State inspections total	644	847	609	538	-11.7%	690	538	847	3,448	6,741	8,424	8,275
Accidents/Incidents	0	0	0	0	0.0%	0	0	1	1	1	2	1
Complaints	0	0	0	0	0.0%	0	0	0	0	1	0	0
Positions authorized	13	13	13	13	0.0%	13	13	13		13	13	13
Vacant positions	3	3	3	3	0.0%	3	3	3			5	3
BPV inspectors (Inspecting)	3.41	4.53	3.68	6.39	73.6%	4.52	3.41	6.39				
BPV inspectors (Not-Inspecting)	6.59	5.47	5.32	2.60	-51.1%	5.07	2.60	6.59				
Fiscal year benchmark	165	165	165	165	0.0%	165	165	165				
Avg. inspections per Inspector	189	187	165	84	-49.1%	160.1	84.0	188.8				
Inspection Import Records Submitted in Time Frame			557	1049	88.3%	1,049.0	1,049	1,049				
Inspection Import Records Rejected in Time Frame			57	211	270.2%	211.0	211	211				
Inspection Import Records Pending Admin Review			247	359	45.3%	303.0	247	359				
Inspection Import Records Processed (in JO) in time frame			845	936	10.8%	936.0	936	936				

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Boiler Unit Effectiveness	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Citations Issued				0	0.0%	0.0	0	0				
Total Citations Issued - running total				0	0.0%	0.0	0	0				
Inspections Performed as a result of citation - running total				0	0.0%	0.0	0	0				
Units removed as a result of citation - running total				0	0.0%	0.0	0	0				
total				0	0.0%	0.0	0	0				
Citation Effectiveness				0	0.0%	0.0	0	0				
Settlements Pending - running total				0	0.0%	0.0	0	0				
% of units pending settlement				0	0.0%	0.0	0	0				
Objects By Company	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
ACE American Insurance												
Inspections conducted	106	5	37	178	381.1%	69	5	178	346			
Registered units	976	976	979	976	-0.3%	977	976	979				973
Past due units	1	1	0	0	0.0%	1	0	1		54	0	1
ARISE Incorporated												
Inspections conducted	616	269	261	115	-55.9%	304	115	616	1,519			
Registered units	4,754	4,848	4,852	4,851	0.0%	4,842	4,754	4,905				4,907
Past due units	56	133	110	71	-35.5%	147	56	363		482	173	244
Chubb												
Inspections conducted	170	248	270	186	-31.1%	187	61	270	935			
Registered units	2,903	2,920	2,930	2,961	1.1%	2,925	2,903	2,961				2,916
Past due units	105	63	20	8	-60.0%	91	8	260		303	220	145
Cincinnati Insurance												
Inspections conducted	26	15	17	8	-52.9%	14	4	26	70			
Registered units	193	204	203	207	2.0%	196	171	207				173
Past due units	54	48	34	32	-5.9%	44	32	54		46	24	51
CNA Insurance Company												
Inspections conducted	64	98	76	17	-77.6%	71	17	99	354			
Registered units	1,351	1,315	1,261	1,167	-7.5%	1,283	1,167	1,351				1,351
Past due units	190	126	163	16	-90.2%	141	16	210		267	94	158
FM Global												
Inspections conducted	371	525	387	344	-11.1%	401	344	525	2,005			
Registered units	7,020	7,341	7,361	7,450	1.2%	7,248	7,020	7,450				7,036
Past due units	14	17	16	30	87.5%	18	11	30		34	26	9
Hartford Steam Boiler												
Inspections conducted	324	480	493	589	19.5%	499	324	610	2,496			
Registered units	12,072	12,137	12,039	12,094	0.5%	11,890	11,110	12,137				11,528
Past due units	2,398	2,468	2,413	2,294	-4.9%	2,345	2,154	2,468		4,670	1,539	2,236
Hartford Steam Boiler-CT												
Inspections conducted	0	0	0	0	0.0%	0	0	0	0			
Registered units	199	199	200	159	-20.5%	191	159	200				199
Past due units	176	167	124	83	-33.1%	145	83	176		109	29	176
Liberty Mutual Insurance Co												
Inspections conducted	0	123	68	79	16.2%	54	0	123	270			
Registered units	450	486	652	652	0.0%	494	231	652				205
Past due units	47	48	31	24	-22.6%	42	24	58				45
National Union Fire Insurance												
Inspections conducted	0	0	0	0	0.0%	0	0	0	0			
Registered units	20	20	20	20	0.0%	20	20	20				20
Past due units	0	0	0	0	0.0%	0	0	0		1	0	0
Sasol North America Inc.												
Inspections conducted	2	0	0	0	0.0%	0	0	2	2			
Registered units	155	183	3	3	0.0%	100	3	183				155
Past due units	54	2	0	0	0.0%	22	0	54		4	5	54
Seneca Insurance												
Inspections conducted	12	0	8	13	62.5%	7	0	13	33			
Registered units	279	279	278	358	28.8%	295	278	358				279
Past due units	185	185	190	188	-1.1%	189	185	198		67	79	153
Travelers												
Inspections conducted	202	457	419	150	-64.2%	259	68	457	1,296			
Registered units	3,543	3,680	3,745	3,781	1.0%	3,721	3,543	3,856				3,480
Past due units	817	649	621	577	-7.1%	807	577	1,370		1,166	658	1,111

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Zurich American Insurance														
Inspections conducted	253	288	270	313	15.9%	278	253	313	1,388					
Registered units	6,655	6,527	6,576	6,561	-0.2%	6,573	6,527	6,655					6,534	
Past due units	34	23	8	5	-37.5%	31	5	87		258	386		78	
Insparsik - non-insurer														
Inspections conducted			4	120	2900.0%	62	4	120	124					
Registered units			0	0	0.0%	0	0	0						
Past due units			0	0	0.0%	0	0	0						
OneCIS Insurance Co - non-insurer														
Inspections conducted		44	0	46	100%	30	0	46	90					
Registered units		9	26	121	365.4%	52	9	121						
Past due units		1	6	38	533.3%	15	1	38						
MOSH	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10		
Inspector positions authorized	57	56	56	56	0.0%	56	56	57	282	59	57	56		
Inspectors (current)	51	50	50	50	0.0%	50	50	51	252	58	53	50		
Voluntary compliance sites	0	0	0	1	100%	0	0	1	2	16	18	7		
Investigations/Inspections	204	127	121	180	48.8%	165	121	204	827	1,346	1,598	1,210		
3 year average # of investigations/inspections			128	113	-11.7%	116	87	148						
Monthly goal: # of inspections			100	100	0.0%	93	75	110						
% of monthly goal completed			121%	180%	48.8%	2	1	2						
Violations	501	445	360	692	92.2%	488	360	692	2,440	7,029	7,319	5,926		
Training classes	7	9	14	3	-78.6%	7	3	14	37	84	96	95		
Training participants	162	201	463	54	-88.3%	189	54	463	946	2,101	2,556	2,222		
Other Persons Affected	821	296	335	267	-20.3%	497	267	821	2,485	19,041	5,563	3,136		
% complaints initiated w/in 5 days (maintian at 95%)	93%	100%	100%	100%	0.0%	1	1	1						
Accidents investigated	10	12	3	2	-33.3%	7	2	12	36	135	121	93		
Fatalities investigated	2	4	3	0	-100.0%	2	0	4	12	22	27	18		
% fatals investigated <1 day (maintain at =>95%)	100%	100%	100%	0%	-100.0%	1	0	1		97.20%	100%			
Discrimination complaints completed			0	4	100%	2	0	4	4	25	16	22		
completed that month			0	2	100%	1	0	2	2					
(maintain at 90%)			0.00%	50%	100%	0	0	1						
# of discrimination cases open beyond 90 days			26	30	15.4%	28	26	30	56					
Consultation Safety	15	10	13	10	-23.1%	13	10	19	67	155	160	121		
Consultation Health	9	3	4	5	25.0%	6	3	11	32	103	107	79		
Apprenticeship and training	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10		
Active programs registered	159	156	156	156	0.0%	158	156	161			185	164		
Inactive programs registered	319	316	316	314	-0.6%	316	314	319			304	324		
Total programs registered	478	472	472	470	-0.4%	474	470	478		501	489	488		
New Construction Programs Registered	0	0	0	0	0.0%	0	0	1	1					
New Non-Construction Programs Registered	0	0	0	1	100%	0	0	1	1					
Programs Reactivated	0	0	0	0	0.0%	0	0	0	0					
Programs Cancelled	0	6	0	3	100%	4	0	11	20					
Program Review Visits	8	8	5	0	-100.0%	4	0	8	22					
Program review benchmark	7	7	7	7	0.0%	7	7	7	84		9	9		
Program reviews completed	3	2	2	8	300.0%	3	2	8	17	40	41	50		
Participating employers	3,164	3,167	3,183	3,179	-0.1%	3,170	3,157	3,183		3,118	3,135	3,165		
Positive Program Reviews	2	1	1	7	600.0%	3	1	7	13					
Technical assistance/service contacts	129	103	122	87	-28.7%	105	83	129	524	151	674	1,044		
Program development contacts	5	17	18	9	-50.0%	11	5	18	57	125	162	109		
Total apprentices registered	9,113	9,099	9,052	9,008	-0.5%	9,050	8,976	9,113		9,661	9,487	9,209		
Total # minority apprentices	3,340	3,329	3,345	3,319	-0.8%	3,326	3,298	3,345		3,786	3,623	3,474		
Total # women apprentices	421	418	417	409	-1.9%	415	409	421		495	446	430		
New Apprentices Registered	272	225	212	120	-43.4%	214	120	272	1,071					
Total apprentice graduates	34	64	171	40	-76.6%	99	34	185	494	1,050	1,045	1,143		
Minority apprentice graduates	10	20	37	16	-56.8%	29	10	62	145	310	321	368		
Women apprentice graduates	2	0	2	6	200.0%	3	0	6	16	27	34	27		
Total apprentices cancelled	101	175	88	124	40.9%	156	88	290	778					
Field representatives	2	2	2	2	0.0%	2	2	2		4	4	2		
Navigator outreach related events	12	10	10	12	20.0%	11	10	12	55			68		
Navigator total number of contacts	267	260	359	279	-22.3%	265	160	359	1,325			3,059		



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OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
LICENSE TOTALS												
Architects	6,268	6,278	6,291	6,305	0.2%	6,279	6,254	6,305		5,899	6,102	6,241
Athletic	727	805	721	709	-1.7%	739	709	805				760
Barbers	6,380	6,398	6,407	6,405	0.0%	6,391	6,366	6,407		6,270	6,267	6,364
Bay Pilots	72	72	68	69	1.5%	70	68	72		60	65	72
Cemetery Oversight	1,357	1,362	1,360	1,350	-0.7%	1,355	1,348	1,362		1082	1,340	1,328
Certified Interior Design	315	319	324	326	0.6%	319	312	326		314	315	310
Certified Public Accountants	19,959	19,959	19,964	19,963	0.0%	19,955	19,930	19,964		19,826	19,736	19,922
Cosmetologists	47,120	47,032	46,988	46,976	0.0%	47,040	46,976	47,120		47,774	47,977	47,145
Stationary Engineers	6,183	6,186	6,182	6,166	-0.3%	6,177	6,166	6,186		6,386	6,399	6,160
Foresters	200	178	190	196	3.2%	193	178	200		185	192	200
Home Improvement	27,619	27,586	27,679	27,678	0.0%	27,627	27,574	27,679		26,694	27,233	27,521
HVACR Contractors	17,991	18,072	18,070	18,089	0.1%	18,013	17,844	18,089		16,850	17,296	17,861
Landscape Architects	1,006	1,003	999	998	-0.1%	1,002	998	1,006		938	990	1,006
Land Surveyors	1,016	1,016	1,017	1,021	0.4%	1,017	1,016	1,021		985	997	1,019
Master Electricians	5,098	5,113	5,117	5,124	0.1%	5,108	5,087	5,124		4,790	4,957	5,090
Plumbers	13,307	13,302	13,343	13,230	-0.8%	13,313	13,230	13,381		13,749	13,723	13,430
Precious Metal Dealers & Pawnbrokers	573	578	583	582	-0.2%	575	559	583		297	412	550
Professional Engineers	20,948	20,983	21,032	21,019	-0.1%	20,970	20,866	21,032		18,686	19,492	20,744
Real Estate	43,892	43,676	43,373	43,162	-0.5%	43,651	43,162	44,150		54,201	48,920	44,404
Real Estate Appraisers and Home Inspectors	4,229	4,126	4,105	4,086	-0.5%	4,173	4,086	4,318		5,836	5,144	4,349
Sports Agents	28	28	28	28	0.0%	28	28	28				28
NEW LICENSES												
Architects	36	31	33	23	-30.3%	32	23	39	162	311	385	365
Athletic	24	72	33	59	78.8%	38	2	72	190			201
Barbers	58	59	54	41	-24.1%	52	41	59	261	542	550	609
Bay Pilots	0	0	0	7	0.0%	2	0	7	11	7	12	33
Cemetery Oversight	29	22	45	44	-2.2%	33	22	45	166	319	512	320
Certified Interior Design	3	4	3	4	33.3%	3	0	4	14	35	24	24
Certified Public Accountants	45	66	63	37	-41.3%	48	29	66	240	854	589	629
Cosmetologists	358	260	272	243	-10.7%	295	243	358	1,476	4,470	3,855	3,429
Stationary Engineers	23	14	9	9	0.0%	16	9	27	82	1,177	214	201
Foresters	0	0	2	2	0.0%	1	0	2	4	6	9	8
Home Improvement	274	209	225	273	21.3%	240	209	274	1,199	3,176	2,992	2,562
HVACR Contractors	303	319	281	219	-22.1%	274	219	319	1,368	2,692	2,612	3,027
Landscape Architects	4	10	0	0	0.0%	3	0	10	17	64	57	54
Land Surveyors	2	4	0	3	0.0%	2	0	4	12	62	30	65
Master Electricians	32	22	27	17	-37.0%	24	17	32	119	386	307	289
Plumbers	131	119	137	103	-24.8%	118	99	137	589	2,059	1,681	1,626
Precious Metal Dealers & Pawnbrokers	22	9	6	7	16.7%	11	6	22	57	80	123	199
Professional Engineers	101	75	91	57	-37.4%	93	57	143	467	1,387	1,241	1,688
Real Estate	344	330	318	295	-7.2%	331	295	366	1,653	9,337	6,629	4,356
Real Estate Appraisers and Home Inspectors	8	19	17	26	52.9%	18	8	26	88	1,088	370	233
Sports Agents	0	0	0	0	0.0%	0	0	0	0			



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OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
LICENSE RENEWALS - RATE												
Architects	72%	78%	77%	78%	1.3%	77%	72%	78%				
Barbers	67%	67%	64%	66%	3.1%	66%	64%	67%				
Bay Pilots	0%	0%	0%	0%	0.0%	7%	0%	33%				
Certified Interior Design	63%	53%	43%	64%	48.8%	65%	43%	100%				
Certified Public Accountants	86%	82%	84%	86%	2.4%	85%	82%	88%				
Cosmetologists	65%	69%	71%	71%	0.0%	68%	65%	71%				
Stationary Engineers	77%	81%	88%	78%	-11.4%	79%	73%	88%				
Foresters	100%	90%	33%	50%	51.5%	75%	33%	100%				
Home Improvement	62%	65%	64%	63%	-1.6%	64%	62%	65%				
HVACR Contractors	41%	42%	47%	44%	-6.4%	44%	41%	47%				
Landscape Architects	72%	51%	83%	89%	7.2%	76%	51%	89%				
Land Surveyors	90%	84%	85%	83%	-2.4%	85%	83%	90%				
Master Electricians	75%	80%	75%	79%	5.3%	77%	75%	80%				
Plumbers	48%	51%	56%	50%	-10.7%	51%	48%	56%				
Precious Metal Dealers & Pawnbrokers	29%	26%	53%	38%	-28.3%	36%	26%	53%				
Professional Engineers	81%	79%	75%	78%	4.0%	79%	75%	83%				
Real Estate	62%	62%	64%	63%	-1.6%	63%	62%	64%				
Real Estate Appraisers and Home Inspectors	31%	37%	38%	33%	-13.2%	35%	31%	38%				
Cemetery Oversight	5%	16%	18%	10%	-44.4%	14%	5%	21%				
LICENSE RENEWALS-RAW DATA												
Architects	260	274	210	216	2.9%	242	210	274	1,208	2,700	2,188	2,889
Barbers	268	276	247	197	-20.2%	251	197	276	1,256	2,513	2,335	2,564
Bay Pilots	0	0	0	0	0.0%	0	0	0	0	54	50	50
Certified Interior Design	4	11	5	8	60.0%	7	4	11	35	143	100	148
Certified Public Accountants	772	779	730	769	5.3%	746	681	779	3,731	9,214	7,231	9,667
Cosmetologists	2,038	1,940	1,746	1,649	-5.6%	1,821	1,649	2,038	9,104	21,032	16,519	21,732
Stationary Engineers	232	235	230	170	-26.1%	215	170	235	1,077	2,313	2,008	3,357
Foresters	66	47	8	3	-62.5%	25	2	66	126	24	147	36
Home Improvement	1,163	1,002	1,004	980	-2.4%	1,024	969	1,163	5,118	10,527	10,370	11,556
HVACR Contractors	696	598	498	478	-4.0%	557	478	696	2,785	6,916	4,931	7,426
Landscape Architects	49	47	35	40	14.3%	40	31	49	202	424	368	477
Land Surveyors	53	42	28	26	-7.1%	39	26	53	194	476	318	486
Master Electricians	234	234	207	175	-15.5%	214	175	234	1,068	2,609	2,131	2,488
Plumbers	488	474	408	383	-6.1%	447	383	488	2,234	5,337	4,376	5,598
Precious Metal Dealers & Pawnbrokers	10	12	2	4	100.0%	8	2	12	39	120	93	187
Professional Engineers	674	565	567	680	19.9%	627	565	680	3,136	7,248	5,821	7,872
Real Estate	2,096	1,925	2,283	1,943	-14.9%	2,079	1,925	2,283	10,394	30,468	24,147	27,764
Real Estate Appraisers and Home Inspectors	98	92	199	135	-32.2%	123	91	199	615	767	629	1,601
Cemetery Oversight	18	12	33	10	-69.7%	21	10	33	106	255	208	285
HOME IMPROVEMENT												
New Complaints and Claims												
Claims Received	32	18	22	15	-31.8%	21	15	32	105			325
Complaints Received	151	135	162	135	-16.7%	145	135	162	724	2,039	1,839	1,601
Licensed	95	74	97	72	-25.8%	86	72	97	428	1,183	1,046	963
Unlicensed	56	61	65	63	-3.1%	59	51	65	296	856	793	638



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OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Open Complaints/Claims												
Intake/Pre Investigation	36	48	56	40	-28.6%	44	36	56				
Mediation	22	28	22	16	-27.3%	22	16	28				
Pending Response to Order	42	57	46	37	-19.6%	47	37	57	233			
Pending Show Cause Hearings	19	5	4	2	-50.0%	12	2	29				
No. Show Cause Hearings Held	2	0	0	0	0.0%	0	0	2	2			2
Under Investigation	435	479	527	505	-4.2%	479	435	527				
Total Through Investigatory Step	556	617	655	600	-8.4%	604	556	655				
Post Investigation Claims Review	57	68	61	53	-13.1%	56	43	68				
Waiting To Be Sent to OAH	235	199	173	197	13.9%	213	173	259				
Pending Hearing/Decision At OAH	87	75	97	108	11.3%	88	74	108				
Post OAH	167	119	138	122	-11.6%	140	119	167				
Total Post Investigation lines (102-105)	546	461	469	480	2.3%	498	461	546				
Total Open Complaints (lines 101 + 106)	1,102	1,078	1,124	1080	-3.9%	1,101	1,078	1,124				
Total Open Claims	691	659	656	654	-0.3%	668	654	691				
Average Caseload	62	80	81	72	-11.1%	72	62	81				
Number Investigators	7	6	6	7	16.7%	7	6	7				
Closed Investigations	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Investigations completed	163	109	141	91	-35.5%	128	91	163	641	3,525	2,606	2,141
ADR	68	62	81	78	-3.7%	75	62	88	377			878
Disciplinary Actions	10	6	9	0	-100.0%	7	0	12	37			70
Investigation time to resolution in Days	191	100	83	107	28.9%	130	83	191				
Criminal Court Activity	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Complaints Referred for Prosecution	36	31	33	23	-30.3%	30	23	36	152			368
Prosecutions	72	88	79	53	-32.9%	74	53	88	370			961
No. of contractors found guilty	18	25	11	11	0.0%	16	11	25	82			246
No. of contractors ordered pay restitut.	20	24	21	16	-23.8%	20	16	24	99			294
Monetary Amounts	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Monetary Settlement by Investigators	\$16,451	\$16,268	\$7,640	\$22,321	192.2%	\$15,825	\$7,640	\$22,321	\$79,126			\$328,818
Court-Ordered Restitution	\$197,860	\$113,673	\$164,423	\$69,773	-57.6%	\$118,761	\$48,077	\$197,860	\$593,806			\$2,348,794
Total Monetary Amount	\$214,311	\$129,941	\$172,063	\$92,094	-46.5%	\$134,586	\$64,523	\$214,311	\$672,932			\$2,677,612
Guaranty Fund	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Guaranty Fund Awards	\$186,079	\$130,809	\$108,578	\$137,175	26.3%	\$156,552	\$108,578	\$220,117	\$782,758			#####
Guaranty Fund Reimbursements (CCU)	\$0	\$2,884	\$975	\$2,394	145.5%	\$5,861	\$0	\$23,394	\$29,303			\$105,016
Guaranty Fund Reimbursements (MHIC)	\$32,837	\$12,168	\$15,100	\$57,371	279.9%	\$30,349	\$12,168	\$57,371	\$151,746			
Guarantee Fund Balance	\$491,751	\$466,426	\$486,622	\$483,713	-0.6%	\$491,106	\$466,426	\$527,019				



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OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Licensing Activity												
Current Licenses Total	27,633	27,596	27,671	27,720	0.2%	27,638	27,568	27,720				
Contractor/Salesperson	15,966	15,929	15,938	15,969	0.2%	15,954	15,929	15,969				
Sub-Contractor	647	639	641	639	-0.3%	644	639	655				
Salesperson	2,227	2,227	2,246	2,238	-0.4%	2,230	2,211	2,246				
Contractors/Salesperson (Corp/Part)	7,875	7,876	7,916	7,934	0.2%	7,884	7,821	7,934				
New Applications Received	119	67	77	55	-28.6%	80	55	119	402			1,035
Examination Results												
# of Exams Taken	238	219	219	161	-26.5%	215	161	238	1,075			3,004
# of Exams Passed	148	142	133	101	-24.1%	134	101	148	670			1,966
Pass Rate (%)	62	65	61	63	3.3%	62	61	65	312			
REAL ESTATE												
Complaints	44	34	32	31	-3.1%	38	31	47	188	901	587	532
Total Closed During Month	72	45	51	62	21.6%	57	45	72	286			598
Investigations Completed	11	12	10	14	40.0%	12	10	14	61	200	155	153
Investigation time to resolution in Days	166	151	173	131	-24.3%	158	131	173				
ADR	5	3	2	1	-50.0%	3	1	5	13	62	77	46
Disciplinary Actions	7	5	2	5	150.0%	5	2	7	24			
District court	0	0	0	0	0.0%	0	0	0	0	0	0	0
Investigators	5	5	5	5	0.0%	5	5	5				
Avg. caseload	12	13	13	11	-15.4%	12	11	13				
Awaiting Administrative Review	0	0	0	0	0.0%	0	0	0	0			
Awaiting Assignment to Investigator	18	14	14	0	-100.0%	11	0	18				
Under Investigation	63	67	63	69	9.5%	66	63	69				
Awaiting Panel Review	21	19	21	12	-42.9%	20	12	25				
Total Open (Under REC Control)	140	144	141	128	-9.2%	139	128	144				
Post Panel	186	168	163	160	-1.8%	174	160	193				
Total Open Complaints	326	312	304	288	-5.3%	313	288	337				
Fines Collected	\$9,206	\$13,640	\$2,599	\$1,250	-51.9%	\$5,772	\$1,250	\$13,640	\$28,862			



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OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Precious Metals / Pawn												
Complaints Rec'd	7	3	4	12	200.0%	6	3	12	31			100
Complaints Closed	8	16	2	1	-50.0%	8	1	16	38			89
Settlement/Penalty Ltrs. Tendered	7	1	0	5	0.0%	4	0	7	20			61
Settlement/Penalty Ltrs. Accepted	9	14	0	1	0.0%	7	0	14	33			41
Fines Collected	\$12,350	\$8,550	\$500	\$2,000	300.0%	\$5,465	\$500	\$12,350	\$27,325			\$43,375
Disciplinary Actions	7	5	2	1	-50.0%	4	1	7	22			37
Precharge Review	12	1	1	1	0.0%	5	1	12				
Hearing Process	6	7	7	9	28.6%	7	6	9				
Net Complaints Open	33	20	22	33	50.0%	28	20	34				
DISCIPLINARY ACTIONS	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
DESIGN BOARDS												
Complaints Rec'd	3	1	2	3	50.0%	2	1	3	12			
Complaints Closed	3	3	1	1	0.0%	2	1	3	9			
Net Open Complaints	39	37	38	36	-5.3%	38	36	39				
Investigations Completed	4	1	1	2	100.0%	2	1	4	9			
Avg Time to Complete Investigations	7	19	16	19	18.8%	17	7	23				
Disciplinary Actions	1	1	0	0	0.0%	0	0	1	2			
Fines Collected	\$1,932	\$0	\$6,700	\$3,300	-50.7%	2,466	\$0	\$6,700	\$12,332			
BARBERS/COSMETOLOGISTS												
Complaints Rec'd	33	29	8	19	137.5%	24	8	33	118			
Complaints Closed	58	16	4	130	3150.0%	51	4	130	253			
Net Open Complaints	343	364	368	358	-2.7%	358	343	368				
Inspections Completed	22	15	33	34	3.0%	26	15	34	104			
Avg Time to Complete Inspections												
Disciplinary Actions	22	12	9	5	-44.4%	11	5	22	57			
Fines Collected	\$7,650	\$0	\$2,700	\$1,250	-53.7%	2,560	\$0	\$7,650	\$12,800			
MECHANICAL BOARDS												
Complaints Rec'd	16	9	5	14	180.0%	11	5	16	56			
Complaints Closed	2	5	3	5	66.7%	5	2	12	27			
Net Open Complaints	355	359	360	369	2.5%	355	355	369				
Investigations Completed	0	8	7	4	-42.9%	4	0	8	20			
Avg Time to Complete Investigations	0	100	66	70	6.1%	54	0	100				
Disciplinary Actions	0	0	0	0	0.0%	0	0	0	0			
Fines Collected	\$0	\$0	\$0	\$0	0.0%	0	\$0	\$0	\$0			
PUBLIC ACCOUNTANCY												
Complaints Rec'd	7	17	4	13	225.0%	9	4	17	46			
Complaints Closed	18	2	13	5	-61.5%	8	0	18	38			
Net Open Complaints	28	46	34	39	14.7%	38	28	46				
Investigations Completed	3	3	2	4	100.0%	3	2	4	15			
Avg Time to Complete Investigations	35	15	44	17	-61.4%	27	15	44				
Disciplinary Actions	0	0	0	0	0.0%	0	0	0	0			
Fines Collected	\$290	\$500	\$5,500	\$4,450	-19.1%	\$2,348	\$290	\$5,500	\$11,740			



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Division of Occupational and Professional Licensing

OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
APPRAISERS HOME INSPECTORS												
Complaints Rec'd	7	6	8	6	-25.0%	7	6	10	37			
Complaints Closed	11	2	11	2	-81.8%	6	2	11	28			
Net Open Complaints	72	76	73	78	6.8%	76	72	79				
Investigations Completed	2	0	0	1	0.0%	1	0	2	4			
Avg Time to Complete Investigations	62	0	0	16	0.0%	21	0	62				
Disciplinary Actions	2	0	0	1	0.0%	1	0	3	6			
Fines Collected	\$5,000	\$500	\$0	\$2,500	0.0%	\$3,000	\$0	\$7,000	\$15,000			
INVESTIGATIONS (non MHIC or REC)	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Complaints										659	664	765
Investigations Completed	11	12	10	11	10.0%	10	7	12	51	65	44	109
Investigation time to resolution	28	72	57	36	-36.8%	43	23	72				
ADR	0	1	0	1	0.0%	0	0	1	2	0	0	3
District court	0	0	0	1	0.0%	1	0	2	3	1	0	4
Investigators	1	1	1	1	0.0%	1	1	1	5	8	0	11
Avg. caseload	26	22	20	23	15.0%	23	20	26		13	0	
CALL CENTERS	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Call volume	11,637	10,695	9,882	8,941	-9.5%	10,480	8,941	11,637	52,401	78,632	116,059	109,197
Avg length of call in min	1.52	1.54	1.56	1.57	0.6%	2	2	2		1.56	1.68	
Resolution of problem on call										N/A	N/A	
Transfer to other entity										N/A	N/A	
Customer service agents	2.53	2.24	2.76	2.29	-17.0%	2.45	2.24	2.76		2.83	2.88	
(NEW)	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Architects	14	17	10	14	40.0%	13	10	17				
Certified Interior Design	4	11	5	6	20.0%	5	0	11				
Certified Public Accountants	26	25	18	27	50.0%	23	18	27				
Landscape Architects	32	39	1	0	-100.0%	14	0	39				
Land Surveyors	0	13	0	19	0.0%	13	0	34				
Professional Engineers	10	9	14	10	-28.6%	10	8	14				
Real Estate	1	1	1	1	0.0%	1	1	1				
Barbers/Cosmetologists	12	12	27	20	-25.9%	17	12	27				
Real Estate Appraisers	14	20	0	9	0.0%	11	0	20				
MFR Complaint Measures (NEW)	FY2008	FY 2009	FY 2010		Total	Average	10 Estimate	Over/Under				
% of complaints closed < 180 days	54.8%	58.4%	54.0%			55.7%	60.0%	-10.0%				
average completion time	237	252	359			283	240	49.6%				
mediation/settlement	15.0%	10.8%	39.5%			21.8%	13.5%	192.6%				
cases from HIC activities	\$1,440,000	\$2,100,000	\$2,670,000		\$6,210,000	\$2,070,000	\$2,300,000	16.1%				
MFR General Measures	FY2008	FY 2009	FY 2010		Total	Average	10 Estimate	Over/Under				
Customer service rating, on a scale of 1 to 10	4.90	5.4	5.3			5.2	5.6	-5.4%				
% renewals via Internet/telecommunications	86%	88%	89%			88%	89%	0.0%				



StateStat

Department of Labor, Licensing and Regulation Unemployment Insurance Appeals

LOWER APPEALS	REPORTING PERIODS						Fiscal Year 2011 To Date					FY COMPARISON	
	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Total No. U.I Appeals Filed	4601	4550	4024	4455	10.7%	4,267	3,819	4,601	25,603		28,228	41,997	52,020
Disposition - in favor of appellant	1109	1255	1194	1227	2.8%	1,225	1,109	1,288	7,351		10,330	12,399	18,327
Disposition - not in favor of appellant	2934	3056	2813	3107	10.5%	3,002	2,813	3,249	18,013		17,410	24,305	37,293
Total No. U.I. Decisions	4043	4311	4007	4334	8.2%	4,227	4,007	4,527	25,364		27,740	35,350	56,096
No. U.I. Hearing Examiners	43	43	43	43	0.0%	43	43	43			27	39	43
% of cases out in 30 days	36%	32%	26%	28%	7.7%	32%	26%	37%		**60%	67%	21%	13%
% of cases out in 45 days	79%	80%	77%	79%	2.6%	75%	67%	80%		**85%	91%	43%	32%
Case age (avg) in days	23	28	31	31	0.0%	29	23	31		30	20	30	41
No. Pending Appeals	5538	5712	5997	5960	-0.6%	5,578	5,009	5,997					
Federal Quality Review**			95%			94%***					95%	96%	

** Per USDOL Guidelines, % scoring 85 or better

***U.S.D.O.L. standard is 80% scoring 85 or better



StateStat

Volume 4 Number 6
Reporting Period: December, 2010

Department of Labor, Licensing and Regulation Unemployment Insurance Higher Appeals

HIGHER APPEALS	REPORTING PERIODS				% Change	Fiscal Year To Date					FY COMPARISON		
	Sept-10	Oct-10	Nov-10	Dec-10		Avg	Min	Max	Total	Target	FY08	FY09	FY10
U.I. Appeals Recieved	571	675	648	733	18.2%	703	571	828	4,219		3,717	4,655	7,580
Claimant Appeals	494	586	546	627	18.6%	604	494	706	3,626			***2748	6324
Employer Appeals	74	86	99	104	16.2%	95	74	116	571			***513	1225
Agency Appeals	1	0	0	0	-100.0%	1	0	6	7			***9	5
Other	2	3	3	2	50.0%	3	0	5	15				24
Decisions Mailed	563	652	507	653	15.8%	601	507	653	3,607		3,576	4,294	6477
Disposition - Affirmed	308	284	283	329	-7.8%	297	262	329	1,781		1,772	2,330	2801
Disposition -Affirmed w/comment	169	257	154	202	52.1%	206	154	257	1,237		542	1,705	2740
Disposition - Reversed	9	17	11	48	88.9%	20	9	48	122		62	170	238
Disposition - Remanded	67	77	51	64	14.9%	66	51	77	397		292	343	553
Disposition - Modified	1	4	2	6	300.0%	3	0	6	15		19	39	28
Disposition-Other	9	6	4	3	-33.3%	6	3	9	33				87
Disposition - Unnecessary	0	7	2	1	100%	4	0	8	22		9	23	29
Pending UI Appeals	2093	2116	2257	2337	1.1%	2,239	1,953	2,337					
E.A. Appeals Received	7	19	20	14	171.4%	17	7	24	102				338
E.A. Decisions Mailed	16	8	19	2	-50.0%	11	2	19	64				163
E.A. Dismissals Mailed	0	4	6	0	100%	2	0	6	13				30
E.A. Withdrawals	6	4	5	2	-33.3%	5	2	7	30				
Pending E.A. Appeals	223	226	216	226	1.3%	228	216	243					
% of cases out in 45 days	22%	19%	24%	21%	-13.6%	27%	19%	38%		50%*	86%	73%	53%
% of cases out in 75 days	59%	60%	61%	62%	1.7%	65%	59%	75%		80%*	96%	92%	84%
Case age (avg)	74	84	93	120	13.5%	81	38	120		40**			47

*USDOL Time Lapse Standards

**New Case Aging Standards - The proposed Acceptable Level of Performance for the average age of appeals for Higher Authority Appeals is 40 days.

***This total reflects numbers from Nov, 2008 through June, 2008.



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Department of Labor, Licensing and Regulation
Racing Commission

RACING COMMISSION						Fiscal Year to Date				FISCAL YEAR COMPARISON		
	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
RACES												
Live racedays - thoroughbred	13	15	18	16	-11.1%	12	0	18	62	169	160	146
Live Race Days-harness	4	0	0	0	0.0%	0	0	0	0	81	40	42
Wagering - thoroughbred	19,200,695	17,207,003	18,600,970	17,646,015	-5.1%	\$18,211,077	\$17,207,003	\$19,200,695	\$91,055,384	\$314,234,024	\$248,766,485	223,211,738
Wagering - harness	1,536,962	1,180,318	1,186,578	1,059,156	-10.7%	\$1,349,756	\$1,059,156	\$1,785,764	\$6,748,778	\$94,057,104	\$87,342,172	44,547,600
Wagering - total	\$20,737,657	\$18,387,321	\$19,787,548	\$18,705,171	-5.5%	\$19,560,832	\$18,387,321	\$20,737,657	\$97,804,162	\$408,291,128	\$336,108,657	267,759,338
TESTING AND SUPERVISION												
Equine - Blood/gas tests	0	0	0	0	0.0%	0	0	0	0	274	90	62
Equine - Blood/gas overages	0	0	0	0	0.0%	0	0	0	0	0	0	-
Equine - specimen testing	446	532	640	547	-14.5%	433	0	640	2,165	9,981	6,246	5,941
Equine - violations	2	4	1	1	0.0%	2	0	4	8	22	36	42
Human testing	0	0	1	0	-100.0%	0	0	1	1	52	12	34
Confirmations (+/-)	0	0	1	0	-100.0%	0	0	1	1	32	19	-
Rulings issued - thoroughbred	12	25	23	17	-26.1%	15	0	25	77	226	197	121
Rulings issued - harness	0	0	0	0	0.0%	0	0	0	0	46	42	31
Rulings issued - total	12	25	23	17	-26.1%	15	0	25	77	235	239	152
THOROUGHBRED LICENSING												
Original Owner	49	58	64	49	-23.4%	44	0	64	220	459	390	489
Renewal Owner	65	57	44	40	-9.1%	42	5	65	211	1,805	1,587	1,512
Owners licenses total	114	115	108	89	-17.6%	85	0	115	426	2,264	1,977	2,001
Original Trainer	13	6	5	6	20.0%	6	0	13	30	49	60	55
Renewal Trainer	20	14	11	3	-72.7%	10	0	20	48	195	184	212
Assistant Trainer	11	5	3	4	33.3%	5	0	11	23	114	110	111
Owner/Trainer	14	10	15	6	-60.0%	9	0	15	45	333	324	336
Jockey	18	21	16	5	-68.8%	12	0	21	60	239	250	252
Jockey Agent	0	0	1	0	-100.0%	0	0	1	1	26	34	26
Veterinarian	7	2	1	0	-100.0%	2	0	7	11	29	26	26
Farrier	9	5	4	3	-25.0%	4	0	9	21	36	38	32
Stable Employee & Ex. Rider	309	117	77	52	-32.5%	111	1	309	556	1,083	1,145	782
Mutual Employee	81	12	8	8	0.0%	22	0	81	109	471	505	507
Vendor	14	10	11	4	-63.6%	8	0	14	39	155	154	128
Exercise Rider	57	24	40	0	-100.0%	24	0	57	121	263	260	217
Track Employee	60	22	66	9	-86.4%	31	0	66	157	313	314	306
Total Licenses	841	363	366	189	-48.4%	353	7	841	1,766	5,570	5,381	6,992
THOROUGHBRED REGISTRATIONS												
Authorized Agent	0	2	3	0	-100.0%	1	0	3	5	55	25	41
Assumed Name	20	29	41	33	-19.5%	25	1	41	124	812	724	712
Total Registrations	20	31	44	33	-25.0%	26	1	44	129	867	749	753
HARNESSE LICENSING												
Original Owner	12	0	0	1	100%	3	0	12	14	168	123	112
Renewal Owner	29	2	0	0	0.0%	11	0	29	53	629	348	278
Original Trainer	2	0	0	0	0.0%	0	0	2	2	11	9	2
Renewal Trainer	10	0	0	0	0.0%	3	0	10	14	74	43	25
Driver	7	0	0	0	0.0%	2	0	7	10	45	32	22
Trainer/Driver	11	0	0	0	0.0%	2	0	11	12	57	48	19
Owner/Trainer	11	0	0	0	0.0%	4	0	11	19	195	124	87
Owner/Trainer/Driver	0	0	0	0	0.0%	0	0	1	1	171	92	49
Owner/Driver	0	0	0	0	0.0%	0	0	0	0	19	13	6
Veterinarian	5	0	0	0	0.0%	1	0	5	5	11	8	3
Stable Employee	0	0	0	0	0.0%	0	0	0	0	256	182	130
Mutual Employee	2	0	0	0	0.0%	0	0	2	2	89	89	58
Track Employee	0	0	0	0	0.0%	0	0	0	0	148	109	51
Vendor	0	0	0	0	0.0%	0	0	0	0	22	8	4
Farrier	0	0	0	0	0.0%	0	0	0	0	3	0	-
Total Licenses	89	2	0	1	100%	26	0	89	132	1,898	1,228	846
HARNESSE REGISTRATIONS												
Authorized Agent	0	0	0	0	0.0%	0	0	0	0	3	0	1
Assumed Name	12	0	0	0	0.0%	3	0	12	14	56	46	44
Total Registrations	12	0	0	0	0.0%	4	0	12	14	59	46	45



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Workforce (Monthly)	MONTHLY REPORTING PERIOD					Fiscal Year to Date								
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Maryland Workforce Exchange (MWE):														
# of MWE WEB Hits (duplicated)	747,715	703,140	743,169	1,065,433	43.4%	810,468	703,140	1,065,433	4,052,339				4,980,314	11,125,380
# New customers enrolled/registered in MWE (self enrolled included)	8,643	8,500	7,891	7,237	-8.3%	8,299	7,237	9,225	41,496				111,953	112,809
# New customers enrolled/registered at a One-Stop Center (self enrolled not included) YTD Figures	7,562	7,128	6,638	6,405	-3.5%	7,051	6,405	7,562	35,257		66,730	64,859	93,829	102,158
Anne Arundel WIA	839	786	764	548	-28.3%	761	548	869	3,806				8,304	10,525
Baltimore City WIA	1,167	1,196	1,000	980	-2.0%	1,118	980	1,245	5,588				16,870	16,028
Baltimore County WIA	1,258	1,033	942	919	-2.4%	1,121	919	1,453	5,605				14,368	16,806
Frederick County WIA	297	252	257	229	-10.9%	259	229	297	1,295				3,513	4,068
Lower Shore WIA	178	168	226	210	-7.1%	200	168	226	1,002				3,158	2,949
Mid Maryland WIA	575	458	521	472	-9.4%	512	458	575	2,561				7,620	7,537
Montgomery County WIA	591	729	467	626	34.0%	600	467	729	2,998				7,887	8,398
Prince Georges County WIA	1,114	1,006	940	1,049	11.6%	1,031	940	1,114	5,155				12,346	14,349
Southern Maryland WIA	376	344	348	305	-12.4%	342	305	376	1,710				5,573	5,139
Susquehanna Region WIA	425	361	327	355	8.6%	364	327	425	1,820				4,735	4,744
Upper Shore WIA	251	252	276	242	-12.3%	258	242	276	1,290				3,190	3,249
Western Maryland WIA	324	273	322	236	-26.7%	302	236	353	1,508				4,882	4,760
# New (initial) UI Claimants enrolled/registered in MWE (self enrolled included)	4,044	3,874	3,986	3,479	-12.7%	3,958	3,479	4,406	19,789				56,214	56,119
# Customers who received intensive and or training services	727	892	669	606	-9.4%	745	606	892	3,726		5,953	5,719	6,493	9,423
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Customers who received new occupational skills training	100	256	175	160	-8.6%	158	100	256	791		1,187	1,557	1,525	2,162
Occupational Skills Training By Local Office: (Active in Training)	1,070	1,128	1,540	1,675	8.8%	1,308	1,070	1,675					2,111	1,168
Anne Arundel WIA	53	50	54	76	40.7%	57	50	76					109	60
Baltimore County WIA	194	175	306	326	6.5%	250	175	326					147	213
Baltimore City WIA	191	216	299	312	4.3%	244	191	312					505	223
Frederick County WIA	53	60	56	72	28.6%	58	51	72					106	44
Lower Shore WIA	63	61	89	105	18.0%	77	61	105					213	76
Montgomery County WIA	46	55	80	103	28.8%	68	46	103					92	59
Mid Maryland WIA	80	93	149	163	9.4%	110	66	163					33	62
Prince Georges County WIA	167	171	176	174	-1.1%	171	167	176					381	179
Southern Maryland WIA	21	30	38	39	2.6%	30	21	39					6	20
Susquehanna Region WIA	29	26	40	42	5.0%	34	26	42					51	35
Upper Shore WIA	60	80	109	113	3.7%	83	54	113					206	51
Western Maryland WIA	113	111	144	150	4.2%	126	110	150					262	146



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	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Early Intervention Workshop Completers	2,437	2,144	1,931	2,047	6.0%	2,107	1,931	2,437	10,537		14,411	16,896	20,734	31,006
Baltimore City One Stop Center (Eutaw Street)	92	91	77	40	-48.1%	70	40	92	348					1111
Baltimore City One Stop Center (Southwest)	115	22	61	34	-44.3%	63	22	115	313					770
Baltimore City One Stop Center (Eastside)	87	141	74	28	-62.2%	88	28	141	442					1126
Baltimore City One Stop Center (Northwest/Re-entry)	4	1	3	12	300.0%	4	1	12	22					591
Baltimore County One Stop Center (Eastpoint)	283	202	186	194	4.3%	214	186	283	1,068					3188
Baltimore County One Stop Center (Hunt Valley)	246	130	99	146	47.5%	173	99	246	865					2946
Anne Arundel County One Stop Center (Glen Burnie)	142	119	115	129	12.2%	128	115	142	642					1730
Anne Arundel County One Stop Center (Severna Park)	132	160	117	85	-27.4%	124	85	160	619					1567
Howard County One Stop Center (Columbia)	196	128	114	159	39.5%	138	92	196	689					1800
St Mary's One Stop Center (Leonardtown)	20	39	30	31	3.3%	30	20	39	150					572
Charles County One Stop Center (Waldorf)	74	105	94	88	-6.4%	90	74	105	450					1424
Calvert County One Stop Center (Prince Frederick)	48	26	39	41	5.1%	37	26	48	184					521
Harford County One Stop Center (Bel Air)	104	58	76	93	22.4%	79	58	104	395					743
Cecil County One Stop Center (Elkton)	32	25	23	28	21.7%	29	23	35	143					388
Carroll County One Stop Center (Westminster)	64	86	85	87	2.4%	72	39	87	361					1276
Dorchester County One Stop Center (Cambridge)	39	52	34	56	64.7%	40	17	56	198					513
Kent County One Stop Center (Chestertown)	28	23	39	33	-15.4%	32	23	39	159					447
Talbot County One Stop Center (Easton)	13	14	19	20	5.3%	17	13	20	84					304
Wicomico County One Stop Center (Salisbury)	80	78	81	90	11.1%	85	78	95	424					1018
Maryland Job Service Laurel Business Center	141	136	136	167	22.8%	138	108	167	688					2176
Allegany County One Stop Center (Cumberland)	32	41	29	46	58.6%	42	29	62	210					531
Frederick County One Stop Center (Frederick)	104	96	70	147	110.0%	102	70	147	511					1595
Washington County One Stop Center (Hagerstown)	82	65	51	35	-31.4%	54	35	82	271					929
Garrett County One Stop Center (Oakland)	17	10	14	12	-14.3%	13	10	17	65					193
Prince George's County One Stop Center (Largo)	128	133	103	86	-16.5%	99	43	133	493					1671
Montgomery County One Stop Center (Wheaton)	134	163	162	160	-1.2%	149	124	163	743					1876



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	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Job Orders- Year to Date (YTD figure)	3,163	3,169	3,165	3,146	-0.6%	3,199	3,146	3,350	15,993		27,115	28,274	23,521	26,901
Job Orders By Local Office: (Month Job Order Opened)														
*** Virtual Service Location ***	836	1067	1370	1608	17.4%	1,195	836	1,608	5,977				9,573	9,695
Allegany County One Stop Center (Cumberland)	82	155	56	51	-8.9%	83	51	155	414				784	756
Anne Arundel County One Stop Center (Glen Burnie)	7	4	1	4	300.0%	3	0	7	16				18	83
Anne Arundel Job Center Annapolis	80	65	86	69	-19.8%	75	65	86	376				596	664
Anne Arundel Workforce Development Corporation	0	0	0	0	0.0%	0	0	0	0				13	19
Arundel Mills Sales and Service Training Center	65	34	38	33	-13.2%	40	28	65	198				335	194
Baltimore City One Stop Center (Eastside)	16	21	10	10	0.0%	14	10	21	71				210	168
Baltimore City One Stop Center (Eutaw Street)	216	185	117	94	-19.7%	146	94	216	731				727	1,274
Baltimore City One Stop Center (Northwest/Re-entry Cent	0	0	0	3	0.0%	1	0	3	3				32	3
Baltimore City Rapid Response Team	0	0	0	0	0.0%	0	0	0	0				97	21
Baltimore County One Stop Center (Eastpoint)	61	60	55	42	-23.6%	52	42	61	262				798	607
Baltimore County One Stop Center (Hunt Valley)	28	22	29	14	-51.7%	28	14	46	139				182	373
BWI Thurgood Marshall Int'l Airport One Stop	25	26	5	44	780.0%	29	5	44	143				107	246
Calvert County One Stop Center (Prince Frederick)	12	9	6	8	33.3%	8	3	12	38				142	329
Caroline County One Stop Center (Denton)	25	12	21	17	-19.0%	17	11	25	86				45	139
Carroll County Business & Employment Resource Center	4	11	6	5	-16.7%	7	4	11	35				688	418
Carroll County One Stop Center (Westminster)	1	0	0	0	0.0%	0	0	1	2				3	7
Cecil County One Stop Center (Elkton)	38	10	24	13	-45.8%	26	10	47	132				379	367
Charles County One Stop Center (Waldorf)	31	8	5	16	220.0%	25	5	67	127				282	307
Dorchester County One Stop Center (Cambridge)	0	0	2	0	-100.0%	1	0	2	4				65	35
Employ Baltimore	1	0	2	0	-100.0%	1	0	2	3				1	4
Frederick County One Stop Center (Frederick)	199	200	104	168	61.5%	159	104	200	795				1,304	1,869
Ft. Meade Outreach Center	66	73	119	59	-50.4%	78	59	119	389				541	750
Garrett County One Stop Center (Oakland)	55	76	68	70	2.9%	66	55	76	330				618	641
Harford County One Stop Center (Aberdeen)	3	1	2	3	50.0%	2	1	3	10				15	16
Harford County One Stop Center (Bel Air)	21	24	20	16	-20.0%	19	15	24	96				224	240
Howard County Office of Workforce Development	0	0	0	1	0.0%	0	0	1	1				6	5
Howard County One Stop Center (Columbia)	138	141	161	107	-33.5%	134	107	161	671				736	1,066
Kent County One Stop Center (Chestertown)	10	6	6	4	-33.3%	6	4	10	31				44	55
Langley Park Satellite Office	0	0	0	0	0.0%	0	0	0	0				0	2
Maryland Job Service Laurel Business Center	0	0	0	0	0.0%	0	0	0	0				0	9
MOED Youth Services Administrative Office	0	0	0	0	0.0%	0	0	0	0				1	0
Montgomery County Correctional Facility	0	0	0	0	0.0%	0	0	0	0				0	2
Montgomery County One Stop Center (Wheaton)	234	220	261	216	-17.2%	245	216	296	1,227				673	1,392
Montgomery County One Stop Center (Gaithersburg)	0	0	0	0	0.0%	0	0	0	0				14	2
Montgomery County One Stop Center (Germantown)	0	1	0	0	0.0%	0	0	1	1				0	3
Montgomery County Sales and Service Learning Center	0	0	0	0	0.0%	0	0	0	0				6	0
Montgomery County Workforce Investment Services	0	0	0	0	0.0%	0	0	0	0				0	1
Office of Employment Services - Central	331	105	46	60	30.4%	140	46	331	702				246	888
Office of Employment Training - Central	3	23	57	34	-40.4%	23	0	57	117				0	10
OIT Process	153	117	130	144	10.8%	143	117	169	713				0	1,237
Prince George's County One Stop Center (Largo)	312	279	273	205	-24.9%	275	205	312	1,374				1,152	2,173
Professional Outplacement Assistance Center	0	0	0	0	0.0%	0	0	0	0				1	0
Queen Anne's County One Stop Center (Centreville)	0	0	0	0	0.0%	0	0	0	0				1	1
St Mary's One Stop Center (Leonardtown)	46	23	20	12	-40.0%	26	12	46	132				297	318
Susquehanna Workforce Network Headquarters	1	7	7	8	14.3%	5	1	8	26				373	337
Talbot County One Stop Center (Easton)	27	46	24	23	-4.2%	33	23	46	165				245	478
UpperShore Worfoce Investment Board	0	0	0	0	0.0%	0	0	0	0				0	1
Washington County One Stop Center (Hagerstown)	116	149	125	130	4.0%	136	116	161	681				843	1,197
Western MD Consortium (Cumberland)	0	0	0	0	0.0%	0	0	0	0				3	0
Western MD Consortium (Hagerstown)	0	0	0	0	0.0%	0	0	0	0				0	5
Westside Youth Opportunity Center (Youth Program)	0	1	0	0	0.0%	1	0	6	7				16	20
Wicomico County One Stop Center (Salisbury)	108	84	101	71	-29.7%	92	71	108	460				1,530	1,153
Workforce Reception Center	1	116	5	0	-100.0%	24	0	116	122				58	7



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	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Job Openings- (Month Job Order Opened)	11,821	11,580	11,066	11,479	3.7%	12,682	11,066	17,464	63,410				117,009	115,864
Job Openings By Local Office: (Month Job Order Opened)														
*** Virtual Service Location ***	4935	4138	4730	4985	5.4%	4,501	3,718	4,985	22,506				44,942	38,815
Allegany County One Stop Center (Cumberland)	240	431	127	172	35.4%	264	127	431	1,318				3,107	3,870
Anne Arundel County One Stop Center (Glen Burnie)	28	9	1	8	700.0%	9	0	28	46				139	706
Anne Arundel Job Center Annapolis	239	314	295	234	-20.7%	258	209	314	1,291				6,675	2,586
Anne Arundel Workforce Development Corporation	0	0	0	0	0.0%	0	0	0	0				40	111
Arundel Mills Sales and Service Training Center	340	82	474	136	-71.3%	225	82	474	1,126				4,705	3,245
Baltimore City One Stop Center (Eastside)	43	35	67	10	-85.1%	37	10	67	184				1,353	776
Baltimore City One Stop Center (Eutaw Street)	399	425	263	214	-18.6%	347	214	433	1,734				2,406	3,117
Baltimore City One Stop Center (Northwest/Re-entry Cent	0	0	0	27	0.0%	5	0	27	27				138	12
Baltimore City Rapid Response Team	0	0	0	0	0.0%	0	0	0	0				0	94
Baltimore County One Stop Center (Eastpoint)	95	87	68	250	267.6%	131	68	250	653				4,618	2,865
Baltimore County One Stop Center (Hunt Valley)	267	221	90	38	-57.8%	156	38	267	781				855	1,226
BWI Thurgood Marshall Int'l Airport One Stop	106	156	5	468	9260.0%	216	5	468	1,078				1,816	1,687
Calvert County One Stop Center (Prince Frederick)	60	30	9	12	33.3%	23	3	60	114				1,341	825
Caroline County One Stop Center (Denton)	50	150	103	25	-75.7%	68	11	150	339				262	384
Carroll County Business & Employment Resource Center	4	11	7	8	14.3%	9	4	13	43				907	502
Carroll County One Stop Center (Westminster)	1	0	0	0	0.0%	1	0	2	3				27	16
Cecil County One Stop Center (Elkton)	264	85	34	105	208.8%	115	34	264	575				893	1,190
Charles County One Stop Center (Waldorf)	97	22	9	57	533.3%	226	9	946	1,131				992	1,156
Dorchester County One Stop Center (Cambridge)	0	0	9	0	-100.0%	2	0	9	11				235	156
Employ Baltimore	2	0	3	0	-100.0%	1	0	3	5				11	25
Frederick County One Stop Center (Frederick)	388	379	244	343	40.6%	427	244	783	2,137				3,139	4,029
Ft. Meade Outreach Center	229	167	550	336	-38.9%	865	167	3,045	4,327				7,402	6,075
Garrett County One Stop Center (Oakland)	102	151	121	124	2.5%	118	94	151	592				1,339	1,379
Harford County One Stop Center (Aberdeen)	41	25	42	80	90.5%	38	3	80	191				64	18
Harford County One Stop Center (Bel Air)	61	80	92	63	-31.5%	69	48	92	344				1,359	1,287
Howard County Office of Workforce Development	0	0	0	1	0.0%	0	0	1	1				17	20
Howard County One Stop Center (Columbia)	354	369	435	278	-36.1%	328	203	435	1,639				3,211	3,330
Kent County One Stop Center (Chestertown)	70	21	12	4	-66.7%	33	4	70	167				241	274
Langley Park Satellite Office	0	0	0	0	0.0%	0	0	0	0				0	2
Maryland Job Service Laurel Business Center	0	0	0	0	0.0%	0	0	0	0				0	13
MOED Youth Services Administrative Office	0	0	0	0	0.0%	0	0	0	0				3	0
Montgomery County Correctional Facility	0	0	0	0	0.0%	0	0	0	0				0	3
Montgomery County One Stop Center (Wheaton)	322	571	351	367	4.6%	420	322	571	2,100				2,017	2,277
Montgomery County One Stop Center (Gaithersburg)	0	0	0	0	0.0%	0	0	0	0				0	2
Montgomery County One Stop Center (Germantown)	0	1	0	0	0.0%	0	0	1	1				121	3
Montgomery County Sales and Service Learning Center	0	0	0	0	0.0%	0	0	0	0				12	0
Montgomery County Workforce Investment Services	0	0	0	0	0.0%	0	0	0	0				0	1
Office of Employment Services - Central	735	954	188	752	300.0%	1,325	188	3,994	6,623				1,427	6,168
Office of Employment Training - Central	5	552	140	115	-17.9%	162	0	552	812				0	27
OIT Process	427	187	830	759	-8.6%	500	187	830	2,499				0	5,048
Prince George's County One Stop Center (Largo)	1091	527	489	508	3.9%	693	489	1,091	3,465				7,626	8,127
Professional Outplacement Assistance Center	0	0	0	0	0.0%	0	0	0	0				1	0
Queen Anne's County One Stop Center (Centreville)	0	0	0	0	0.0%	0	0	0	0				2	12
St. Mary's One Stop Center (Leonardtown)	89	84	148	19	-87.2%	77	19	148	387				663	647
Susquehanna Workforce Network Headquarters	1	12	12	17	41.7%	11	1	17	54				785	1,003
Talbot County One Stop Center (Easton)	53	168	170	49	-71.2%	111	49	170	555				541	2,574
UpperShore Workforce Investment Board	0	0	0	0	0.0%	0	0	0	0				0	1
Washington County One Stop Center (Hagerstown)	270	501	412	505	22.6%	429	270	505	2,145				3,305	4,455
Western MD Consortium (Cumberland)	0	0	0	0	0.0%	0	0	0	0				34	0
Western MD Consortium (Hagerstown)	0	0	0	0	0.0%	0	0	0	0				0	5
Westside Youth Opportunity Center (Youth Program)	0	1	0	0	0.0%	1	0	6	7				18	29
Wicomico County One Stop Center (Salisbury)	412	480	486	410	-15.6%	439	406	486	2,194				8,009	5,625
Workforce Reception Center	1	154	50	0	-100.0%	41	0	154	205				211	66



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	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Employer Receiving Services (YTD)	1,536	521	399	265	-33.6%	693	265	1,536	3,465				7,761	6,931
Employer Services Provided By Local Office: (Month Service Started)	3,484	2,761	2,819	2,693	-4.5%	2,975	2,693	3,484	14,875				28,655	34,896
*** Virtual Service Location ***	1252	1142	1325	1100	-17.0%	1,239	1,100	1,376	6,195				12,830	14,014
Allegany County One Stop Center (Cumberland)	94	113	53	51	-3.8%	76	51	113	382				891	871
Anne Arundel County One Stop Center (Arnold Station)	0	0	0	0	0.0%	0	0	0	0				3	0
Anne Arundel County One Stop Center (Glen Burnie)	21	5	19	24	26.3%	17	5	24	87				30	83
Anne Arundel County One Stop Center (Severna Park)	1	0	0	0	0.0%	0	0	1	1				3	0
Anne Arundel Job Center Annapolis	22	20	16	10	-37.5%	16	10	22	82				306	314
Anne Arundel Workforce Development Corporation	0	0	0	0	0.0%	0	0	0	0				3	8
Arundel Mills Sales and Service Training Center	3	1	0	0	0.0%	1	0	3	4				1	0
Baltimore City One Stop Center (Eastside)	39	47	11	8	-27.3%	31	8	51	156				1,044	509
Baltimore City One Stop Center (Eutaw Street)	56	97	45	31	-31.1%	62	31	97	308				598	775
Baltimore City One Stop Center (Northwest/Re-entry Cent	0	15	3	0	-100.0%	5	0	15	23				74	53
Baltimore City One Stop Center (Southwest)	5	0	0	0	0.0%	2	0	5	10				7	14
Baltimore County One Stop Center (Eastpoint)	43	32	16	15	-6.3%	35	15	68	174				2,143	686
Baltimore County One Stop Center (Hunt Valley)	68	36	28	21	-25.0%	43	21	68	217				302	637
BWI Thurgood Marshall Int'l Airport One Stop	26	31	30	37	23.3%	29	23	37	147				277	262
Calvert County One Stop Center (Prince Frederick)	17	11	0	10	0.0%	9	0	17	45				75	81
Caroline County One Stop Center (Denton)	27	17	24	26	8.3%	22	16	27	110				39	154
Carroll County Business & Employment Resource Center	2	0	1	0	-100.0%	2	0	5	8				291	97
Carroll County One Stop Center (Westminster)	0	0	0	0	0.0%	0	0	0	0				0	5
Cecil County One Stop Center (Elkton)	0	0	0	0	0.0%	1	0	5	5				9	3
Charles County One Stop Center (Waldorf)	96	9	12	17	41.7%	43	9	96	215				186	922
Dorchester County One Stop Center (Cambridge)	4	1	0	0	0.0%	1	0	4	6				21	17
Employ Baltimore	1	0	0	0	0.0%	1	0	5	6				6	3
Frederick County One Stop Center (Frederick)	59	69	53	52	-1.9%	69	52	112	345				525	844
Ft. Meade Outreach Center	52	58	74	53	-28.4%	53	26	74	263				663	814
Garrett County One Stop Center (Oakland)	94	126	120	88	-26.7%	104	88	126	519				1,221	1,294
Harford County One Stop Center (Aberdeen)	6	6	0	6	0.0%	5	0	6	23				59	110
Harford County One Stop Center (Bel Air)	17	3	1	4	300.0%	9	1	18	43				62	43
Howard County One Stop Center (Columbia)	65	59	72	170	136.1%	83	48	170	414				996	667
Kent County One Stop Center (Chestertown)	6	8	0	0	0.0%	4	0	8	20				32	78
Maryland Job Service Laurel Business Center	0	0	0	0	0.0%	0	0	0	0				0	0
Montgomery County One Stop Center (Wheaton)	27	19	21	27	28.6%	23	19	27	117				450	291
Office of Employment Services - Central	58	35	22	80	263.6%	56	22	85	280				486	435
Office of Employment Training - Central	0	0	1	0	-100.0%	0	0	1	1				2	0
Prince George's County One Stop Center (Largo)	940	416	545	608	11.6%	593	416	940	2,964				1,700	6,374
Somerset County One Stop Center (Princess Anne)	2	7	12	4	-66.7%	5	1	12	26				8	37
St Mary's One Stop Center (Leonardtown)	49	22	35	27	-22.9%	34	22	49	170				256	465
Susquehanna Workforce Network Headquarters	1	6	0	0	0.0%	1	0	6	7				86	71
Talbot County One Stop Center (Easton)	11	25	9	13	44.4%	15	9	25	76				181	271
Washington County One Stop Center (Hagerstown)	144	150	109	51	-53.2%	120	51	150	600				1,174	1,709
Westside Youth Opportunity Center (Youth Program)	0	0	0	0	0.0%	0	0	0	0				9	13
Wicomico County One Stop Center (Salisbury)	176	175	162	160	-1.2%	165	153	176	826				1,605	1,858
Worcester County One Stop Center (Ocean City)	0	0	0	0	0.0%	0	0	0	0				1	14
Labor Related Economic Indicators	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Worker Adjustment and Retraining Notification Act (WARN) notices w/layoffs	5	1	5	2	-60.0%	4	1	5	18		39	43	79	41
# Employees impacted by WARN notices	914	60	354	1,087	207.1%	741	60	1,288	3,703		4,051	4,463	6,004	4,586



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Maryland														
Labor Related Economic Indicators	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	2,947,668	2,954,805	2,963,266	2,972,684	0.3%	2,957,407	2,947,668	2,972,684	14,787,036		36,232,246	36,257,840	36,175,675	35,591,501
Employment	2,731,689	2,735,029	2,745,375	2,753,109	0.3%	2,740,780	2,731,689	2,753,109	13,703,898		34,836,734	34,922,945	34,056,130	32,970,280
Unemployment	215,979	219,776	217,891	219,575	0.8%	216,628	209,917	219,776	1,083,138		1,395,512	1,334,895	2,119,545	2,621,221
Rate	7.3	7.4	7.4	7.4	0.0%	7.3	7.1	7.4			3.9	3.7		5.9

Anne Arundel														
Labor Related Economic Indicators	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	278,697	277,168	278,143	278,445	0.1%	278,552	277,168	280,309	1,392,762				3,399,565	3,334,281
Employment	259,312	259,046	260,939	259,889	-0.4%	259,940	259,046	260,939	1,299,702				3,220,220	3,107,385
Unemployment	19,385	18,122	17,204	18,556	7.9%	18,612	17,204	19,793	93,060				179,345	226,896
Rate	7.0	6.5	6.2	6.7	8.1%	6.7	6.2	7.1					5.3	6.8

Baltimore City														
Labor Related Economic Indicators	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	280,131	277,582	277,942	278,933	0.4%	279,043	277,582	280,625	1,395,213				3,370,124	3,321,127
Employment	247,797	247,543	249,351	248,349	-0.4%	248,397	247,543	249,351	1,241,987				3,077,218	2,969,396
Unemployment	32,334	30,039	28,591	30,584	7.0%	30,645	28,591	32,334	153,226				292,906	351,731
Rate	11.5	10.8	10.3	11.0	6.8%	11.0	10.3	11.5					8.7	10.6

Baltimore County														
Labor Related Economic Indicators	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	425,729	424,516	425,958	426,617	0.2%	426,037	424,516	427,366	2,130,186				5,177,741	5,084,749
Employment	391,302	390,901	393,757	392,173	-0.4%	392,250	390,901	393,757	1,961,251				4,859,308	4,689,044
Unemployment	34,427	33,615	32,201	34,444	7.0%	33,787	32,201	34,444	168,935				318,433	395,705
Rate	8.1	7.9	7.6	8.1	6.6%	7.9	7.6	8.1					6.2	7.8

Frederick														
Labor Related Economic Indicators	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	123,061	122,343	123,318	123,397	0.1%	123,283	122,343	124,298	616,417				1,490,786	1,475,094
Employment	115,215	114,845	116,059	115,537	-0.4%	115,569	114,845	116,188	577,844				1,413,936	1,379,593
Unemployment	7,846	7,498	7,259	7,860	8.3%	7,715	7,259	8,110	38,573				76,850	95,501
Rate	6.4	6.1	5.9	6.4	8.5%	6.3	5.9	6.5					5.2	6.5

Lower Shore (Includes Somerset, Wicomico, and Worcester Counties)														
Somerset County														
Labor Related Economic Indicators	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	10,963	10,973	10,967	10,777	-1.7%	10,959	10,777	11,113	54,793				134,923	131,507
Employment	9,866	9,908	9,933	9,677	-2.6%	9,861	9,677	9,933	49,307				123,858	118,281
Unemployment	1,097	1,065	1,034	1,100	6.4%	1,097	1,034	1,190	5,486				11,065	13,226
Rate	10.0	9.7	9.4	10.2	8.5%	10.0	9.4	10.7					8.2	10.1

Wicomico County														
Labor Related Economic Indicators	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	51,098	51,130	51,107	50,503	-1.2%	51,036	50,503	51,340	255,178				632,792	614,224
Employment	46,802	46,998	47,117	45,906	-2.6%	46,778	45,906	47,117	233,891				587,543	561,087
Unemployment	4,296	4,132	3,990	4,597	15.2%	4,257	3,990	4,597	21,287				45,249	53,137
Rate	8.4	8.1	7.8	9.1	16.7%	8.3	7.8	9.1					7.2	8.7

Worcester County														
Labor Related Economic Indicators	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	31,384	29,288	26,244	25,123	-4.3%	28,776	25,123	31,839	143,878				333,831	328,479
Employment	28,925	26,903	23,635	21,358	-9.6%	26,032	21,358	29,340	130,161				301,797	290,373
Unemployment	2,459	2,385	2,609	3,765	44.3%	2,743	2,385	3,765	13,717				32,034	38,106
Rate	7.8	8.1	9.9	15.0	51.5%	9.7	7.8	15.0					9.9	12.0



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Mid-Maryland (Includes Carroll and Howard Counties)

Carroll County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	93,437	92,781	93,147	93,141	0.0%	93,273	92,781	93,861	466,367				1,142,761	1,118,713
Employment	87,109	87,020	87,656	87,303	-0.4%	87,320	87,020	87,656	436,602				1,081,750	1,043,845
Unemployment	6,328	5,761	5,491	5,838	6.3%	5,953	5,491	6,347	29,765				61,011	74,868
Rate	6.8	6.2	5.9	6.3	6.8%	6.4	5.9	6.8					5.4	6.7
Howard County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	157,566	157,141	157,913	157,649	-0.2%	157,760	157,141	158,533	788,802				1,930,705	1,885,787
Employment	148,764	148,611	149,697	149,095	-0.4%	149,124	148,611	149,697	745,621				1,847,396	1,782,664
Unemployment	8,802	8,530	8,216	8,554	4.1%	8,636	8,216	9,079	43,181				83,309	103,123
Rate	5.6	5.4	5.2	5.4	3.8%	5.5	5.2	5.7					4.3	5.5
Montgomery County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	512,263	510,666	514,419	513,446	-0.2%	513,647	510,666	517,439	2,568,233				6,212,973	6,137,870
Employment	484,014	482,459	487,556	485,364	-0.4%	485,499	482,459	488,100	2,427,493				5,939,876	5,795,590
Unemployment	28,249	28,207	26,863	28,082	4.5%	28,148	26,863	29,339	140,740				273,097	342,280
Rate	5.5	5.5	5.2	5.5	5.8%	5.5	5.2	5.7					4.4	5.6
Prince George's County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	449,424	447,370	449,241	450,469	0.3%	450,569	447,370	456,342	2,252,846				5,446,374	5,368,425
Employment	415,302	414,154	417,524	417,311	-0.1%	417,233	414,154	421,872	2,086,163				5,127,071	4,977,121
Unemployment	34,122	33,216	31,717	33,158	4.5%	33,337	31,717	34,470	166,683				319,303	391,304
Rate	7.6	7.4	7.1	7.4	4.2%	7.4	7.1	7.6					5.9	7.3

Southern Maryland (Includes Calvert, Charles, and St. Mary's Counties)

Calvert County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	48,479	48,047	48,257	48,420	0.3%	48,507	48,047	49,330	242,533				589,232	579,868
Employment	45,423	45,298	45,666	45,643	-0.1%	45,634	45,298	46,142	228,172				560,771	544,369
Unemployment	3,056	2,749	2,591	2,777	7.2%	2,872	2,591	3,188	14,361				28,461	35,499
Rate	6.3	5.7	5.4	5.7	5.6%	5.9	5.4	6.5					4.8	6.1
Charles County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	77,037	76,451	76,816	77,042	0.3%	77,131	76,451	78,311	385,657				936,434	920,973
Employment	72,135	71,936	72,521	72,484	-0.1%	72,470	71,936	73,276	362,352				890,542	864,495
Unemployment	4,902	4,515	4,295	4,558	6.1%	4,661	4,295	5,035	23,305				45,892	56,478
Rate	6.4	5.9	5.6	5.9	5.4%	6.0	5.6	6.4					4.9	6.1
St. Mary's County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	53,466	52,689	53,376	53,276	-0.2%	53,325	52,689	53,820	266,627				624,615	619,885
Employment	50,048	49,562	50,357	50,075	-0.6%	50,069	49,562	50,357	250,343				594,320	582,068
Unemployment	3,418	3,127	3,019	3,201	6.0%	3,257	3,019	3,519	16,284				30,295	37,817
Rate	6.4	5.9	5.7	6.0	5.3%	6.1	5.7	6.5					4.9	6.1

Susquehanna (Includes Cecil and Harford Counties)

Cecil County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	50,480	49,805	50,008	49,801	-0.4%	50,058	49,801	50,480	250,289				618,631	603,504
Employment	45,182	45,353	45,508	45,306	-0.4%	45,363	45,182	45,508	226,816				572,534	546,550
Unemployment	5,298	4,452	4,500	4,495	-0.1%	4,695	4,452	5,298	23,473				46,097	56,954
Rate	10.5	8.9	9.0	9.0	0.0%	9.4	8.9	10.5					7.5	9.4
Harford County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	131,482	130,740	131,210	131,358	0.1%	131,416	130,740	132,289	657,079				1,605,222	1,575,432
Employment	121,624	121,500	122,387	121,895	-0.4%	121,919	121,500	122,387	609,595				1,510,367	1,457,445
Unemployment	9,858	9,240	8,823	9,463	7.3%	9,497	8,823	10,100	47,484				94,855	117,987
Rate	7.5	7.1	6.7	7.2	7.5%	7.2	6.7	7.6					5.9	7.5



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

Caroline County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	16,021	16,121	16,223	15,845	-2.3%	16,120	15,845	16,388	80,598				198,525	195,144
Employment	14,543	14,715	14,870	14,347	-3.5%	14,680	14,347	14,925	73,400				183,782	176,816
Unemployment	1,478	1,406	1,353	1,498	10.7%	1,440	1,353	1,498	7,198				14,743	18,328
Rate	9.2	8.7	8.3	9.5	14.5%	8.9	8.3	9.5					7.5	9.4
Dorchester County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	16,415	16,752	16,768	16,310	-2.7%	16,583	16,310	16,768	82,913				200,742	198,527
Employment	14,717	15,124	15,212	14,586	-4.1%	14,918	14,586	15,212	74,592				183,013	176,541
Unemployment	1,698	1,628	1,556	1,724	10.8%	1,664	1,556	1,724	8,321				17,729	21,986
Rate	10.3	9.7	9.3	10.6	14.0%	10.0	9.3	10.6					8.8	11.1
Kent County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	10,976	10,801	10,926	10,524	-3.7%	10,875	10,524	11,149	54,376				132,146	129,178
Employment	10,115	9,986	10,150	9,670	-4.7%	10,035	9,670	10,255	50,176				123,714	118,739
Unemployment	861	815	776	854	10.1%	840	776	894	4,200				8,432	10,439
Rate	7.8	7.5	7.1	8.1	14.1%	7.7	7.1	8.1					6.4	8.1
Queen Anne's County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	26,083	25,883	26,007	26,076	0.3%	26,062	25,883	26,261	130,310				320,333	313,826
Employment	24,337	24,312	24,489	24,391	-0.4%	24,396	24,312	24,489	121,978				302,219	291,629
Unemployment	1,746	1,571	1,518	1,685	11.0%	1,666	1,518	1,812	8,332				18,114	22,197
Rate	6.7	6.1	5.8	6.5	12.1%	6.4	5.8	6.9					5.7	7.1
Talbot County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	18,484	18,337	18,531	18,050	-2.6%	18,438	18,050	18,790	92,192				230,952	223,577
Employment	17,147	17,028	17,291	16,641	-3.8%	17,104	16,641	17,413	85,520				217,379	206,602
Unemployment	1,337	1,309	1,240	1,409	13.6%	1,334	1,240	1,409	6,672				13,573	16,975
Rate	7.2	7.1	6.7	7.8	16.4%	7.2	6.7	7.8					5.9	7.6

Western Maryland (Includes Allegany, Garrett, and Washington Counties)

Allegany County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	34,114	33,598	34,029	34,110	0.2%	34,064	33,598	34,471	170,322				428,373	421,371
Employment	30,924	30,675	31,152	31,162	0.0%	31,058	30,675	31,379	155,292				396,377	383,600
Unemployment	3,190	2,923	2,877	2,948	2.5%	3,006	2,877	3,190	15,030				31,996	37,771
Rate	9.4	8.7	8.5	8.6	1.2%	8.8	8.5	9.4					7.5	9.0
Garrett County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	16,602	16,360	16,363	15,908	-2.8%	16,436	15,908	16,945	82,178				201,788	198,574
Employment	15,358	15,216	15,271	14,703	-3.7%	15,238	14,703	15,640	76,188				188,469	182,144
Unemployment	1,244	1,144	1,092	1,205	10.3%	1,198	1,092	1,305	5,990				13,319	16,430
Rate	7.5	7.0	6.7	7.6	13.4%	7.3	6.7	7.7					6.6	8.3
Washington County														
	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	66,528	66,462	66,223	65,883	-0.5%	66,348	65,883	66,645	331,741				816,609	804,781
Employment	59,458	59,778	59,999	59,417	-1.0%	59,743	59,417	60,061	298,713				750,944	723,802
Unemployment	7,070	6,684	6,224	6,466	3.9%	6,606	6,224	7,070	33,028				65,665	80,979
Rate	10.6	10.1	9.4	9.8	4.3%	10.0	9.4	10.6					8.0	10.1

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



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Incumbent Worker Training Maryland Business Works (MBW)														
MBW Indicators	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Award Amount	\$199,116	\$100,345	\$71,792	\$139,847	94.8%	\$125,438	\$71,792	\$199,116	\$627,188				\$651,121	\$1,192,354
Fully Canceled Projects	0	1	1	5	400.0%	2	1	5	7					30
Approved Projects	54	54	40	32	-20.0%	46	32	54	232				453	693
# Employers	42	23	19	25	31.6%	29	19	42	143				235	315
# Trainees	575	346	180	348	93.3%	397	180	575	1,984				2,096	5,093
Average Cost	\$346	\$290	\$399	\$402	0.8%	\$331	\$217	\$402	\$316				\$311	\$234
Biotech:														
Award Amount	\$14,514	\$17,331	\$0	\$2,747	0.0%	\$7,492	\$0	\$17,331	\$37,460				\$7,253	\$8,292
Approved Projects	1	2	0	1	0.0%	1	0	3	7				7	6
# Employers	1	2	0	1	0.0%	1	0	2	5				3	4
# Trainees	12	76	0	4	0.0%	19	0	76	97				52	15
Average Cost	\$1,210	\$228	\$0	\$687	0.0%	\$540	\$0	\$1,210	\$386				\$139	\$553
Construction:														
Award Amount	\$8,894	\$11,859	\$0	\$2,734	0.0%	\$4,972	\$0	\$11,859	\$24,859				\$33,970	\$52,927
Approved Projects	4	13	0	6	0.0%	5	0	13	25				51	29
# Employers	3	10	0	4	0.0%	4	0	10	18				29	20
# Trainees	11	49	0	9	0.0%	14	0	49	71				86	97
Average Cost	\$809	\$242	\$0	\$304	0.0%	\$408	\$0	\$809	\$350				\$395	\$546
Green Industry:														
Award Amount	\$0	\$500	\$556	\$556	0.0%	\$2,584	\$0	\$11,306	\$12,918				0	\$41,264
Approved Projects	0	1	1	1	0.0%	1	0	2	5				0	42
# Employers	0	1	1	1	0.0%	1	0	2	5				0	26
# Trainees	0	1	1	1	0.0%	3	0	10	13				0	70
Average Cost	\$0	\$500	\$556	\$556	0.0%	\$549	\$0	\$1,131	\$994				0.0	\$589
MBW Indicators	Aug-10	Sep-10	Oct-10	Nov-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	Total
Other:														
Award Amount	\$26,689	\$15,555	\$16,007	\$31,399	96.2%	\$21,466	\$15,555	\$31,399	\$107,330				\$128,141	\$199,020
Approved Projects	12	12	9	6	-33.3%	10	6	13	52				48	183
# Employers	11	5	2	14	600.0%	8	2	14	40				90	111
# Trainees	170	97	59	145	145.8%	104	51	170	522				398	584
Average Cost	\$157	\$160	\$271	\$217	-20.2%	\$230	\$157	\$347	\$206				\$322	\$341
Healthcare:														
Award Amount	\$28,041	\$24,667	\$3,746	\$11,262	200.6%	\$25,569	\$3,746	\$60,129	\$127,845				\$189,985	\$266,337
Approved Projects	16	23	12	12	0.0%	17	12	23	83				172	225
# Employers	10	7	3	2	-33.3%	7	2	13	35				53	63
# Trainees	275	115	60	44	-26.7%	149	44	275	745				864	3146
Average Cost	\$102	\$214	\$62	\$256	310.0%	\$175	\$62	\$256	\$172				\$220	\$85
IT:														
Award Amount	\$103,601	\$3,487	\$14,387	\$22,688	57.7%	\$29,265	\$2,161	\$103,601	\$146,324				\$57,641	\$152,468
Approved Projects	12	3	6	3	-50.0%	5	2	12	26				42	76
# Employers	9	3	5	3	-40.0%	4	2	9	22				27	37
# Trainees	74	6	30	15	-50.0%	25	2	74	127				91	199
Average Cost	\$1,400	\$581	\$480	\$1,513	215.4%	\$1,011	\$480	\$1,513	\$1,152				\$633	\$766
Manufacturing:														
Award Amount	\$17,377	\$26,946	\$37,096	\$68,461	84.6%	\$34,090	\$17,377	\$68,461	\$170,452				\$234,131	\$472,046
Approved Projects	9	13	12	9	-25.0%	11	9	13	53				133	139
# Employers	8	5	8	4	-50.0%	6	4	8	32				33	54
# Trainees	33	51	30	139	363.3%	93	30	214	467				605	982
Average Cost	\$527	\$528	\$1,237	\$493	-60.2%	\$576	\$96	\$1,237	\$365				\$387	\$481



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WORKFORCE DEVELOPMENT	Quarterly Reporting Periods					Fiscal Year to Date			Fiscal Comparison					
	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Federal Reporting Performance Indicators:														
Entered Employment Actuals														
Economically Disadvantaged Adults Numerator	926	957	990	968	-2.2%	968	968	968				875	883	996
Economically Disadvantaged (# of exiters)	1,215	1,274	1,289	1,285	-0.3%	1,285	1,285	1,285				1,052	1,135	1,289
Dislocated Workers Numerator	926	886	1,002	1,098	9.6%	1,098	1,098	1,098				868	967	1,011
Dislocated Workers Denominator (# of Exiters)	1,084	1,079	1,194	1,293	8.3%	1,293	1,293	1,293				986	1,101	1,189
Labor Exchange Numerator	64,195	66,967	64,574	66,051	2.3%	66,051	66,051	66,051				57,419	62,562	64,574
Labor Exchange Denominator (# of Exiters)	120,581	132,425	130,968	141,426	8.0%	141,426	141,426	141,426				89,963	105,007	130,968
Entered Employment Rate %														
Economically Disadvantaged Adults	76.2%	75.1%	76.8%	75.3%	-2.0%	75.3%	75.3%	75.3%				84%	83.2%	77.3%
Dislocated Workers	85.4%	82.1%	83.9%	84.9%	1.2%	84.9%	84.9%	84.9%				91%	88.0%	87.8%
Labor Exchange	53.0%	51.0%	49%	47.0%	-4.1%	47.0%	47.0%	47.0%				61%	64.0%	60.0%
LX Entered Employment Data (By LWIA)														
Anne Arundel (AA)														
Numerator	3,708	4,014	3,789	3,963	4.6%	3,963	3,963	3,963				3,549	3,498	3,789
Denominator	6,976	7,909	8,027	8,831	10.0%	8,831	8,831	8,831				5,590	5,606	8,027
Rate	53%	51%	47%	45%	-4.9%	45%	45%	45%				63%	62%	47%
Baltimore City (BM)														
Numerator	9,597	10,656	9,703	9,927	2.3%	9,927	9,927	9,927				11,959	11,484	9,703
Denominator	19,612	22,850	22,549	24,272	7.6%	24,272	24,272	24,272				20,277	20,702	22,549
Rate	49%	47%	43%	41%	-5.0%	41%	41%	41%				59%	55%	43%
Baltimore County (BA)														
Numerator	7,375	7,495	6,930	7,277	5.0%	7,277	7,277	7,277				6,719	6,992	6,930
Denominator	13,421	14,459	13,903	15,318	10.2%	15,318	15,318	15,318				10,013	11,198	13,903
Rate	55%	52%	50%	48%	-4.7%	48%	48%	48%				67%	62%	50%
Frederick (FR)														
Numerator	1,804	1,732	1,766	1,880	6.5%	1,880	1,880	1,880				1,752	1,746	1,766
Denominator	3,101	3,214	3,418	3,936	15.2%	3,936	3,936	3,936				2,518	2,717	3,418
Rate	58%	54%	52%	48%	-7.6%	48%	48%	48%				70%	64%	52%
Lower Shore (LS)														
Numerator	2,614	2,765	2,571	2,523	-1.9%	2,523	2,523	2,523				2,458	2,799	2,571
Denominator	4,707	5,185	4,780	5,237	9.6%	5,237	5,237	5,237				3,853	4,636	4,780
Rate	56%	53%	54%	48%	-10.4%	48%	48%	48%				64%	60%	54%
Montgomery County (MG)														
Numerator	5,958	6,043	6,115	6,083	-0.5%	6,083	6,083	6,083				5,212	5,510	6,115
Denominator	11,147	12,080	12,081	12,736	5.4%	12,736	12,736	12,736				8,293	9,313	12,081
Rate	53%	50%	51%	48%	-5.6%	48%	48%	48%				63%	59%	51%
Mid Maryland (MM)														
Numerator	4,356	4,577	3,818	3,955	3.6%	3,955	3,955	3,955				3,643	3,794	3,818
Denominator	7,716	8,604	7,651	8,165	6.7%	8,165	8,165	8,165				5,218	6,004	7,651
Rate	56%	53%	50%	48%	-2.9%	48%	48%	48%				70%	63%	50%
Prince George's County (PG)														
Numerator	5,615	5,652	5,718	6,178	8.0%	6,178	6,178	6,178				4,318	5,217	5,718
Denominator	10,856	11,446	11,483	13,097	14.1%	13,097	13,097	13,097				6,945	8,880	11,483
Rate	52%	49%	50%	47%	-5.3%	47%	47%	47%				62%	59%	50%
Southern Maryland (SM)														
Numerator	3,337	3,259	3,024	3,088	2.1%	3,088	3,088	3,088				2,655	3,122	3,024
Denominator	6,299	6,462	5,980	6,646	11.1%	6,646	6,646	6,646				3,991	5,217	5,980
Rate	53%	50%	51%	46%	-8.1%	46%	46%	46%				67%	60%	51%
Susquehanna (SQ)														
Numerator	2,833	2,718	2,641	2,815	6.6%	2,815	2,815	2,815				2,968	3,125	2,641
Denominator	5,087	5,171	5,058	5,750	13.7%	5,750	5,750	5,750				4,300	4,888	5,058
Rate	56%	53%	52%	49%	-6.2%	49%	49%	49%				69%	64%	52%
Upper Shore (US)														
Numerator	1,812	1,920	1,808	1,830	1.2%	1,830	1,830	1,830				1,479	1,691	1,808
Denominator	3,547	3,898	3,569	3,843	7.7%	3,843	3,843	3,843				2,369	2,998	3,569
Rate	51%	49%	51%	48%	-6.0%	48%	48%	48%				62%	56%	51%
Western Maryland (WM)														
Numerator	5,010	5,289	5,071	5,091	0.4%	5,091	5,091	5,091				4,838	5,475	5,071
Denominator	9,241	10,375	9,898	10,364	4.7%	10,364	10,364	10,364				7,369	9,025	9,898
Rate	54%	51%	51%	49%	-4.1%	49%	49%	49%				66%	61%	51%
Virtual Office (VO)														
Numerator	10,176	10,847	11,620	11,441	-1.5%	11,441	11,441	11,441				5,869	8,109	11,620
Denominator	18,871	20,772	22,571	23,231	2.9%	23,231	23,231	23,231				9,227	13,823	22,571
Rate	54%	52%	51%	49%	-4.3%	49%	49%	49%				64%	59%	51%



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Employment Retention Actuals	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Economically Disadvantaged Adults Numerator	1,030	1,092	1,120	1,128	0.7%	1,128	1,128	1,128				1,023	1,063	1,125
Exiters	1,210	1,279	1,292	1,300	0.6%	1,300	1,300	1,300				1,251	1,228	1,293
Dislocated Workers Numerator	944	913	894	859	-3.9%	859	859	859				945	901	901
Dislocated Workers Denominator (# Employed at Exit)	1,059	1,029	991	947	-4.4%	947	947	947				1,065	998	993
Labor Exchange Numerator	64,690	64,346	59,546	61,857	3.9%	61,857	61,857	61,857				63,271	64,546	59,546
Labor Exchange Denominator (# Employed at Exit)	82,980	83,047	77,241	80,635	4.4%	80,635	80,635	80,635				77,030	81,066	77,241
Employment Retention Rate %	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Economically Disadvantaged Adults	85.1%	85.4%	86.7%	86.8%	0.1%	86.8%	86.8%	86.8%		67%	84%	81.8%	86.6%	87.0%
Dislocated Workers	89.1%	88.7%	90.2%	90.7%	0.6%	90.7%	90.7%	90.7%		71%	89%	88.7%	90.3%	90.7%
Labor Exchange	78.0%	78.0%	77.0%	77.0%	0.0%	77.0%	77.0%	77.0%		65%	81%	82.0%	80.0%	77.0%
LX Employment Retention (by LWIA)	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Target		FY08	FY-09	FY-10
Anne Arundel (AA)														
Numerator	3,398	3,285	3,069	3,161	3.0%	3,161	3,161	3,161				3,452	3,366	3,069
Denominator	4,446	4,370	4,117	4,244	3.1%	4,244	4,244	4,244				4,186	4,238	4,117
Rate	76%	75%	75%	74%	-0.1%	74%	74%	74%				82%	79%	75%
Baltimore City (BM)														
Numerator	9,277	9,659	8,360	8,778	5.0%	8,778	8,778	8,778				12,264	11,473	8,360
Denominator	12,657	13,265	11,707	12,287	5.0%	12,287	12,287	12,287				15,805	15,287	11,707
Rate	73%	73%	71%	71%	0.0%	71%	71%	71%				78%	75%	71%
Baltimore County (BA)														
Numerator	6,797	6,454	5,431	5,868	8.0%	5,868	5,868	5,868				6,649	6,688	5,431
Denominator	8,440	8,123	6,915	7,479	8.2%	7,479	7,479	7,479				7,800	8,039	6,915
Rate	81%	79%	79%	78%	-0.1%	78%	78%	78%				85%	83%	79%
Frederick (FR)														
Numerator	1,916	1,737	1,515	1,484	-2.0%	1,484	1,484	1,484				1,832	1,975	1,515
Denominator	2,353	2,154	1,880	1,856	-1.3%	1,856	1,856	1,856				2,160	2,393	1,880
Rate	81%	81%	81%	80%	-0.8%	80%	80%	80%				85%	83%	81%
Lower Shore (LS)														
Numerator	2,734	2,972	2,793	2,698	-3.4%	2,698	2,698	2,698				2,991	2,842	2,793
Denominator	3,616	3,908	3,704	3,676	-0.8%	3,676	3,676	3,676				3,742	3,678	3,704
Rate	76%	76%	75%	73%	-2.7%	73%	73%	73%				80%	77%	75%
Montgomery County (MG)														
Numerator	5,604	5,625	5,412	5,710	5.5%	5,710	5,710	5,710				5,893	5,355	5,412
Denominator	7,142	7,222	6,951	7,355	5.8%	7,355	7,355	7,355				7,124	6,698	6,951
Rate	78%	78%	78%	78%	-0.3%	78%	78%	78%				83%	80%	78%
Mid Maryland (MM)														
Numerator	3,889	3,994	3,274	3,378	3.2%	3,378	3,378	3,378				4,511	3,766	3,274
Denominator	4,728	4,861	4,043	4,207	4.1%	4,207	4,207	4,207				5,246	4,452	4,043
Rate	82%	82%	81%	80%	-0.8%	80%	80%	80%				86%	85%	81%
Prince George's County (PG)														
Numerator	5,184	5,251	4,868	4,979	2.3%	4,979	4,979	4,979				3,640	4,858	4,868
Denominator	6,678	6,780	6,359	6,434	1.2%	6,434	6,434	6,434				4,421	6,093	6,359
Rate	78%	77%	77%	77%	1.1%	77%	77%	77%				82%	80%	77%
Southern Maryland (SM)														
Numerator	3,063	3,039	2,731	2,772	1.5%	2,772	2,772	2,772				2,720	2,925	2,731
Denominator	3,912	3,866	3,504	3,553	1.4%	3,553	3,553	3,553				3,256	3,626	3,504
Rate	78%	79%	78%	78%	0.1%	78%	78%	78%				84%	81%	78%
Susquehanna (SQ)														
Numerator	3,165	2,827	2,340	2,514	7.4%	2,514	2,514	2,514				3,568	3,381	2,340
Denominator	4,000	3,614	3,033	3,262	7.6%	3,262	3,262	3,262				4,285	4,149	3,033
Rate	79%	78%	77%	77%	-0.1%	77%	77%	77%				83%	81%	77%
Upper Shore (US)														
Numerator	1,646	1,556	1,442	1,515	5.1%	1,515	1,515	1,515				1,466	1,795	1,442
Denominator	2,149	2,037	1,868	1,997	6.9%	1,997	1,997	1,997				1,802	2,337	1,868
Rate	77%	76%	77%	76%	-1.7%	76%	76%	76%				81%	77%	77%
Western Maryland (WM)														
Numerator	5,658	5,830	5,479	5,672	3.5%	5,672	5,672	5,672				5,636	6,125	5,479
Denominator	7,385	7,640	7,144	7,373	3.2%	7,373	7,373	7,373				6,860	7,708	7,144
Rate	77%	76%	77%	77%	0.3%	77%	77%	77%				82%	79%	77%
Virtual Office (VO)														
Numerator	12,359	12,119	12,832	13,328	3.9%	13,328	13,328	13,328				8,649	9,997	12,832
Denominator	15,474	15,207	16,016	16,912	5.6%	16,912	16,912	16,912				10,343	12,368	16,016
Rate	80%	80%	80%	79%	-1.6%	79%	79%	79%				84%	81%	80%



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Average Six Month Earnings	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Economically disadvantaged adults numerator	13,759,425	14,865,941	15,663,149	15,759,261	0.6%	15,759,261	15,759,261	15,759,261				11,852,905	14,495,872	15,677,405
Employed at Exit	984	1,041	1,059	1,045	-1.3%	1,045	1,045	1,045				968	1,027	1,060
Dislocated Workers Numerator	14,546,683	13,949,754	14,149,086	13,880,747	-1.9%	13,880,747	13,880,747	13,880,747				13,953,199	14,330,794	14,186,040
Dislocated Workers Denominator (# Employed at Exit)	910	870	850	808	-4.9%	808	808	808				888	877	852
Labor Exchange Numerator	915,952,063	928,328,116	838,392,348	865,845,026	3.3%	865,845,026	865,845,026	865,845,026				870,937,474	905,330,501	838,392,348
Labor Exchange Denominator (# Employed at Exit)	64,543	64,211	59,408	61,690	3.8%	61,690	61,690	61,690				63,160	64,387	59,408
Average Six Month Earnings	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Economically Disadvantaged Adults	\$13,983	\$14,280	\$14,791	\$15,081	2.0%	15,081	15,081	15,081		\$10,480	\$13,100	\$12,245	\$14,115	\$14,790
Dislocated Workers	\$15,985	\$16,034	\$16,646	\$17,179	3.2%	17,179	17,179	17,179		\$13,268	\$16,585	\$15,731	\$16,341	\$16,650
Labor Exchange	\$14,191	\$14,458	\$14,112	\$14,035	-0.5%	14,035	14,035	14,035		\$10,800	\$13,500	\$13,789	\$14,061	\$14,112
LX Average Six Month Earnings (By LWIA)	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Anne Arundel (AA)	\$13,915	\$13,692	\$13,389	\$13,528	1.0%	13,528	13,528	13,528				\$15,142	\$14,821	\$13,389
Baltimore City (BM)	\$11,213	\$11,434	\$10,937	\$15,232	39.3%	15,232	15,232	15,232				\$10,514	\$10,970	\$10,937
Baltimore County (BA)	\$15,520	\$15,695	\$14,884	\$11,121	-25.3%	11,121	11,121	11,121				\$15,395	\$15,831	\$14,884
Frederick (FR)	\$16,127	\$16,362	\$16,144	\$16,324	1.1%	16,324	16,324	16,324				\$16,529	\$16,584	\$16,144
Lower Shore (LS)	\$9,946	\$10,071	\$9,879	\$9,623	-2.6%	9,623	9,623	9,623				\$10,006	\$9,715	\$9,879
Montgomery County (MG)	\$15,621	\$16,177	\$15,224	\$15,105	-0.8%	15,105	15,105	15,105				\$16,461	\$15,749	\$15,224
Mid Maryland (MM)	\$19,574	\$19,772	\$19,099	\$19,599	2.6%	19,599	19,599	19,599				\$18,867	\$20,201	\$19,099
Prince George's County (PG)	\$15,729	\$16,347	\$16,154	\$15,416	-4.6%	15,416	15,416	15,416				\$15,384	\$15,546	\$16,154
Southern Maryland (SM)	\$15,746	\$15,949	\$15,086	\$14,800	-1.9%	14,800	14,800	14,800				\$14,930	\$15,200	\$15,086
Susquehanna (SQ)	\$15,601	\$15,645	\$15,004	\$14,313	-4.6%	14,313	14,313	14,313				\$14,690	\$15,205	\$15,004
Upper Shore (US)	\$12,242	\$12,414	\$12,347	\$11,629	-5.8%	11,629	11,629	11,629				\$11,285	\$12,168	\$12,347
Western Maryland (WM)	\$10,979	\$11,155	\$11,011	\$10,780	-2.1%	10,780	10,780	10,780				\$10,638	\$11,017	\$11,011
Virtual Office (VO)	\$14,417	\$15,056	\$15,348	\$15,253	-0.6%	15,253	15,253	15,253				\$13,989	\$14,455	\$15,348
Youth Focused Goals	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Attainment of a High School Diploma, Degree, or Certificate	72.6%	71.0%	73.8%	69.0%	-6.5%	69.00%	69.00%	69.00%		42%	52%	73.9%	71.5%	75.0%
Placement in Unsubsidized Employment or Education	69.8%	69.0%	67.5%	63.4%	-6.1%	63.40%	63.40%	63.40%		54%	67%	72.2%	71.2%	67.8%
One-Stop Demographics	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Target		FY08	FY-09	FY-10
Total Maryland residents who received workforce services	208,456	213,251	195,196	189,045	-3.2%	189,045	189,045	189,045				137,840	179,688	195,196
Anne Arundel (AA)	15,067	15,869	14,116	13,577	-3.8%	13,577	13,577	13,577				6,706	11,099	14,116
Baltimore City (BM)	31,070	32,683	30,468	28,997	-4.8%	28,997	28,997	28,997				27,064	29,534	30,468
Baltimore County (BA)	23,434	23,784	21,360	20,705	-3.1%	20,705	20,705	20,705				13,384	18,305	21,360
Frederick (FR)	6,037	6,228	5,450	5,285	-3.0%	5,285	5,285	5,285				4,085	4,295	5,450
Lower Shore (LS)	7,303	7,916	7,336	7,297	-0.5%	7,297	7,297	7,297				6,113	7,177	7,336
Montgomery County (MG)	16,982	16,746	14,583	14,451	-0.9%	14,451	14,451	14,451				11,678	15,296	14,583
Mid Maryland (MM)	13,163	13,364	10,962	10,381	-5.3%	10,381	10,381	10,381				7,339	11,234	10,962
Prince George's County (PG)	19,128	19,703	18,325	18,237	-0.5%	18,237	18,237	18,237				11,212	14,900	18,325
Southern Maryland (SM)	9,416	9,174	8,002	7,901	-1.3%	7,901	7,901	7,901				6,413	8,258	8,002
Susquehanna (SQ)	7,955	7,943	7,218	7,481	3.6%	7,481	7,481	7,481				6,494	6,725	7,218
Upper Shore (US)	5,800	6,377	5,926	6,019	1.6%	6,019	6,019	6,019				3,770	4,682	5,926
Western Maryland (WM)	15,157	15,763	14,555	14,776	1.5%	14,776	14,776	14,776				13,076	15,108	14,555
Virtual Office (VO)	37,944	37,701	36,895	33,938	-8.0%	33,938	33,938	33,938				20,506	33,075	36,895
One-Stop Demographics	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Target		FY08	FY-09	FY-10
Total Maryland residents who received staff assisted services	167,205	171,924	146,940	146,462	-0.3%	146,462	146,462	146,462				115,077	141,701	146,940
Anne Arundel (AA)	14,796	15,603	12,964	12,619	-2.7%	12,619	12,619	12,619				6,609	10,800	12,964
Baltimore City (BM)	30,513	31,892	27,018	27,717	2.6%	27,717	27,717	27,717				26,399	28,492	27,018
Baltimore County (BA)	22,978	23,375	19,817	19,366	-2.3%	19,366	19,366	19,366				13,231	17,853	19,817
Frederick (FR)	5,884	6,087	5,122	4,938	-3.6%	4,938	4,938	4,938				3,960	4,063	5,122
Lower Shore (LS)	7,209	7,768	7,108	7,101	-0.1%	7,101	7,101	7,101				5,960	6,816	7,108
Montgomery County (MG)	16,655	16,388	13,964	13,616	-2.5%	13,616	13,616	13,616				11,583	14,962	13,964
Mid Maryland (MM)	13,000	13,224	10,337	9,799	-5.2%	9,799	9,799	9,799				7,251	10,999	10,337
Prince George's County (PG)	18,556	19,097	16,845	16,975	0.8%	16,975	16,975	16,975				10,984	14,309	16,845
Southern Maryland (SM)	9,274	9,032	7,492	7,465	-0.4%	7,465	7,465	7,465				6,287	8,023	7,492
Susquehanna (SQ)	7,597	7,590	6,731	6,916	2.7%	6,916	6,916	6,916				6,248	6,186	6,731
Upper Shore (US)	5,680	6,248	5,609	5,722	2.0%	5,722	5,722	5,722				3,659	4,524	5,609
Western Maryland (WM)	15,063	15,620	13,933	14,228	2.1%	14,228	14,228	14,228				12,906	14,674	13,933
Total Eligible Claimants			49,343	48,515	-1.7%	48,515	48,515	48,515				24,143	31,953	49,343
Total Veterans receiving workforce services	16,662	16,676	15,928	15,358	-3.6%	15,358	15,358	15,358				12,795	15,264	15,928
Disclosed	11,350	11,536	11,469	11,216	-2.2%	11,216	11,216	11,216				8,990	10,189	11,469
GENDER	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Target		FY08	FY-09	FY-10
Male	101,701	106,355	97,960	94,208	-3.8%	94,208	94,208	94,208				60,979	81,696	97,960
Female	95,082	99,999	93,170	91,365	-1.9%	91,365	91,365	91,365				60,471	77,771	93,170
Blank	11,673	6,897	4,066	3,472	-14.6%	3,472	3,472	3,472				16,390	20,221	4,066



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RACE	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Target	FY08	FY-09	FY-10
African American	77,924	79,556	78,094	75,479	-3.3%	75,479	75,479	75,479			57,456	68,008	78,094
White	71,454	72,644	68,804	66,906	-2.8%	66,906	66,906	66,906			40,133	60,139	68,804
Hispanic	8,169	7,981	7,531	7,332	-2.6%	7,332	7,332	7,332			6,009	7,362	7,531
Pacific Islander	455	493	472	442	-6.4%	442	442	442			289	399	472
Asian	3,438	3,491	3,362	3,296	-2.0%	3,296	3,296	3,296			1,799	2,889	3,362
Other	6,032	6,190	6,009	5,877	-2.2%	5,877	5,877	5,877			3,502	5,130	6,009
EDUCATION	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Target	FY08	FY-09	FY-10
No School	667	697	680	681	0.1%	681	681	681			580	601	680
Elementary School	21,693	21,912	20,182	17,088	-15.3%	17,088	17,088	17,088			15,202	17,874	20,182
Some College/Vocational/Technical School	51,484	53,256	48,970	48,126	-1.7%	48,126	48,126	48,126			29,903	44,049	48,970
BA\BS Degree	27,872	28,301	24,998	24,577	-1.7%	24,577	24,577	24,577			13,113	22,941	24,998
Some Graduate School	10,752	10,962	9,678	9,608	-0.7%	9,608	9,608	9,608			4,807	8,724	9,678
High School Diploma	69,774	71,263	65,417	63,894	-2.3%	63,894	63,894	63,894			47,458	62,665	65,417
GED	13,950	14,301	13,640	13,505	-1.0%	13,505	13,505	13,505			8,211	12,121	13,640
AA Degree	10,742	11,094	10,258	10,255	0.0%	10,255	10,255	10,255			6,119	9,285	10,258

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



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Volume 4 Number 5
 Reporting Period November, 2010

UNEMPLOYMENT INSURANCE FOR 11-30-10	Reporting Periods					Fiscal Year To Date							
	Aug-10	Sept-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
ISSUANCES AND DETERMINATIONS													
New Claims Filed - Total	29,266	27,058	30,620	30,296	-1.1%	29,604	27,058	30,780	148,020		243,281	379,609	407,026
New Claims Filed - UI	28,750	26,441	30,062	29,903	-0.5%	29,113	26,441	30,407	145,563			375,917	402,813
New Claims Filed - UCFE	313	433	385	240	-37.7%	315	203	433	1,574			2,251	2,541
New Claims Filed - UCX	203	184	173	153	-11.6%	177	153	203	883			1,441	1,672
Persons Currently Drawing UI Benefits	62,520	55,687	57,501	57,040	-0.8%	59,920	55,687	66,853			41,309	67,919	63,104
New EUC Claims Filed - Total	8,232	7,691	7,117	6,520	-8.4%	8,170	6,520	11,291	40,851				98,585
Dollars Paid in Benefits (in millions \$\$\$)	78.6	59.9	59	72.6	23.1%	67.2	59.0	78.6	335.8		507	918	990
Trust Fund Balance (in million \$\$\$)	469	418	387	393	1.6%	420	387	469	435	900	986	288	456
FUA Loan Advance to Trust Fund (in millions \$\$\$)	134	134	134	134	0.0%	134	134	134	134				134
# of First UI Checks issued - Regular UI	12,150	9,932	11,006	11,449	4.0%	11,445	9,932	12,687	57,224		103,693	175,340	166,666
# of First UI Checks issued - Ex. Fed Employees	70	137	170	100	-41.2%	109	69	170	546		504	293	660
# of First UI Checks issued - Ex Military	131	93	105	118	12.4%	110	93	131	549		723	815	969
% of claims filed via the Internet	40%	41%	40%	42%	5.0%	40.6%	40.0%	42.0%	40.6%		18.5%	42.7%	45.2%
Final Payments	7,499	5,872	6,417	6,853	6.8%	6,843	5,872	7,574	34,215		35,502	65,162	97,855
% of First UI Checks Issued <21 days – Regular UI DLA = 87%	81.0%	80.0%	86.0%	86.0%	0.0%	84.0%	80.0%	87.0%	84.0%	87%	93.7%	91.2%	86.7%
% of First UI Checks Issued <21 days – Ex-Fed. Emp. DLA = 70%	75.0%	86.0%	92.0%	70.0%	-23.9%	82.2%	70.0%	92.0%	82.2%	70%	91.3%	84.6%	77.9%
% of First UI Checks Issued <21 days – Ex-Military DLA = 87%	95.0%	97.0%	93.0%	91.0%	-2.2%	94.2%	91.0%	97.0%	94.2%	87%	93.8%	96.0%	93.4%
# Determinations [nonmonetary e.g. quit/fired]	18,389	15,103	13,743	12,404	-9.7%	16,922	12,404	24,972	84,611		315,707	405,532	365,474
% of Determinations issued in 21 days of issue detection DLA = 80%	54.4%	55.0%	60.8%	63.0%	3.6%	62.0%	54.4%	77.0%	62.0%	80%	88.4%	84.7%	83.4%
# Open Employer Accounts	136,004	135,941	136,035	136,684	0.5%	136,682	135,941	138,748	136,682				139,244



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UNEMPLOYMENT INSURANCE FOR 11-30-10	Reporting Periods						Fiscal Year To Date						FY08	FY09	FY10
	Q1-10	Q2-10	Q3-10	Q4-10	Q1-11	% Change	Avg	Min	Max	Total	Target				
FEDERAL REVIEW - QUARTERLY							Fiscal Year	To Date	by Quarters						
Exhaustion rate-% of people who rec'd all 26 weeks	46.7%	49.5%	52.3%	52.3%	51.0%	-2.5%	51.0%	51.0%	51.0%			33.6%	41.8%	50.2%	
Average duration of receipt of benefits (in weeks)	16.6	17.6	19.6	19.5	18.9	-3.1%	18.9	1890.0%	19			15.2	15.6	18.3	
% of determinations passing Federal Review - quality/accuracy DLA = 75%	82.0%	85.0%	81.0%	74.0%	83.0%	12.2%	83.0%	83.0%	83.0%		75%	82.9%	76.9%	80.5%	
# of employer status determinations completed	3,860	3,326	4,250	3,986	3,741	-6.1%	3,741	3,741	3,741	3,741		19,465	16,895	15,422	
% of determinations completed <180 days of establishment DLA = 80%	93.7%	93.7%	91.7%	92.2%	93.8%	1.7%	93.8%	93.8%	93.8%		80%	86.1%	93.1%	92.8%	
# of detectable/recoverable overpayments established	12,706	11,898	14,856	14,225	14,283	0.4%	14,283	14,283	14,283	14,283		23,224	40,222	53,685	
% of overpayments established for recovery DLA = 55%	94.9%	129.0%	116.0%	103.6%	93.2%	-10.0%	93.2%	93.2%	93.2%		55%	88.4%	94.3%	110.9%	
\$ of overpayments established	11,188,623	10,731,414	12,665,498	11,778,104	11,880,346	0.9%	11,880,346	11,880,346	11,880,346	11,880,346			35,085,370	46,363,639	
\$ of overpayment due to fraud	3,339,805	3,297,050	3,833,552	3,425,301	4,056,795	18.4%	4,056,795	4,056,795	4,056,795	4,056,795			11,835,221	13,895,708	
% of overpayment due to fraud	29.9%	30.7%	30.3%	29.1%	34.1%	17.4%	34.1%	34.1%	34.1%				33.9%	30.0%	
\$ of overpayments recovered	3,899,019	3,392,778	5,335,791	4,940,863	3,771,831	-7.4%	3,771,831	3,771,831	3,771,831	3,771,831			16,235,784	17,568,451	
% of overpayments per total benefit payout	4.3%	4.6%	4.6%	5.4%	5.8%	7.4%	5.8%	5.8%	5.8%				4.0%	4.7%	
\$ UI Overpayments - Total Outstanding Balance	66,880,013	71,039,381	76,531,979	81,165,874	86,614,730	6.7%	86,614,730	86,614,730	86,614,730				61,559,470	81,165,874	
\$ of employer taxes deposited into Clearing Acct.	67.9	43.0	37.4	495.6	155.0	-68.7%	155.0	155.0	155.0	155.0		\$415M	\$371.3M	\$644M	
# of employers audited	513	737	672	725	543	-25.1%	543	543	543	543	700/2800	3,484	3,548	2,647	
% of employers audited	1.4%	2.1%	1.9%	2.1%	1.6%	-23.5%	1.6%	1.6%	1.6%		2%	2.4%	2.5%	1.9%	
<i>Note: % = Federal {USDOL} Desired Level of Achievement (DLA) figure</i>															



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UNEMPLOYMENT INSURANCE FOR 11-30-10						Fiscal Year To Date							
	Aug-10	Sept-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
ISSUANCES AND DETERMINATIONS													
Towson Claim Center - UI - First Pays	2,543	1,901	1,747	1,297	-25.8%	1,991	1,297	2,543	9,957				32,875
UI - Claims Paid< 21 Days	2,162	1,543	1,506	1,066	-29.2%	1,682	1,066	2,162	8,411				28,995
UI - %	85%	81%	86%	82%	-4.7%	84.2%	81.2%	86.4%	84.5%	87%			88.2%
UCFE - First Pays	8	10	13	3	-76.9%	8	3	13	41				90
UCFE - Claims Paid< 21 Days	6	8	10	2	-80.0%	6	2	10	32				67
UCFE - %	75%	80%	77%	67%	-13.3%	76.9%	66.7%	85.7%	78.0%	70%			74.4%
UCX - First Pays	14	10	8	8	0.0%	10	8	14	52				166
UCX - Claims Paid< 21 Days	14	10	7	7	0.0%	10	7	14	50				160
UCX - %	100%	100%	88%	88%	0.0%	95.0%	87.5%	100.0%	96.2%	87%			96.4%
College Park Claim Center - UI - First Pays	1,972	1,577	1,963	1,686	-14.1%	1,921	1,577	2,406	9,604				28,207
UI - Claims Paid< 21 Days	1,600	1,330	1,707	1,429	-16.3%	1,627	1,330	2,067	8,133				24,617
UI - %	81%	84%	87%	85%	-2.5%	84.6%	81.1%	87.0%	84.7%	87%			87.3%
UCFE - First Pays	2	5	12	9	-25.0%	6	1	12	29				49
UCFE - Claims Paid< 21 Days	2	5	11	7	-36.4%	5	1	11	26				36
UCFE - %	100%	100%	92%	78%	-15.2%	93.9%	77.8%	100.0%	89.7%	70%			73.5%
UCX - First Pays	19	7	18	21	16.7%	16	7	21	82				169
UCX - Claims Paid< 21 Days	19	7	18	17	-5.6%	16	7	19	78				160
UCX - %	100%	100%	100%	81%	-19.0%	96.2%	81.0%	100.0%	95.1%	87%			94.7%
Cumberland Claim Center - UI - First Pays	2,049	1,639	2,140	2,759	28.9%	2,167	1,639	2,759	10,836				28,270
UI - Claims Paid< 21 Days	1,683	1,383	1,891	2,464	30.3%	1,890	1,383	2,464	9,450				24,584
UI - %	82%	84%	88%	89%	1.1%	86.9%	82.1%	90.2%	87.2%	87%			87.0%
UCFE - First Pays	24	55	70	43	-38.6%	45	24	70	224				213
UCFE - Claims Paid< 21 Days	22	48	65	29	-55.4%	39	22	65	194				168
UCFE - %	92%	87%	93%	67%	-27.4%	86.6%	67.4%	93.8%	86.6%	70%			78.9%
UCX - First Pays	34	39	28	47	67.9%	35	26	47	174				246
UCX - Claims Paid< 21 Days	32	38	27	44	63.0%	33	25	44	166				227
UCX - %	94%	97%	96%	94%	-2.9%	95.6%	93.6%	97.4%	95.4%	87%			92.3%
Balt. Metro Claim Center - UI - First Pays	1,590	1,425	1,367	1,319	-3.5%	1,498	1,319	1,790	7,491				24,262
UI - Claims Paid< 21 Days	1,211	1,024	1,092	1,065	-2.5%	1,184	1,024	1,526	5,918				20,542
UI - %	76%	72%	80%	81%	1.1%	78.8%	71.9%	85.3%	79.0%	87%			84.7%
UCFE - First Pays	9	23	19	8	-57.9%	12	3	23	62				89
UCFE - Claims Paid< 21 Days	4	20	19	8	-57.9%	11	2	20	53				72
UCFE - %	44%	87%	100%	100%	0.0%	79.6%	44.4%	100.0%	85.5%	70%			80.9%
UCX - First Pays	20	15	14	11	-21.4%	15	11	20	74				176
UCX - Claims Paid< 21 Days	20	15	11	11	0.0%	14	11	20	70				167
UCX - %	100%	100%	79%	100%	27.3%	94.3%	78.6%	100.0%	94.6%	87%			94.9%
Salisbury Claim Center - UI - First Pays	1,778	1,433	1,822	2,273	24.8%	1,834	1,433	2,273	9,172				24,799
UI - Claims Paid< 21 Days	1,363	1,072	1,554	1,971	26.8%	1,519	1,072	1,971	7,593				21,382
UI - %	77%	75%	85%	87%	1.7%	82.2%	74.8%	87.5%	82.8%	87%			86.2%
UCFE - First Pays	16	28	37	20	-45.9%	23	14	37	115				125
UCFE - Claims Paid< 21 Days	10	23	34	12	-64.7%	18	10	34	90				101
UCFE - %	63%	82%	92%	60%	-34.7%	75.0%	60.0%	91.9%	78.3%	70%			80.8%
UCX - First Pays	28	16	23	19	-17.4%	22	16	28	112				149
UCX - Claims Paid< 21 Days	24	14	22	17	-22.7%	20	14	24	100				134
UCX - %	86%	88%	96%	89%	-6.5%	89.4%	85.7%	95.7%	89.3%	87%			89.9%



StateStat

Department of Labor, Licensing and Regulation

Governor's Workforce Investment Board

GOVERNOR'S WORKFORCE INVESTMENT BOARD	REPORTING PERIODS					2011 Fiscal Year to Date					Fiscal Year Comparison	
	Aug-10	Sep-10	Oct-10	Nov-10		%	Avg	Min	Max	Total	Target	FY10
Stakeholders Participating												
Total #	95	184	216	195	-9.7%	63.8	0	216	765	1497	2693	
Aerospace	13	8	22	17	-22.7%	13.0	5	22	65	75	112	
Bioscience	0	0	0	0	0.0%	0.0	0	0	0	20	0	
Construction	43	35	37	60	62.2%	44.0	35	60	220	150	166	
Education	0	0	0	0	0.0%	0.0	0	0	0	0	4	
Energy	0	33	23	3	-87.0%	17.4	0	33	87	250	572	
Hospitality and Tourism	0	3	3	3	0.0%	1.2	0	3	6	20	2	
Healthcare	0	55	70	60	-14.3%	37.0	0	70	185	200	304	
Information Technology	28	37	35	45	28.6%	29.0	0	45	145	200	315	
Manufacturing	11	13	26	7	-73.1%	11.4	0	26	57	250	465	
Retail trade												
Transportation/ warehousing	0	0	0	0	0.0%	0.0	0	0	0	20	43	
GWIB Conferences	0	0	0		0%	0.0	0	0	0	312	710	
Industry Initiatives	Aug 10	Sep-10	Oct-10	Nov-10	%							
100% =completion of analysis, written report, proposed policy recommendations and industry Summit												
Aerospace	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100.0%	
Bioscience	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100.0%	
Construction	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100.0%	
Education	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100.0%	
Energy	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100.0%	
Hospitality and Tourism	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100.0%	
Healthcare	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100.0%	
Information Technology	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100.0%	
Manufacturing	100.0%	100.0%	100.0%	100.0%	0.0%	100%	100%	100%			100.0%	
Retail trade												
Transportation/warehousing	98.0%	98.0%	98.0%	98.0%	0.0%	98%	98%	98%			100.0%	
Outreach	Aug 10	Sep-10	Oct-10	Nov-10	%							
# of planning/policy/advocacy engagements	12	19	26	18	-30.8%	19.6	12	26	98	300	301	
# of TA consultations provided to	20	21	22	13	-40.9%	19.6	13	22	98	200	210	
# of new industry sector training initiatives												
Governance	Aug 10	Sep-10	Oct-10	Nov-10	%							
% of board vacancies	3.0%	6.0%	6.0%	6.0%	0.0%	5%	3%	6%			5.0%	
Governance Quarterly	tr2 FY10	tr3 FY10	tr4 FY10	tr1 FY11	%							
% of board participation	54.0%	70.0%	58.0%	43.0%	-25.9%	43%	43%	43%			80.0%	
Governance (Certification) Biennial												
# of local WIBs certified (11)	11			12								
# of local one stop centers certified (34)	34			34								



State Stat

Department of Labor, Licensing and Regulation
Office of The Secretary

OFFICE OF THE SECRETARY	Reporting Periods					Fiscal Year To Date					FY COMPARISON		
Communications	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Press hits (print)	52	43	31	35	12.9%	40.4	31	52	202		284	203	329
Press Hits (web only pubs)	7	9	4	4	0.0%	6.2	4	9	31				67
Interviews (radio)	1	0	5	1	-80.0%	1.8	0	5	9		26	25	29
Interviews (television)	19	9	4	1	-75.0%	8.8	1	19	44		62	44	66
Press releases issued	5	6	3	4	33.3%	4.4	3	6	22		65	62	64
Outreach	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Public speaking	5	5	7	1	-85.7%	3.8	1	7	19		208	98	57
Governance	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Board Appointments Completed	1	1	4	4	0.0%	6.8	1	24	34		99	62	70
Board vacancies	16	16	24	24	0.0%	18.8	14	24					
Board positions	239	239	241	241	0.0%	239.8	239	241					
Departmental Legislation	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Legislation Introduced					0.0%	0.0	0	0	0		5	19	19
Legislation passed					0.0%	0.0	0	0	0		4	14	17
FAIR PRACTICES	MONTHLY REPORTING PERIODS					Fiscal Year To Date					FY COMPARISON		
Language accessibility	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
# of vital documents	249	249	249	249	0.0%	249.0	249	249				249.0	
# translated in 1+languages	18	18	18	18	0.0%	18.0	18	18				18.0	
Bilingual employees	44	44	44	44	0.0%	44.0	44	44				44.0	
Diversity	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
# of minority employees	805	805	814	817	0.4%	810.0	805	817				778	
% minority employees	49%	50%	50%	50%	-0.1%	50%	49%	50%				49.0%	
# of minority managers	52	50	52	54	3.8%	50.8	46	54				46	
% minority managers	29%	29%	30%	31%	2.7%	29%	29%	31%				27%	
DLLR Minorities by Job Families	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
# of Officials & Administrators (A)	52	50	52	54	3.8%	51.0	47	54					
% Officials & Administrators	6.46%	6.21%	6.39%	6.61%	3.5%	6%	6%	7%					
# of Professionals (B)	468	470	474	475	0.2%	463.0	428	475					
% Professionals	58.14%	58.39%	58.23%	58.14%	-0.2%	57%	53%	58%					
# of Technicians (C.)	41	41	41	41	0.0%	39.4	33	41					
% Technicians	5.09%	5.09%	5.04%	5.02%	-0.4%	5%	4%	5%					
# of Protective Service Workers (D)	16	16	17	18	5.9%	16.4	15	18					
% Protective Service Workers	1.99%	1.99%	2.09%	2.20%	5.5%	2%	2%	2%					
# of Paraprofessionals (E)	117	117	118	117	-0.8%	116.2	112	118					
% Paraprofessionals	14.53%	14.53%	14.50%	14.32%	-1.2%	14%	14%	15%					
# of Administrative Support (including clerical & sales)	99	99	100	99	-1.0%	99.6	99	101					
% Administrative Support (including clerical & sales)	12.30%	12.30%	12.29%	12.12%	-1.4%	12%	12%	12%					
# of Skilled Craft Workers (G)	11	11	11	11	0.0%	11.0	11	11					
% Skilled Craft Workers	1.37%	1.37%	1.35%	1.35%	-0.4%	1%	1%	1%					
# of Service-Maintenance (H)	1	1	1	1	0.0%	0.8	0	1					
% Service-Maintenance	0%	0%	0%	0.12%	-0.4%	0%	0%	0%					



State Stat
Department of Labor, Licensing and Regulation
Office of The Secretary

DISCRIMINATION COMPLAINTS (Internal)	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
# of Disparate Treatment Complaints	1	0	0	0	100%	0.3	0	1	1				4
# of Sexual Harassment	0	0	0	1	100%	0.0	0	0	0				1
# of Age Discrimination	0	0	0	0	100%	0.0	0	0	0				1
# of Hostile Work Environment	0	0	0	0	100%	0.3	0	1	1				3
EEO Complaints against DLLR	1	0	0	0	0.0%	0.2	0	1	1				5
EEO Investigations completed	6	0	0	1	100%	1.4	0	6	7				5
Total EEO Complaints rec'd	1	0	0	1	100%	0.5	0	1	2				11
DISCRIMINATION CLAIMS (External)	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
EEOC Decisions Pending	3	3	3	2	-33.3%	2.6	2	3	13				34
EEOC Decisions	0	0	0	1	100%	0.2	0	1	1				2
EEOC/MCHR withdrawal	0	0	0	0	0.0%	0.2	0	1	1				1
MEDIATIONS	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Mediation	1	1	0	1	100%	0.3	0	1	4				0
TRAININGS	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Diversity Awareness Attendees	0	0	0	0	0.0%	0.0	0	0	0				0
Fair Practices Management Attendees	105	47	47	0	-100.0%	64.6	0	124	323				524
Sexual Harassment Attendees	0	0	0	0	0.0%	0.0	0	0	0				0
Total # of Trainings	3	1	2	0	-100.0%	2.4	0	6	12				34



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
Mar-10	912	748	3/27/2010	4/28/2010	32
Apr-10	931	771	4/29/2010	5/25/2010	26
May-10	1028	837	5/27/2010	6/15/2010	19
Jun-10	931	761	6/29/2010	7/21/2010	22
Jul-10	690	530	7/30/2010	8/17/2010	18
Aug-10	792	638	8/27/2010	9/22/2010	26
Sep-10	817	653	9/29/2010	10/19/2010	20
Oct-10	856	691	10/29/2010	11/22/2010	24
Nov-10	995	812	11/23/2010	12/17/2010	24

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%
Mar-10	164	73	248	427	912	63.26%
Apr-10	160	73	123	431	931	61.75%
May-10	191	65	321	451	1028	58.42%
Jun-10	170	70	258	433	931	62.66%
Jul-10	160	64	208	258	690	55.36%
Aug-10	154	57	234	347	792	59.72%
Sep-10	164	64	238	351	817	59.59%
Oct-10	165	66	241	384	856	61.44%
Nov-10	183	43	276	493	995	64.11%

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
Mar-10	550	362	912
Apr-10	560	371	931
May-10	608	420	1028
Jun-10	600	331	931
Jul-10	408	282	690
Aug-10	500	292	792
Sep-10	470	347	817
Oct-10	568	288	856
Nov-10	621	374	995

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	
Mar-10	15	470	46	3	3	358	17	912	
Apr-10	13	489	43	2	3	365	16	931	
May-10	17	543	63	7	5	375	18	1028	
Jun-10	10	499	39	4	4	355	20	931	
Jul-10	14	350	34	4	2	273	13	690	
Aug-10	12	419	48	5	4	287	17	792	
Sep-10	19	399	58	7	5	311	18	817	
Oct-10	14	406	50	5	2	356	23	856	
Nov-10	22	499	58	4	1	381	30	995	



STATESTAT
DEPARTMENT OF LABOR,
LICENSING AND REGULATION
DIVISION OF WORKFORCE DEVELOPMENT AND ADULT LEARNING
QUARTERLY
REPORT
ADULT EDUCATION

Maryland

Source: Literacy Works Information System

Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	Q1-11	FY10	FY11
New individuals enrolled	21688	6042	10842	4189	16906	42761	16906
Retention by quarter	16940	16942	22664	20824	13814		
Services Delivered -Federal	Q1-10	Q2-10	Q3-10	Q4-10	Q1-11	FY10	FY11
New individuals with 12 or more hours	16473	4411	9696	3362	9061	33942	9061
Retention by quarter - 12 or more hours	15817	16005	21399	19908	7429		
Federal Performance Indicators	Q1-10	Q2-10	Q3-10	Q4-10	Q1-11	FY10	FY11
ABE - new individuals enrolled	7934	2476	4032	1582	4000	16024	4000
ABE - retention by quarter	6870	7216	9543	8763	3184		
ABE - learners post tested	5457	1843	3636	1227	1745	12163	1745
ABE - total learners who advanced a literacy level	2877	879	1693	533	933	5982	933
ABE - percent of post tested learners who advanced a literacy level	53%	48%	47%	43%	53%	49%	53%
ABE - total post tests administered	11749	3943	8622	2967	2729	27281	2729
ABE - total literacy levels gained	4720	1397	2652	772	1378	9541	1378
ASE - new Individuals Enrolled	1779	892	971	775	891	4417	891
ASE - Retention by quarter	1293	1489	1854	1792	508		
ASE - learners post tested	716	287	501	354	252	1858	252
ASE - total learners who advanced a literacy level	421	244	193	138	83	996	83
ASE - percent of post tested learners who advanced a literacy level	59%	85%	39%	39%	33%	54%	33%
ASE - total post tests administered	1243	492	1139	829	399	3703	399
ASE - total literacy levels gained	1221	939	957	858	345	3975	345
ELL - new individuals enrolled	8398	1303	3818	891	4101	14410	4101
ELL - retention by quarter	7851	7547	10451	9842	3628		
ELL - learners post tested	6525	927	2482	619	2086	10553	2086
ELL - total learners who advanced a literacy level	3451	543	1456	352	1075	5802	1075
ELL - percent of post tested learners who advanced a literacy level	53%	59%	59%	57%	52%	55%	52%
ELL - total post tests administered	13917	1789	4085	1038	3486	20829	3486
ELL - total literacy levels gained	4669	734	1948	450	1397	7801	1397
Federal Performance Indicators - Ed Gains							
Total ABE, ASE & ELL learners post tested	12698	3057	6619	2200	4083	24574	4083
Total ABE, ASE & ELL post tested learners who advanced a literacy level	6749	1666	3342	1023	2091	12780	2091
Percent of ABE, ASE & ELL post tested learners who advanced a literacy level	53%	54%	50%	47%	51%	52%	51%
Program Demographics							
GENDER	Q1-10	Q2-10	Q3-10	Q4-10	Q1-11	FY10	FY11
Male	10920	3183	5721	2196	8815	22020	8815
Female	10768	2859	5121	1993	8091	20741	8091
RACE	Q1-10	Q2-10	Q3-10	Q4-10	Q1-11	FY10	FY11
American Indian/Alaskan Native	157	81	105	65	92	408	92
Asian	1748	259	693	196	1249	2896	1249
Black/African American	8400	2936	4298	1910	7425	17544	7425
Hispanic/Latino	7825	1214	3686	840	5018	13565	5018
Native Hawaiian/Pacific Islander	37	7	17	8	30	69	30
White	3521	1545	2043	1170	2942	8279	2942
Two or More Races	NA	NA	NA	NA	150	NA	150
EDUCATION AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	Q1-11	FY10	FY11
U.S.: No School - Grade 5	759	216	237	88	355	1300	355
U.S.: Grade 6 - Grade 8	1405	552	715	417	1458	3089	1458
U.S.:Grade 9 - Grade 12	8074	3423	4641	2359	7380	18497	7380
U.S.:Special Education	631	244	303	161	583	1339	583
Foreign: No School - Grade 5	1174	187	505	83	761	1949	761
Foreign: Grade 6 - Grade 8	1893	307	934	164	1265	3298	1265
Foreign: Grade 9 - Grade 12	5207	734	2352	544	3395	8837	3395
Foreign: 13 - 16+	2545	379	1155	373	1709	4452	1709
AGE AT ENROLLMENT	Q1-10	Q2-10	Q3-10	Q4-10	Q1-11	FY10	FY11
16-18	954	385	861	405	1605	2605	1605
19-24	5425	1797	3003	1174	4223	11399	4223
25-44	11100	2928	5424	1932	8110	21384	8110
45-59	3481	797	1305	584	2448	6167	2448
60+	728	135	249	94	520	1206	520
EMPLOYMENT STATUS AT ENTRY	Q1-10	Q2-10	Q3-10	Q4-10	Q1-11	FY10	FY11
Employed	9139	2015	4184	1493	6406	16831	6406
Unemployed	7055	2613	4274	1684	6735	15626	6735
Not in Labor Force	5494	1414	2384	1012	3057	10304	3057



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Maryland Secondary School Diploma

Learner Activity - FY10	Q1 FY 10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Total	Percent
Enrolled with diploma goal	2550						
Q1 enrollees earned diploma	144	419	331	281	148	1323	52%
Learner Activity - FY10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Total	Percent
Enrolled with diploma goal	1096						
Q2 enrollees earned diploma	129	208	211	72		620	57%
Learner Activity - FY10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Total	Percent
Enrolled with diploma goal	1317						
Q3 enrollees earned diploma	88	291	142			521	40%
Learner Activity - FY10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Total	Percent
Enrolled with diploma goal	632						
Q4 enrollees earned diploma	100	128				228	36%
Total Diplomas Awarded						2692	48%

Maryland Secondary School Diploma

Learner Activity - FY11	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Total	Percent
Enrolled with diploma goal	1930						
Q1 enrollees earned diploma	75	0	0	0		75	4%
Learner Activity - FY11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Total	Percent
Enrolled with diploma goal							
Q2 enrollees earned diploma		0	0			0	#DIV/0!
Learner Activity - FY11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Q3 FY 12	Total	Percent
Enrolled with diploma goal	0						
Q3 enrollees earned diploma	0	0				0	#DIV/0!
Learner Activity - FY11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Q3 FY 12	Q4 FY 12	Total	Percent
Enrolled with diploma goal	0						
Q4 enrollees earned diploma	0					0	#DIV/0!
Total Diplomas Awarded						75	4%

GED Pass Rate

Learner Activity - FY10	Q1 FY 10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Total	Percent
Total enrolled learners who took the GED	1733	557	745	169	3204	
Total enrolled learners who took the GED and passed	1139	393	467	91	2090	
Percent of enrolled learners who took the GED passed	66%	71%	63%	54%		65%

Entered Employment – Unemployed at Entry

Learner Activity - FY10	Q1 FY 10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Total	Percent
Enrollees unemployed at entry	7055						
Q1 enrollees who got a job	1008	572	270	475		2325	33%
Learner Activity - FY10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Percent
Enrollees unemployed at entry	2613						
Q2 enrollees who got a job	147	114	189			450	17%
Learner Activity - FY10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Percent
Enrollees unemployed at entry	4274						
Q3 enrollees who got a job	143	409				552	13%
Learner Activity - FY10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q4 FY 11	Percent
Enrollees unemployed at entry	1684						
Q4 enrollees who got a job	120					120	
Total Learners Employed						3447	22%

Learner Activity - FY11	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY12	Total	Percent
Enrollees unemployed at entry						0	
Q1 enrollees who got a job						0	#DIV/0!
Learner Activity - FY11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Total	Percent
Enrollees unemployed at entry						0	
Q2 enrollees who got a job						0	#DIV/0!
Learner Activity - FY11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Q3 FY 12	Total	Percent
Enrollees unemployed at entry						0	
Q3 enrollees who got a job						0	#DIV/0!
Learner Activity - FY11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Q3 FY 12	Q4 FY 12	Total	Percent
Enrollees unemployed at entry						0	
Q4 enrollees who got a job						0	#DIV/0!
Total Learners Employed						0	#DIV/0!



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Retained Employment – Employed at Entry

Learner Activity - FY10	Q1 FY 10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Total	Percent
Enrollees employed at entry	9139					9139	
Q1 enrollees who retained job	3474	3373	3129	3412		3474	38%
Learner Activity - FY10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Total	Percent
Enrollees employed at entry	2015					2015	
Q2 enrollees who retained job	1157	1058	1171			1157	57%
Learner Activity - FY10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Total	Percent
Enrollees employed at entry	4184					4184	
Q3 enrollees who retained job	2282	2523				2282	55%
Learner Activity - FY10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Total	Percent
Enrollees employed at entry	1490					1490	
Q4 enrollees who retained job	1107					1107	74%
Total Learners Retained Employment						8020	48%
Learner Activity - FY11	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Total	Percent
Enrollees employed at entry						0	
Q1 enrollees who retained job						0	#DIV/0!
Learner Activity - FY11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Total	Percent
Enrollees employed at entry						0	
Q2 enrollees who retained job						0	#DIV/0!
Learner Activity - FY11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Q3 FY 12	Total	Percent
Enrollees employed at entry						0	
Q3 enrollees who retained job						0	#DIV/0!
Learner Activity - FY11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Q3 FY 12	Q4 FY 12	Total	Percent
Enrollees employed at entry						0	
Q4 enrollees who retained job						0	#DIV/0!
Total Learners Retained Employment							

Entered Post Secondary Education or Training

Learner Activity - FY10	Q1 FY 10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Total	Percent
Enrolled with goal of entering post secondary education or training	977					977	
Q1 enrollees who entered post secondary education or training	280					280	29%
Learner Activity - FY10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Total	Percent
Enrolled with goal of entering post secondary education or training	367					367	
Q2 enrollees who entered post secondary education or training	88					88	24%
Learner Activity - FY10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Total	Percent
Enrolled with goal of entering post secondary education or training	461					461	
Q3 enrollees who entered post secondary education or training	144					144	31%
Learner Activity - FY10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Total	Percent
Enrolled with goal of entering post secondary education or training	213					213	
Q4 enrollees who entered post secondary education or training	36					36	17%
Total Learners Entered Post Sec. Edu. or Training						548	27%
Learner Activity - FY11	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Total	Percent
Enrolled with goal of entering post secondary education or training	635					635	
Q1 enrollees who entered post secondary education or training	53					53	8%
Learner Activity - FY11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Total	Percent
Enrolled with goal of entering post secondary education or training						0	
Q2 enrollees who entered post secondary education or training						0	#DIV/0!
Learner Activity - FY11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Q3 FY 12	Total	Percent
Enrolled with goal of entering post secondary education or training						0	
Q3 enrollees who entered post secondary education or training						0	#DIV/0!
Learner Activity - FY11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Q3 FY 12	Q4 FY 12	Total	Percent
Enrolled with goal of entering post secondary education or training						0	
Q4 enrollees who entered post secondary education or training						0	#DIV/0!
Total Learners Entered Post Sec. Edu. or Training						53	8%