



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 (December, 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	\$277,516.00	\$56,604.00 20.40%	\$51,106.00 18.42%	\$29,843.00 10.75%	\$137,553.00	49.57%	\$3,209,788.00	\$738,493.00 \$0.23	\$346,937.00 \$0.11	\$256,276.00 \$0.08	\$1,341,706.00	41.80%
Awards Totals	\$833,868.00	\$6,177.00 0.74%	\$119,046.00 14.28%	\$4,147.00 0.50%	\$129,370.00	15.51%	\$4,733,128.00	\$277,212.00 5.86%	\$742,340.00 15.68%	\$36,016.00 0.76%	\$1,055,568.00	22.30%
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	\$221,760.00	\$0.00	\$14,840.00	\$2,391.00	\$17,231.00	7.77%	\$1,319,499.00	\$22,969.00	\$30,394.00	\$12,247.00	\$65,610.00	4.97%
Supplies and Equipment	\$56,557.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$488,366.00	\$75,210.00	\$40,532.00	\$3,103.00	\$118,845.00	24.34%
IT Services	\$160,013.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$322,897.00	\$86,400.00	\$60,980.00	\$0.00	\$147,380.00	45.64%
IT Supplies and Equipment	\$203,568.00	\$5,783.00	\$83,839.00	\$0.00	\$89,622.00	44.03%	\$1,299,971.00	\$58,757.00	\$495,087.00	\$0.00	\$553,844.00	42.60%
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	\$155,602.00	\$394.00	\$15,604.00	\$1,756.00	\$17,754.00	11.41%	\$1,039,799.00	\$33,876.00	\$88,364.00	\$20,666.00	\$142,906.00	13.74%
Direct Vouchers	\$36,368.00	\$0.00	\$4,763.00	\$0.00	\$4,763.00	13.10%	\$262,596.00	\$0.00	\$26,983.00	\$0.00	\$26,983.00	10.28%

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	\$5,509,756	\$82,075	48	1.49%	\$19,808,354	\$1,075,628	357	5.43%



StateStat
Department of Labor, Licensing and Regulation
Human Resources

HUMAN RESOURCES												
OVERTIME	MONTHLY REPORTING PERIODS					Fiscal Year to Date				FISCAL YEAR COMPARISON		
Overtime pay (\$)	SEP-10	OCT-10	NOV-10	DEC-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Office of the Secretary	23,886	20,178	31,060	47,319	52.3%	27,883	18,748	47,319	167,295	6,175	72,020	344,205
Administration	5,874	4,372	3,904	6,381	63.4%	5,145	3,092	7,244	30,867	68,399	78,103	52,103
Financial Regulation	334	2,133	3,744	3,961	5.8%	1,750	37	3,961	10,503	7,831	30,992	32,281
Labor and Industry	19,833	16,518	12,368	5,924	-52.1%	13,122	5,924	19,833	78,732	54,557	87,119	107,732
Racing Commission	-	-	-	-	0.0%	-	-	-	-	-	-	-
Occupational and Professional Licensing	14	-	668	157	-76.4%	140	-	668	839	6,461	3,552	3,396
Workforce Development	1,935	1,034	1,033	1,618	56.7%	1,836	1,033	3,308	11,018	19,775	21,722	34,916
Unemployment Insurance	73,188	45,723	43,113	48,321	12.1%	47,338	32,648	73,188	284,027	229,055	615,620	538,345
Total	125,064	89,957	95,889	113,681	18.6%	97,213	78,854	125,064	583,280	392,253	909,128	1,112,978
Overtime (days)	SEP-10	OCT-10	NOV-10	DEC-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Office of the Secretary	746.2	631.5	925.3	1,410.9	52.5%	871.2	629.8	1,410.9	5,226.9	204	2,555	11,430.4
Administration	212.1	155.4	149.2	255.3	71.1%	180.6	111.6	255.3	1,083.5	2,639	3,014	2,054.3
Financial Regulation	13.0	76.7	127.0	136.0	7.1%	59.0	0.0	136.0	353.7	303	1,113	1,111.9
Labor and Industry	518.6	452.1	343.0	182.8	-46.7%	363.6	182.8	518.6	2,181.6	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	5.3	-76.4%	4.7	0.0	22.5	28.3	221	110	116.9
Workforce Development	64.0	39.0	38.7	66.4	71.6%	65.0	38.7	113.7	389.8	726	796	1,387.7
Unemployment Insurance	2,430.5	1,592.5	1,514.3	1,839.5	21.5%	1,686.2	1,186.4	2,430.5	10,117.4	7,864	21,890	19,205.2
Total	3,984.9	2,947.2	3,120.0	3,896.2	24.9%	3,230.2	2,673.2	3,984.9	19,381.2	13,492	31,683	38,142.6
SICK LEAVE (DAYS)	11/16/2010	11/30/2010	12/14/2010	12/28/2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	37.5	27.0	53.7	39.1	-27.2%	45.8	27.0	65.5	595.1	1,098	1306.5	1042.9
Administration	61.0	37.8	78.7	51.9	-34.1%	74.7	37.8	130.2	970.9	2,222	2462.6	1957.8
Financial Regulation	40.2	27.4	44.5	32.1	-27.9%	36.0	19.3	55.8	468.0	952	843.2	926.9
Labor and Industry	84.2	38.9	83.1	61.4	-26.1%	72.6	38.9	89.7	943.2	2,013	2164.7	1877.4
O & P Licensing	29.1	31.3	49.2	30.8	-37.4%	35.5	14.9	50.7	461.3	787	1142.3	1032.2
Racing Commission	6.5	2.2	11.0	15.0	36.4%	9.9	1.8	19.4	128.6	612	515.0	272.4
Unemployment Insurance	268.6	161.5	300.0	242.0	-19.3%	284.4	161.5	354.9	3,697.3	6,690	7403.0	7654.2
Workforce Development	169.2	144.9	201.3	115.8	-42.5%	183.5	115.8	248.9	2,386.0	3,136	2755.8	5001.4
Total	696.3	471.0	821.5	588.1	-28.4%	742.3	471.0	955.8	9,650.5	17,329	18593.0	19765.1
COMP TIME (DAYS)	11/16/2010	11/30/2010	12/14/2010	12/28/2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	29.8	15.9	3.4	7.2	114.1%	15.1	3.4	29.8	196.0	294	303	403.1
Administration	4.6	6.0	7.4	4.1	-44.4%	9.9	4.1	23.3	128.3	601	391	277.1
Financial Regulation	21.5	18.8	17.7	6.5	-63.5%	21.5	6.5	45.1	278.9	482	473	540.2
Labor and Industry	16.5	7.3	6.1	5.3	-12.4%	13.1	5.3	20.8	170.7	391	458	423.3
O & P Licensing	5.8	0.0	1.5	0.8	-46.7%	2.7	0.0	11.0	35.0	176	72	97.9
Racing Commission	18.0	34.0	0.0	0.0	0.0%	7.3	0.0	34.0	95.3	202	189	157.9
Unemployment Insurance	36.3	28.2	36.2	31.5	-13.0%	41.2	28.2	68.9	536.2	686	1206	1203.8
Workforce Development	27.3	31.8	22.7	13.2	-41.9%	22.8	13.2	31.8	295.9	573	625	665.9
Total	159.8	142.0	95.0	68.6	-27.7%	133.6	68.6	159.8	1,736.4	3,254	3703	3769.1



StateStat
Department of Labor, Licensing and Regulation
Human Resources

HUMAN RESOURCES												
ACCIDENT LEAVE (DAYS)	11/16/2010	11/30/2010	12/14/2010	12/28/2010	% 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	1.0	100%	0.1	0.0	1.0	1.0	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	3.0	1.8	3.0	2.0	-33.3%	0.8	0.0	3.0	11.0	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	3.0	1.8	3.0	3.0	0.0%	0.9	0.0	3.0	12.0	36.6	130	53.5
UNSCHEDULED LEAVE (DAYS)	11/16/2010	11/30/2010	12/14/2010	12/28/2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	0.2	1.0	2.6	2.6	-1.0%	2.2	0.2	3.8	29.2	78.0	78.1	62.9
Administration	5.9	1.1	7.1	11.5	61.4%	5.7	1.1	13.3	74.6	178.4	194.5	155.6
Financial Regulation	3.1	0.8	0.7	2.3	228.6%	1.7	0.5	3.3	22.2	45.0	68.6	61.3
Labor and Industry	1.3	1.7	5.8	2.7	-53.4%	3.9	0.6	8.4	51.3	217.4	190.1	154.3
O & P Licensing	0.6	2.4	1.3	5.6	330.8%	3.4	0.6	6.1	43.7	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	22.4	13.8	26.9	19.5	-27.5%	24.4	13.8	40.7	316.9	658.0	636.1	709.3
Workforce Development	7.3	6.2	16.0	12.5	-21.9%	11.8	4.2	32.4	153.2	197.5	229.5	349.9
Total	40.8	27.0	60.5	56.7	-6.2%	53.2	27.0	78.7	691.0	1,467.1	1499.7	1610.1
TELECOMMUTING (DAYS)	11/16/2010	11/30/2010	12/14/2010	12/28/2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	78.4	63.6	81.9	44.9	-45.2%	57.3	11.8	84.2	744.8	103.8	262	452.2
Administration	0.1	0.0	0.6	0.0	-100.0%	0.1	0.0	0.6	1.8	64.0	27	10.7
Financial Regulation	40.6	25.5	19.3	18.9	-2.1%	24.7	14.9	40.6	321.0	832.3	831	747.7
Labor and Industry	2.3	0.5	0.0	0.0	0.0%	1.0	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	0.4	0.0	0.0	0.0	0.0%	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	121.8	89.6	101.8	63.8	-37.3%	83.2	44.0	121.8	1,082.1	1,529.2	1490	1310.7
Total # of Teleworking Personnel	45	45	39	37	-5.1%	37.9	22.0	45.0				
TRAINING (DAYS)	11/16/2010	11/30/2010	12/14/2010	12/28/2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	3.0	0.0	0.0	0.0	0.0%	0.2	0.0	3.0	3.0	0.0	25.9	9.5
Administration	1.7	3.4	4.9	0.2	-95.9%	3.7	0.0	13.7	47.9	52.9	86.0	81.0
Financial Regulation	8.3	11.6	23.3	3.3	-85.8%	11.2	2.4	23.3	145.3	94.3	137.7	147.6
Labor and Industry	4.4	0.0	0.0	0.0	0.0%	1.9	0.0	8.9	24.3	20.4	52.8	86.9
O & P Licensing	1.0	0.0	0.0	0.0	0.0%	0.4	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	3.0	12.4	6.4	0.7	-89.1%	10.2	0.7	63.4	132.2	73.0	133.7	215.5
Workforce Development	6.0	25.4	17.9	2.7	-84.9%	11.8	2.7	25.4	153.1	333.5	433.2	395.1
Total	27.4	52.8	52.5	6.9	-86.9%	39.3	6.9	96.0	510.7	553.5	883.8	968.0



StateStat
Department of Labor, Licensing and Regulation
Human Resources

HUMAN RESOURCES												
PINS	SEPT2010	OCT2010	NOV2010	DEC2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	116	117	116	115	-0.9%	116.7	115.0	118.9		106	101.9	118
Administration	171	173	172	172	0.0%	171.5	170.0	173.0		184.8	175.7	169
Financial Regulation	76	75	76	75	-1.3%	76.6	75.0	79.0		94.3	84.3	79
Labor and Industry	167	166	170	170	0.0%	168.8	166.0	171.0		190	170	170
O & P Licensing	67	67	67	66	-1.5%	66.8	66.0	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	539	540	547	543	-0.7%	542.3	539.0	547.0		525.7	509.7	542
Workforce Development	382	383	387	383	-1.0%	384.6	382.0	389.9		261.9	237.3	392
Total	1,525	1,528	1,544	1,531	-0.8%	1,534.8	1,525.0	1,546.1		1455.9	1371.9	1,544
VACANCIES	SEPT2010	OCT2010	NOV2010	DEC2010	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	7	6	7	8	14.3%	6.0	3.0	8.0		3.5	3.5	4
Administration	11	9	10	10	0.0%	10.5	9.0	12.0		9.2	8	13
Financial Regulation	10	11	10	11	10.0%	9.3	7.0	11.0		10.4	10.6	7
Labor and Industry	32	33	28	28	0.0%	29.8	28.0	33.0		16	22	29
O & P Licensing	4	4	4	5	25.0%	4.2	4.0	5.0		5.65	2.7	4
Racing Commission	1	1	1	1	0.0%	0.8	0.0	1.0		0	1	0
Unemployment Insurance	28	27	20	24	20.0%	24.9	20.0	28.0		14.48	17.7	26
Workforce Development	44	43	39	43	10.3%	41.3	35.8	44.0		30	29	34
Total	137	134	123	130	5.7%	126.9	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.												



StateStat
Department of Labor, Licensing and Regulation
General Services

GENERAL SERVICES	Reporting Periods				%Change	Fiscal Year To Date					Fiscal Year Comparison		
	Sep-10	Oct-10	Nov-10	Dec-10		Avg	Min	Max	Total	Target	FY 08	FY 09	FY 10
Energy Footprint - Utilities	508,007	138,704	134,356	95,676	-28.8%	293,670	95,676	508,007	1,762,021	4,075,834	4,465,761	4,499,611	4,670,800
Electricity Use- Owned Properties (KwH)	508,007	138,704	134,356	95,676	-28.8%	293,670	95,676	508,007	1,762,021	4,075,834	4,465,761	4,499,611	4,670,800
Cumberland-128 Baltimore St.	41,472	33,600	30,720	38,016	23.8%	41,824	30,720	55,488	250,944		470,784	461,185	481,712
Total Degree Days	210	179	453	930		482	179	930	2,893				
Usage Per Day (KwH)	1,382	1,084	1,024	1,118	9.2%	1,264	1,022	1,952	7,582				
Baltimore-2800 W. Patapsco Ave.	18,300	13,900	11,900	13,300	11.8%	15,900	11,900	20,500	95,400		157,200	163,900	166,000
Total Degree Days	448	163	274	780		511	163	780	3,064				
Usage Per Day (KwH)	610	448	425	443	4.2%	525	425	621	3,150				
Towson-300/308 Towsontowne Blvd.	33,275	23,492	21,704	24,200	11.5%	29,754	21,704	42,754	178,524		267,624	268,868	287,141
Total Degree Days	448	163	274	780		511	163	780	3,064				
Usage Per Day (KwH)	1,018	810	766	807	5.4%	965	766	1,247	5,787				
Waldorf-175 Post Office Road	19,640	15,440	11,520		0.0%	17,456	11,520	20,360	87,280		168,520	171,280	170,960
Total Degree Days	471	163	280	778		508	163	778	3,047				
Usage Per Day (KwH)	655	498	384		0.0%	566	384	677	2,831				
College Park-9829 Rhode Island Ave.	24,240	18,960	21,840	20,160	-7.7%	23,760	18,960	29,760	142,560		293,040	284,880	260,600
Total Degree Days	471	163	280	778		508	163	778	3,047				
Usage Per Day (KwH)	808	612	624	650	4.2%	785	612	1,063	4,709				
Baltimore-1100 N. Eutaw St. (see note)	335,368					0	244,316	335,368	826,737		3,108,593	3,149,497	3,280,195
Total Degree Days	448	163	274	780		511	163	780	3,064				
Usage Per Day (KwH)	11,564					9,143	7,720	11,564	27,428				
Salisbury - 1790 Westwood Drive (new facility opened)	35,712	33,312	36,672		0.0%	36,115	33,312	40,512	180,576				24,192
Total Degree Days	334	201	358	859		486	201	859	2,915				
Usage Per Day (KwH)	1,231	1,149	1,146		0.0%	1,212	1,146	1,350	6,061				
Electricity Use - Leased Space (KwH)	46,756	32,215	33,700	35,752	6.1%	40,968	32,215	48,750	245,807		497,484	467,197	470,173
Easton-301 Bay Street (Suite 301)	8,135	5,797	7,311	7,683	5.1%	7,306	5,797	8,135	43,838		82,388	90,406	96,769
Total Degree Days	379	150	315	829		482	150	829	2,891				
Usage Per Day (KwH)	239	200	215	265	23.3%	241	200	276	1,443				
Easton-301 Bay Street (Suite 203)	2,661	1,747	2,432	2,946	21.1%	2,548	1,747	2,946	15,286		43,344	38,364	32,651
Total Degree Days	379	150	315	829		482	150	829	2,891				
Usage Per Day (KwH)	78	60	72	102	41.7%	84	60	102	505				
Hagerstown-14 N. Potomac (front)	15,280	8,960	9,600	9,520	-0.8%	12,760	8,960	16,800	76,560		146,640	133,600	134,720
Total Degree Days	320	198	448	946		518	198	946	3,109				
Usage Per Day (KwH)	449	358	300	317	5.7%	425	300	566	2,550				
Hagerstown-14 N. Potomac (rear)	2,254	1,322	2,048	2,959	44.5%	2,208	1,322	2,959	13,245		28,342	27,095	27,810
Total Degree Days	320	198	448	946		518	198	946	3,109				
Usage Per Day (KwH)	66	53	64	99	54.7%	73	53	99	436				
Columbia-7161 Columbia Gateway	15,700	12,300	10,300	9,600	-6.8%	0	9,600	16,300	80,100		163,400	146,400	148,500
Total Degree Days	336	187	376	848		495	187	848	2,970				
Usage Per Day (KwH)	506	439	332	320	-3.6%	442	320	548	2,654				
Oakland-221 S. Third Street	2,726	2,089	2,009	3,044	51.5%	2,796	2,009	3,686	16,778		33,370	31,332	29,723
Total Degree Days	238	225	453	1,016		484	225	1,016	2,904				
Usage Per Day (KwH)	88	65	61	74	21.3%	87	61	119	522				



StateStat
Department of Labor, Licensing and Regulation
General Services

Gas Use - Owned Space (Therms)	441	997	2,525	5,806	129.9%	1,877	441	5,806	11,261	125,118	106,528	103,096	99,982
Cumberland-128 Baltimore St.	210	326	1,346	2,314	71.9%	891	210	2,314	5,348		10,902	8,195	7,600
Usage Per Day (Therms)	7	11	41	72		29	7	72	175				
Baltimore-2800 W. Patapsco Ave	12	28	222	795	258.1%	179	6	795	1,071		2,758	3,048	3,505
Usage Per Day (Therms)	0.40	0.90	7.93	27.00	240.5%	6.1	0.2	27	37				
Towson-300/308 Towsontowne Blvd.	61	446	828	1,984	139.6%	558	13	1,984	3,346		9,591	9,690	8,005
Usage Per Day (Therms)	2.1	15.0	28.8	66.0	129.2%	19	0.4	66	113				
Waldorf-175 Post Office Road	6	6	54			0	6	54	78		1,853	2,437	2,481
Usage Per Day (Therms)	0.20	0.19	1.74			1	0	2	3				
College Park-9829 Rhode Island Ave.	0	0	75	713	850.7%	131	0	713	788		4,592	5,621	4,771
Usage Per Day (Therms)	0	0	2	22	895.5%	4	0	22	24				
Baltimore-1100 N. Eutaw St. (see note)	152	191			0.0%	158	142	191	630		76,832	74,105	73,615
Usage Per Day (Therms)	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				5
Usage Per Day (Therms)	0	0			0.0%	0	0	0	0				
Gas Use - Leased Space (Therms)	2	80	492	1,465	197.8%	340	0	1,465	2,039		8,704	8,016	7,965
Hagerstown-14 N. Potomac (front)	0	20	274	828	202.2%	187	0	828	1,122		3,698	3,557	4,204
Usage Per Day (Therms)	0.0	0.7	8.9	27.0	203.4%	6	0	27	37				
Columbia-7161 Columbia Gateway	2	3	41	183	346.3%	38	0	183	229		3,329	2,814	2,064
Usage Per Day (Therms)	0.1	0.1	1.3	6.0	361.5%	1	0	6	c				
Oakland-221 S. Third Street	0	57	177	454	156.5%	115	0	454	688		1,677	1,645	1,697
Usage Per Day (Therms)	0.0	2.0	6.0	13.0	116.7%	4	0	13					
Water Use - Owned Space (000 Gallons) Qtrly Report	4,645.0			2,894.9		3,770	2,895	4,645					0
Cumberland-128 Baltimore St.				38.9									
Baltimore-2800 W. Patapsco Ave	25.0					25	25	25	25				
Towson-300/308 Towsontowne Blvd.				37.0									
Waldorf-175 Post Office Road				31.0									
College Park-9829 Rhode Island Ave.	60.0			40.0		50	40	60	100				
Baltimore-1100 N. Eutaw St.	4,560.0			2,748.0		3,654	2,748	4,560	7,308				
Salisbury - 1790 Westwood Drive (new facility opened)													
Footprint - Vehicles	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY 08	FY 09	FY 10
Vehicles registered	75	75	75	76	1.3%	76	75	77			70	73	77
Miles driven	94,798	89,310	69,631	66,075	-5.1%	83,729	66,075	94,958	502,372		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)	Sep-10	Oct-10	Nov-10	Dec-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	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY 08	FY 09	FY 10
Number of Work Orders Requested	285	306	260	299	15.0%	290	260	306	1,742		3,364	3,608	3,472
Number of Work Orders Completed in 24 Hours	242	227	187	241	28.9%	232	187	248	1,389		2,691	2,950	2,792
Percent of Work Orders Completed in 24 Hours	85%	74%	72%	81%	12.1%	80%	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 01/24/11													



StateStat
Department of Labor, Licensing and Regulation
Budget and Finance

Volume 4 Number 6
 Reporting Period December, 2010

BUDGET AND FINANCE		MONTHLY REPORTING PERIODS				% Change (2mos)	Fiscal Year to Date				FY Comparison		
		SEP-10	OCT-10	NOV-10	DEC-10		Average	Minimum	Maximum	Total	FY2008	FY2009	FY2010
Expenditures		Data											
DIVISION													
OFFICE OF THE SECRETARY	PERSONAL SERV	1,315,465	880,515	889,821	923,909	3.8%	962,810	860,604	1,315,465	5,776,861	9,296,482	9,790,057	11,218,801
	NON-PERS SERV	50,891	482,421	158,518	118,877	-25.0%	162,757	50,891	482,421	976,542	952,768	1,414,014	1,645,882
OFFICE OF THE SECRETARY Total		1,366,356	1,362,935	1,048,339	1,042,787	-0.5%	1,125,567	912,491	1,366,356	6,753,402	10,249,250	11,204,071	12,864,683
DIVISION OF ADMINISTRATION	PERSONAL SERV	1,576,280	1,241,946	961,964	1,192,385	24.0%	1,185,917	961,964	1,576,280	7,115,504	13,652,194	13,907,189	14,131,306
	NON-PERS SERV	160,732	65,001	55,121	76,624	39.0%	143,581	15,821	488,189	861,489	2,593,852	2,703,093	2,482,461
DIVISION OF ADMINISTRATION Total		1,737,012	1,306,946	1,017,085	1,269,009	24.8%	1,329,499	1,010,936	1,737,012	7,976,992	16,246,046	16,610,282	16,613,767
FINANCIAL REGULATION	PERSONAL SERV	766,269	518,269	512,830	493,968	-3.7%	554,118	485,935	766,269	3,324,709	6,663,383	7,077,944	6,976,241
	NON-PERS SERV	41,672	367,360	10,001	49,487	394.8%	91,738	10,001	367,360	550,428	875,678	984,596	1,004,574
FINANCIAL REGULATION Total		807,940	885,629	522,830	543,455	3.9%	645,856	516,577	885,629	3,875,137	7,539,061	8,062,540	7,980,815
LABOR AND INDUSTRY	PERSONAL SERV	1,461,221	964,383	974,614	974,675	0.0%	1,041,332	885,908	1,461,221	6,247,990	11,354,592	12,356,146	12,072,429
	NON-PERS SERV	187,170	429,853	142,243	676,699	375.7%	311,248	137,753	676,699	1,867,489	2,123,673	2,543,078	2,312,591
LABOR AND INDUSTRY Total		1,648,391	1,394,236	1,116,857	1,651,374	47.9%	1,352,580	1,116,857	1,651,374	8,115,479	13,478,265	14,899,223	14,385,020
DIVISION OF RACING	PERSONAL SERV	218,491	144,818	144,021	134,793	-6.4%	146,023	87,305	218,491	876,136	2,865,929	2,349,123	2,074,462
	NON-PERS SERV	8,379	27,215	868,605	961,999	10.8%	480,513	8,379	961,999	2,883,081	2,845,265	2,524,539	1,339,620
DIVISION OF RACING Total		226,870	172,032	1,012,627	1,096,792	8.3%	626,536	172,032	1,096,792	3,759,217	5,711,194	4,873,662	3,414,083
O&P LICENSING	PERSONAL SERV	557,433	376,284	442,463	391,135	-11.6%	417,364	349,917	557,433	2,504,187	4,649,011	4,836,502	5,024,306
	NON-PERS SERV	460,592	364,537	513,497	227,539	-55.7%	406,030	92,416	777,600	2,436,181	4,806,310	4,711,476	5,734,652
O&P LICENSING Total		1,018,025	740,821	955,960	618,674	-35.3%	823,395	479,371	1,127,517	4,940,368	9,455,322	9,547,978	10,758,958
WORKFORCE DEVELOPMENT AND ADULT LEARNING	PERSONAL SERV	3,554,352	2,374,500	2,438,290	2,418,949	-0.8%	2,590,335	2,275,045	3,554,352	15,542,008	15,337,266	15,493,552	31,761,132
	NON-PERS SERV	5,529,940	5,415,147	5,916,736	3,132,962	-47.0%	5,081,120	3,132,962	6,898,735	30,486,717	33,997,002	37,154,112	69,260,372
WORKFORCE DEVELOPMENT AND ADULT LEARNING Total		9,084,292	7,789,647	8,355,027	5,551,911	-33.6%	7,671,454	5,551,911	9,379,606	46,028,725	49,334,268	52,647,665	101,021,504
DIVISION OF UNEMPLOYMENT ADMINISTRATION	PERSONAL SERV	4,446,747	3,096,211	3,135,276	3,268,368	4.2%	3,303,968	2,784,729	4,446,747	19,823,811	33,964,043	36,110,543	38,655,752
	NON-PERS SERV	2,432,118	1,604,697	1,852,707	2,532,461	36.7%	1,820,169	1,217,760	2,532,461	10,921,013	19,301,378	24,765,343	24,907,212
DIVISION OF UNEMPLOYMENT ADMINISTRATION Total		6,878,865	4,700,908	4,987,982	5,800,828	16.3%	5,124,137	4,066,000	6,878,865	30,744,823	53,265,421	60,875,886	63,562,964
Grand Total		22,767,752	18,353,154	19,016,708	17,574,831	-7.6%	18,699,024	15,583,936	22,767,752	112,194,144	165,278,826	178,721,309	230,601,793
Small Procurement Order Time (\$5,000 or less)		SEP-10	OCT-10	NOV-10	DEC-10	% Change (2mos)	Average	Minimum	Maximum	Total	FY2008	FY2009	FY2010
Late		12	14	15	8	-46.7%	9	1	15	51	131	74	555
Total requisitions processed		364	388	293	186	-36.5%	345	186	474	2,070	3,247	3,635	4,098
% of Small Proc. reqs processed within 7 days		96.7%	96.4%	94.9%	95.7%	0.9%	97.5%	99.5%	96.8%	97.5%	96.0%	97.9%	86.5%
Late Invoice Payments		SEP-10	OCT-10	NOV-10	DEC-10	% Change (2mos)	Average	Minimum	Maximum	Total	FY2008	FY2009	FY2010
LATE INVOICE PAYMENTS		11	14	8	23	187.5%	11	4	23	65	373	189	305
TOTAL INVOICES PAID		1,407	1,722	1,679	1,292	-23.0%	1,588	1,292	1,772	9,528	16,286	16,853	18,004
PERCENTAGE LATE (INVOICES)		0.8%	0.8%	0.5%	1.8%	273.6%	0.7%	0.3%	1.3%	0.7%	2.3%	1.1%	1.7%
Late Invoice Amounts		SEP-10	OCT-10	NOV-10	DEC-10	% Change (2mos)	Average	Minimum	Maximum	Total	FY2008	FY2009	FY2010
LATE INVOICE AMOUNTS		82,798	68,250	23,372	8,758	-62.5%	34,610	8,758	82,798	207,662	852,196.73	377,914.81	1,859,736
TOTAL INVOICE AMOUNTS		10,154,084	6,903,462	9,902,662	10,859,926	9.7%	8,931,681	6,812,744	10,859,926	53,590,086	71,534,804.50	73,168,544.71	105,956,817
PERCENTAGE LATE (DOLLARS)		0.8%	1.0%	0.2%	0.1%	-65.8%	0.4%	0.1%	0.8%	0.4%	1.2%	0.5%	1.8%



StateStat
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				MONTHLY REPORTING PERIODS		% CHANGE LAST 2 MONTHS	FISCAL YEAR TO DATE				FISCAL YEAR COMPARISON					
2	LICENSING																
3					Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY10
4	Depository Totals				65	65	64	64	0.0%	65	64	65	65	72	67	65	65
5	Bank Charters & Trust Institutions				54	54	53	53	0.0%	54	53	54	54	61	56	54	54
6	Credit Union Charters				11	11	11	11	0.0%	11	11	11	11	11	11	11	11
7	Non-Depository Totals				9,607	9,726	9,742	9,860	1.2%	9,621	9,374	9,860	9,860	19,735	18,168	11,278	9,373
8	Check Casher Licenses				510	505	507	510	0.6%	510	505	514	514	469	531	493	517
9	Collection Agency Licenses				1473	1452	1411	1438	1.9%	1,446	1,411	1,473	1,473	1,346	1,452	1,457	1,442
10	Consumer Lender Licenses				125	122	123	118	-4.1%	123	118	125	125	283	232	171	129
11	Debt Management Licenses				33	33	33	34	3.0%	33	33	34	34	43	36	35	33
12	Installment Lender Licenses				125	123	121	117	-3.3%	116	104	125	125	293	249	122	112
13	Money Transmitter licenses				73	72	72	73	1.4%	72	70	73	73	87	76	75	70
14	Mortgage Lender Licenses				1473	1455	1446	1423	-1.6%	1,459	1,423	1,479	1,479	6,178	3,744	2,437	1,478
15	Mortgage Originator Licenses				5175	5344	5405	5529	2.3%	5,252	5,028	5,529	5,529	10,259	11,171	5,900	5,007
16	Affiliated Ins. Producer-Mortgage Loan Originator				38	40	40	41	2.5%	39	36	41	41				35
17	Credit Services Businesses				5	8	8	9	12.5%	7	5	9	9				5
18	Sales Finance Company Licenses				577	572	576	568	-1.4%	565	545	577	577	777	677	588	545
19	Renewal Issuance Totals				129	105	1455	2264	55.6%	710	105	2,264	4258	1,522	2,363	4,932	4,796
20	Check Casher Licenses				10	3	3	5	66.7%	6	3	10	35	248	66	329	76
21	Collection Agency Licenses				42	42	78	67	-14.1%	50	20	78	300	232	475	638	527
22	Consumer Loan Licenses				1	0	1	2	100.0%	1	0	2	6	7	172	40	99
23	Debt Management Licenses				0	0	0	0	0.0%	0	0	2	2	3	32	4	28
24	Installment Lender Licenses				9	3	2	2	0.0%	6	2	16	38	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				19	21	36	469	1202.8%	100	19	469	602	834	1,225	920	1,051
27	Mortgage Originator Licenses				38	36	1331	1711	28.5%	538	36	1,711	3,229	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				10	0	4	8	100.0%	8	0	14	46	167	291	229	254
31	New License Issuance Totals				319	333	197	255	29.4%	262	156	333	1,569	12228	3247	1964	3,381
32	Check Casher Licenses				4	1	2	5	150.0%	3	1	5	17	165	93	61	57
33	Collection Agency Licenses				33	20	33	11	-66.7%	26	11	35	155	215	262	230	216
34	Consumer Loan Licenses				2	0	1	0	-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				18	1	0	3	100.0%	5	0	18	32	65	25	38	12
37	Money Transmitter Licenses				1	1	2	0	-100.0%	1	0	2	6	5	6	3	10
38	Mortgage Lender licenses				27	28	26	9	-65.4%	27	9	46	160	1,371	707	357	406
39	Mortgage Originator Licenses				206	267	125	215	72.0%	185	94	267	1,107	10,259	2,018	1,185	2,570
40	Affiliated Ins. Producer-Mortgage Loan Originator				1	1	0	2	100.0%	1	0	2	6				9
41	Credit Services Businesses				0	3	0	1	100.0%	1	0	3	4				5
42	Sales Finance Company Licenses				27	11	8	9	12.5%	13	8	27	78	126	105	76	79
43	DECISION MEASURES																
44					Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	YTD AVG	FY07 AVG	FY08 YTD AVG	FY 09 YTD AVG	FY 10 YTD AVG
45	Average Days to Approval on New				24	32	64	55	-14.1%	39	15	64	39		7	72	68
46	Check Casher Licenses				68	51	78	60	38.3%	71	51	84	71	46	62	65	75
47	Collection Agency Licenses				28		51		-100.0%	50	28	71	50	57	55	55	111
48	Consumer Loan Licenses								0.0%	0	0	0	0		0	31	421
49	Debt Management Licenses				28	19		36	0.0%	41	19	92	41	67	56	28	68
50	Installment Lender Licenses				315	150		212	-100.0%	196	56	315	196		1	20	269
51	Money Transmitter Licenses				77	56	87	78	-10.3%	77	56	87	77	64	65	65	63
52	Mortgage Lender licenses				100	115	117	94	-19.7%	106	94	117	106	75	65	65	89
53	Mortgage Originator Licenses				123	43		62	100.0%	88	43	161	88				79
54	Affiliated Ins. Producer-Mortgage Loan Originator					244		217	100.0%	0	217	244	231				246
55	Credit Services Businesses				21	29	22	55	150.0%	33	21	55	33	46	52	31	
	Sales Finance Company Licenses																



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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
56	Licensing change decision on completed application - processing (totals)	58	34	25	52	108.0%	50	25	76	302		2,391	2,204	1,081
57	Change of control <60days	0	3	2	0	-100.0%	1	0	3	6		5	6	9
58	Total # of change of controls approved	0	3	2	0	-100.0%	1	0	3	6				13
59	Licensee - Address changes <60days	18	18	18	36	100.0%	19	10	36	116		958	545	278
60	Licensee - Total # of Address changes approved	25	30	23	40	73.9%	25	12	40	149				391
61	Mortgage Originator - Employer changes <60days	2	0	0	8	100.0%	2	0	8	12		1,428	1,653	493
62	Mortgage Originator - Total # of Employer changes approved	33	1	0	12	100.0%	25	0	56	147				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	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY07	FY 08	FY09	FY2010
68	Depository Totals													
69	Number of Bank Exams (State Lead) Scheduled to	3	2	3	1	-66.7%	2	1	3	13				17
70	Number of Bank Exams (State Lead) Commenced	3	2	3	1	-66.7%	2	1	3	13				17
71	Number of Bank Exams (Federal Lead) Scheduled to	0	1	2	1	-50.0%	1	0	2	8				7
72	Number of Bank Exams (Federal Lead) Commenced	0	1	2	1	-50.0%	1	0	2	8				7
73	Number of Credit Union Exams Scheduled to Commence	1	1	1	0	-100.0%	1	0	1	4				5
74	Number of Credit Union Exams Commenced	1	1	1	0	-100.0%	1	0	1	4				5
75	Non-Depository Totals													
76	Check Cashier exams completed	12	10	6	10	66.7%	10	6	13	62	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	1	1	0	-100.0%	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	2	3	50.0%	2	2	3	13	12	11	12	13
82	Mortgage Lender exams completed	64	31	75	18	-76.0%	43	18	75	257	982	1,485	1,276	776
83	Mortgage Lender exams Outstanding	67	55	39	22	-43.6%	62	22	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	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
87	Total completed exams (mort & other non-depos.)	78	43	84	31	-63.1%	56	31	84	333		1586	1,366	952
88	Avg Days to Completion (mort exams only)	14	3	16	16	0.0%	24	3	87	23.8			4.4	3.9
89	INVESTIGATION/ENFORCEMENT	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
90	Investigations initiated - total	30	20	33	21	-36.4%	26	20	33	158	144	204	248	373
91	Investigations initiated - Mortgage	24	15	25	17	-32.0%	20	15	25	119			181	292
92	Investigations initiated - Non-Mortgage	6	5	8	4	-50.0%	7	4	10	39			64	78
93	Investigations completed (total)	15	15	27	12	-55.6%	20	12	33	122		154	212	321
94	Investigations completed - Mortgage	14	13	23	8	-65.2%	17	8	31	101				42
95	Investigations completed - Non-mortgage	1	2	4	4	0.0%	4	1	8	21				10
96	Investigation in Process	331	336	342	351	2.6%	331	307	351	351	89	151	263	315
97	Investigations in Process - mortgage	204	206	208	217	4.3%	202	183	217	217				199
98	Investigations in Process - Non-mortgage	127	130	134	134	0.0%	129	122	134	134				116
99	Referrals for Charges	13	8	14	6	-57.1%	12	6	17	73			65	137
100	Cease and Desist Order ("C&D")	6	4	14	5	-64.3%	7	4	14	43		2	12	23
101	Charge Letters	0	4	2	1	-50.0%	2	0	4	9		5	3	49
102	Consent / Final Order	1	2	4	6	50.0%	3	0	6	17		93	61	45
103	Revocations	5	2	3	1	-66.7%	3	0	5	15			2	14



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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
104	FINES, RECOVERIES & COLLECTION (CCU)	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
105	FINES TOTAL	\$6,100	\$13,550	\$54,180	\$85,200	57.3%	70,711	6,100	230,525	424,265	\$415,651	\$392,238	1,121,539	1,622,895
106	Licensing	\$2,600	\$4,800	\$43,680	\$3,200	-92.7%	27,497	2,600	107,000	164,980	\$ 98,565	168,086	106,994	248,810
107	Compliance / Examination	\$3,500	\$7,750	\$5,000	\$0	-100.0%	8,423	0	23,525	50,535	\$ 317,086	186,152	918,945	157,475
108	Complaints													
109	Enforcement	\$0	\$1,000	\$5,500	\$82,000	1390.9%	34,792	0	100,000	208,750	\$0	38,000	95,600	1,216,610
110	RECOVERIES TOTAL	\$60,878	\$34,398	\$17,172	\$81,963	377.3%	72,338	17,172	156,699	434,028	\$ 1,997,632	1,318,938	2,906,240	2,463,899
111	Licensing													
112	Compliance - Total	\$1,393	\$21,995	\$4,379	\$18,328	318.5%	23,100	1,393	46,540	138,600			\$1,641,433	1,319,311
113	Compliance - Mortgage	\$1,393	\$21,995	\$4,379	\$18,328	318.5%	20,304	1,393	45,965	121,822	\$1,377,140	\$934,771	1,525,620	1,078,289
114	Compliance - Non-mortgage	\$0	\$0	\$0	\$0	0.0%	2,796	0	16,778	16,778			115,813	241,022
115	Complaints - Total	\$56,690	\$2,595	\$10,993	\$12,185	10.8%	34,938	2,595	108,659	209,625	\$620,492	\$384,167	779,544	992,398
116	Complaints - Mortgage	\$43,973	\$634	\$1,870	\$12,090	546.5%	25,085	634	74,047	150,507	\$402,390	\$174,140	651,325	844,879
117	Complaints - Non-Mortgage	\$12,717	\$1,961	\$9,123	\$95	-99.0%	9,853	95	34,612	59,118	\$218,102	\$210,027	128,220	147,519
118	Enforcement	\$2,795	\$9,808	\$1,800	\$51,450	2758.3%	14,301	1,500	51,450	85,803			485,263	152,190
119	CENTRAL COLLECTION UNIT (CCU)													
120	Submitted (mortgage unit)	\$509,594	\$938	\$0	\$0	0.0%	85,089	0	509,594	510,531			135,861	837,960
121	Collected (mortgage unit)	\$658	\$3,144	\$622	\$585	-5.9%	1,200	585	3,144	7,199			2,689	14,090
122	COMPLAINTS	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
123	All Complaints													
124	Received in Month	217	282	164	147	-10.4%	193	147	282	1,157	2,597	2,598	2,676	2,603
125	Closed in Month	167	192	229	161	-29.7%	205	161	251	1,228	2,414	2,454	2,642	2,783
126	Open at End of Month	356	446	381	367	-3.7%	370	306	446	367	648	578	612	438
127	Average time to close (days)	52	37	60	52	-13.3%	55	37	69	55	44	57	65	83
128														
129	Mortgage Complaints													
130	Received in Month	57	65	39	36	-7.7%	50	36	65	300	419	601	639	594
131	Closed in Month	45	47	53	47	-11.3%	52	45	67	313	369	420	572	696
132	Open at End of Month	111	129	115	104	-9.6%	112	99	129	104	152	333	219	117
133	Average time to close (days)	59	42	90	78	-13.3%	68	42	90	68	59	77	93	130
134														
135	Collection Agency Complaints	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
136	Received in Month	57	67	41	27	-34.1%	44	27	67	265				563
137	Closed in Month	36	40	60	29	-51.7%	46	29	61	276				619
138	Open at End of Month	103	130	111	109	-1.8%	107	82	130	109				120
139	Average time to close (days)	81	46	54	51	-5.6%	67	46	91	67				117
140														
141	Credit Bureau & Reassessment Complaints													
142	Received in Month	33	54	29	29	0.0%	36	29	54	216				487
143	Closed in Month	40	31	45	26	-42.2%	40	26	60	240				481
144	Open at End of Month	81	104	88	91	3.4%	89	81	104	91				115
145	Average time to close (days)	51	53	73	50	-31.5%	62	50	77	62				86



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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
146														
147	Financial Services Complaints (check cashers, consumer)													
148	Received in Month	21	31	9	15	66.7%	16	9	31	98				196
149	Closed in Month	14	20	20	14	-30.0%	19	14	23	113				214
150	Open at End of Month	32	43	32	33	3.1%	34	25	43	33				48
151	Average time to close (days)	47	46	71	58	-18.3%	69	46	98	69				104
152	Other (Non-Jurisdiction and insufficient information complaints)													
153														
154	Received in Month	49	65	46	40	-13.0%	46	33	65	278				762
155	Closed in Month	32	54	51	45	-11.8%	48	32	65	286				772
156	Open at End of Month	29	40	35	30	-14.3%	27	12	40	30				38
157	Average time to close (days)	13	13	18	26	44.4%	17	13	26	17				22
158	OUTREACH	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
159	Depository institution events	20	22	12	26	116.7%	23	18	28	114	1	43	174	295
160	Community outreach events	22	75	18	19	5.6%	29	8	75	143		27	143	155
161	Notice of Intent ("Date Entered")	5390	2362	2874	12369	330.4%	6,214	2,362	12,369	37,282		10,292	121,887	155,217
162	Notice of Intent (Letters Mailed)	3845	4459	2769	13168	375.6%	6,282	2,769	13,168	37,692		8,783	118,390	162,655
163	STAFF INFORMATION	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
164	Budgeted Examiner and Investigator positions	58	58	58	57	-1.7%	58	57	58	57		62.6	61.0	58
165	Examiners and Investigators on staff	49	49	48	47	-2.1%	49	47	52	47		57.0	54.0	52
166	Examiner and Investigator position vacancies	9	9	10	10	0.0%	9	6	10	10		5.6	7.0	6
167	Examiners and Investigators attended training	4	4	5	15	200.0%	8	4	15	45		20	56	111
168	Hours of training	288	172	368	193	-47.6%	277	172	454	1,659		1,098	2,576	2,834
169	Mortgage Originator Fund Balance (numbers reflect millions)	0.10	0.11	0.70	1.8	157.1%	0.57	-0.11	1.8	2			1.6	0.61
187	October													

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

Safety Inspections - Railroad	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Track inspections	28	33	18	32	77.8%	28	18	33	168			
Main line & Yard (miles)	87	109	73	80	9.6%	85	59	109	508			
Short line & Yard (miles)	58	9	4	5	25.0%	32	4	61	191			
Private/Excursion/AR (miles)	1.9	15.56	13.25	1.3	-90.2%	6	1	16	38			
Total miles	146.9	133.56	90.25	118.3	31.1%	128	90	157	769			
Activities	148	76	94	101	7.4%	94	51	148	566			
Defects	96	194	243	134	-44.9%	164	96	243	981			
Violations	0	0	0	0	0.0%	0	0	0	0			
OP inspections	12	12	8	3	-62.5%	9	3	12	51	151	180	147
Activities	66	79	70	24	-65.7%	54	24	79	325			
Defects	6	4	18	1	-94.4%	9	1	18	51			
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	4	0	-100.0%	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	40	45	26	35	34.6%	37	26	45	219			
Total Defects identified	102	198	261	135	-48.3%	170	102	261	1,021	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	1	0	-100.0%	0	0	1	1	37	10	2
Accidents	2	7	1	2	100.0%	3	1	7	16	35	24	20
Fatalities	0	5	1	1	0.0%	2	0	5	10	2	3	6
Injuries	0	2	0	0	0.0%	0	0	2	2	12	4	6
Property damage	2	0	0	1	100%	1	0	2	4	29	17	9
Inspector positions authorized	4	4	4	4	0.0%	4	4	4	24	4	4	4
Inspectors	2	2	2	1	-50.0%	2	1	2	11	3	2	2
Safety Inspections - Amusement rides	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Total inspections	549	354	45	27	-40.0%	359	27	682	2,151	5,224	5,078	4,256
Certificate inspections	543	343	45	26	-42.2%	347	26	664	2,082	4,341	4,154	3,661
Other inspections	6	11	0	1	100%	12	0	33	69	883	923	595
Accidents	0	0	0	0	0.0%	0	0	1	1	7	2	2
Incidents/Complaints	0	1	0	0	0.0%	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	8	14.3%	7	7	8	7	7	7	7
Vacant positions	0	0	0	1	100%	0	0	1	1	1	1	1
AR inspectors (Inspecting)	3.45	1.66	1.02	0.48	-52.5%	2.18	0.48	3.45				
Elevator inspectors (Inspecting AR's)	1.06	0.93	0.24	0.08	-67.3%	0.61	0.08	1.06				
AR inspectors (Not-Inspecting)	3.55	5.34	5.87	6.07	3.5%	4.72	3.55	6.07				
Avg inspections per inspector	121.7	136.3	35.7	48.0	34.3%	106.8	35.7	173.5				
Avg inspections per inspector per day	6.1	6.8	2.1	2.8	33.3%	5.3	2.1	8.3				

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

Safety Inspection - Elevators	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Total Elevators Registered	21,784	21,798	21,799	21,813	0.1%	21,790	21,765	21,813		20,712	21,445	21,727
Elevators registered (Private Sector)	17,547	17,559	17,543	17,559	0.1%	17,548	17,534	17,559				17,519
Elevators registered (State)	4,237	4,239	4,256	4,254	0.0%	4,242	4,231	4,256				4,208
Total Elevators past due	2,831	2,659	2,915	2,596	-10.9%	2,587	2,114	2,915				3,452
Total elevators past due (Private Sector)	2,627	2,493	2,660	2,348	-11.7%	2,347	1,808	2,660				1,798
>61 days past due (Private Sector)	1,845	1,699	2,032	1,894	-6.8%	1,713	1,310	2,032				1,357
Total elevators past due (State)	210	171	259	248	-4.2%	242	171	306				479
>31 days to 1 year past due (State)	182	154	234	225	-3.8%	212	154	244				444
1 to 2 years past due (State)	28	17	25	23	-8.0%	28	17	50	69	652	33	
> 2 years past due (State)	0	0	0	0	0.0%	2	0	8	6	1	2	
Number of authorized 3rd party Inspectors	91	93	97	104	7.2%	93	85	104				81
Total inspections	2,640	2,835	2,391	2,374	-0.7%	2,590	2,374	2,835	15,539	15,790	15,901	23,794
Total inspections (Private Sector)	2,003	2,052	1,752	1,698	-3.1%	1,885	1,698	2,052	11,311			8,245
Total inspections (State)	637	783	639	676	5.8%	705	637	794	4,228			8,210
Accidents/Incidents	1	0	1	1	100%	0	1	1			2	4
Complaints	7	3	2	3	50.0%	6	2	14	35	31	33	50
Positions authorized	25	25	25	24	-4.0%	25	24	25		26	26	25
Vacant positions	6	6	6	5	-16.7%	6	5	6		5	6	8
Elevator inspectors (Inspecting)	12.52	14.56	13.20	11.65	-11.7%	12.91	11.65	14.56				
AR inspectors (Inspecting elevators)	0.00	0.00	0.10	0.44	341.1%	0.10	0.00	0.44				
Elevator inspectors (Not-Inspecting)	5.42	3.51	5.56	7.27	30.7%	5.48	3.51	7.27				
Avg. performance rating	1.21	1.18	1.22	1.21	-0.8%	1.17	1.06	1.22				
Citations	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Citations Issued	94	93	47	0	-100.0%	75	0	150	449			315
Total Citations Issued - running total	624	717	764	764	0.0%	644	465	764				
Inspections Performed as a result of citation - running total	353	442	496	535	7.9%	383	210	535				
Units removed as a result of citation - running total	20	21	21	21	0.0%	19	12	21	111			
Units sealed out of service as a result of citation - running	45	46	47	72	53.2%	44	26	72	264			
Citation Effectiveness	66.99%	70.99%	73.82%	82.20%	11.3%	1	1	1	4			
Settlements Pending - running total	129	186	205	205	0.0%	144	60	205	866			
% of units pending settlement	20.67%	25.94%	26.83%	26.83%	0.0%	0	0	0	1			
Boilers and pressure vessels	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Total BPV registered	53,465	53,302	53,532	53,500	-0.1%	53,457	53,302	53,532		55,890	54,763	53,562
Total BPV past due	7,479	7,385	6,931	6,824	-1.5%	7,522	6,824	8,917		14,606	9,570	8,286
MD Uninsured past due	3,548	3,649	3,562	3,476	-2.4%	3,604	3,466	3,924		7,145	6,337	3,825
Past due up to 1 year	4,777	4,682	4,169	4,008	-3.9%	4,743	4,008	5,942				
1 to 2 years past due	1,502	1,501	1,527	1,564	2.4%	1,526	1,483	1,577		2,642	1,957	1,558
> 2 years past due	625	1,201	1,235	1,252	1.4%	1,158	625	1,398		4,778	2,891	1,409
Total inspections	3,406	3,021	2,896	2,206	-23.8%	2,825	2,206	3,406	16,947	27,135	29,618	24,425
ALA inspections total	2,550	2,411	2,341	1,843	-21.3%	2,185	1,779	2,550	13,109	19,966	21,194	16,150
State inspections total	856	610	555	363	-34.6%	640	363	856	3,838	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	11	-15.4%	13	11	13		13	13	13
Vacant positions	3	3	3	1	-66.7%	3	1	3			5	3
BPV inspectors (Inspecting)	6.28	5.53	6.36	5.62	-11.6%	5.85	4.96	6.37				
BPV inspectors (Not-Inspecting)	3.72	4.47	3.64	4.38	20.3%	4.15	3.63	5.04				
Fiscal year benchmark	165	165	165	165	0.0%	165	165	165				
Avg inspections per Inspector	136.3	110	87.26	64.59	-26.0%	109.2	64.6	136.3				
Inspection Import Records Submitted in Time Frame		557	1049	1102	5.1%	1,075.5	1,049	1,102				
Inspection Import Records Rejected in Time Frame		57	211	177	-16.1%	194.0	177	211				
Inspection Import Records Pending Admin Review		247	359	925	157.7%	510.3	247	925				
Inspection Import Records Processed (in JO) in Time		845	936	676	-27.8%	806.0	676	936				
Citations	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Citations Issued			0	0	0.0%	0.0	0	0				
Total Citations Issued - running total			0	0	0.0%	0.0	0	0				
Inspections Performed as a result of citation - running total			0	0	0.0%	0.0	0	0				
Units removed as a result of citation - running total			0	0	0.0%	0.0	0	0				
Units sealed out of service as a result of citation - running			0	0	0.0%	0.0	0	0				
Citation Effectiveness			0	0	0.0%	0.0	0	0				
Settlements Pending - running total			0	0	0.0%	0.0	0	0				
% of units pending settlement			0	0	0.0%	0.0	0	0				

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

Volume 4 Number 6
Reporting Period: December, 2010

Objects By Company	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
ACE American Insurance												
Inspections conducted	5	37	178	17	-90.4%	61	5	178	363			
Registered units	976	979	976	971	-0.5%	976	971	979				973
Past due units	1	0	0	0	0.0%	1	0	1		54	0	1
ARISE Incorporated												
Inspections conducted	269	261	115	157	36.5%	279	115	616	1,676			
Registered units	4,848	4,852	4,851	4,852	0.0%	4,844	4,754	4,905				4,907
Past due units	133	110	71	61	-14.1%	132	56	363		482	173	244
Chubb												
Inspections conducted	248	270	186	164	-11.8%	183	61	270	1,099			
Registered units	2,920	2,930	2,961	2,982	0.7%	2,935	2,903	2,982				2,916
Past due units	63	20	8	1	-87.5%	76	1	260		303	220	145
Cincinnati Insurance												
Inspections conducted	15	17	8	0	-100.0%	12	0	26	70			
Registered units	204	203	207	208	0.5%	198	171	208				173
Past due units	48	34	32	32	0.0%	42	32	54		46	24	51
CNA Insurance Company												
Inspections conducted	98	76	17	62	264.7%	69	17	99	416			
Registered units	1,315	1,261	1,167	1,216	4.2%	1,272	1,167	1,351				1,351
Past due units	126	163	16	5	-68.8%	118	5	210		267	94	158
FM Global												
Inspections conducted	525	387	344	421	22.4%	404	344	525	2,426			
Registered units	7,341	7,361	7,450	7,473	0.3%	7,286	7,020	7,473				7,036
Past due units	17	16	30	35	16.7%	21	11	35		34	26	9
Hartford Steam Boiler												
Inspections conducted	480	493	589	172	-70.8%	445	172	610	2,668			
Registered units	12,137	12,039	12,094	12,099	0.0%	11,925	11,110	12,137				11,528
Past due units	2,468	2,413	2,294	2,422	5.6%	2,358	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	200	159	159	0.0%	186	159	200				199
Past due units	167	124	83	83	0.0%	135	83	176		109	29	176
Liberty Mutual Insurance Co												
Inspections conducted	123	68	79	37	-53.2%	51	0	123	307			
Registered units	486	652	652	640	-1.8%	519	231	652				205
Past due units	48	31	24	9	-62.5%	36	9	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	0	0	0	0	0.0%	0	0	2	2			
Registered units	183	3	3	3	0.0%	84	3	183				155
Past due units	2	0	0	0	0.0%	18	0	54		4	5	54
Seneca Insurance												
Inspections conducted	0	8	13	0	-100.0%	6	0	13	33			
Registered units	279	278	358	370	3.4%	307	278	370				279
Past due units	185	190	188	183	-2.7%	188	183	198		67	79	153
Travelers												
Inspections conducted	457	419	150	219	46.0%	253	68	457	1,515			
Registered units	3,680	3,745	3,781	3,837	1.5%	3,740	3,543	3,856				3,480
Past due units	649	621	577	500	-13.3%	756	500	1,370		1,166	658	1,111
Zurich American Insurance												
Inspections conducted	288	270	313	194	-38.0%	264	194	313	1,582			
Registered units	6,527	6,576	6,561	6,685	1.9%	6,592	6,527	6,685				6,534
Past due units	23	8	5	9	80.0%	28	5	87		258	386	78
Insparisk - non-insurer												
Inspections conducted		4	120	198	65.0%	107	4	198	322			
Registered units	0	0	0	0	0.0%	0	0	0				
Past due units	0	0	0	0	0.0%	0	0	0				
OneCIS Insurance Co - non-insurer												
Inspections conducted	44	0	46	70	52.2%	40	0	70	160			
Registered units	9	26	121	109	-9.9%	66	9	121				
Past due units	1	6	38	8	-78.9%	13	1	38				

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

ABS Group, Inc - non-insurer														
Inspections conducted					0	0.0%	0	0	0	0				
Registered units					13	100%	13	13	13	13				
Past due units					0	0.0%	0	0	0	0				
American Boiler Insp Svcs, Inc - non-insurer														
Inspections conducted					132	100%	132	132	132	132				
Registered units					2	100%	2	2	2	2				
Past due units					0	0.0%	0	0	0	0				
Mutual Boiler - non-insurer														
Inspections conducted					0	0.0%	0	0	0	0				
Registered units					2	100%	2	2	2	2				
Past due units					0	0.0%	0	0	0	0				
MOSH														
	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10		
Inspector positions authorized	56	56	56	56	0.0%	56	56	57	338	59	57	56		
Inspectors (current)	50	50	50	50	0.0%	50	50	51	302	58	53	50		
Voluntary compliance sites	0	0	1	0	-100.0%	0	0	1	2	16	18	7		
Investigations/Inspections	127	121	180	135	-25.0%	160	121	204	962	1,346	1,598	1,210		
3 year average # of investigations/inspections		128	113	87	-23.0%	116	87	148						
Monthly goal: # of inspections	100	100	100	75	-25.0%	93	75	110						
% of monthly goal completed		121%	180%	180%	0.0%	2	1	2						
Violations	445	360	692	686	-0.9%	521	360	692	3,126	7,029	7,319	5,926		
Training classes	9	14	3	5	66.7%	7	3	14	42	84	96	95		
Training participants	201	463	54	100	85.2%	174	54	463	1,046	2,101	2,556	2,222		
Other Persons Affected	296	335	267	56	-79.0%	424	56	821	2,541	19,041	5,563	3,136		
% complaints initiated w/in 5 days (maintain at 95%)	100%	100%	100%	100%	0.0%	1	1	1						
Accidents investigated	12	3	2	2	0.0%	6	2	12	38	135	121	93		
Fatalities investigated	4	3	0	2	100%	2	0	4	14	22	27	18		
% fatalities investigated <1 day (maintain at =>95%)	100%	100%	0%	100%	100%	1	0	1		97.20%	100%			
Discrimination complaints completed	0	4	1	1	-75.0%	2	0	4	5	25	16	22		
Discrimination complaints completed in 90 days (of those)	0	2	0	0	-100.0%	1	0	2	2					
% Discrimination complaints completed in 90 days	0.00%	50%	0%	0%	-100.0%	0	0	1						
# of discrimination cases open beyond 90 days	26	30	29		-3.3%	28	26	30	85					
Consultation Safety	10	13	10	7	-30.0%	12	7	19	74	155	160	121		
Consultation Health	3	4	5	5	0.0%	6	3	11	37	103	107	79		
Apprenticeship and training														
	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10		
Active programs registered	156	156	156	153	-1.9%	157	153	161				185	164	
Inactive programs registered	316	316	314	317	1.0%	317	314	319				304	324	
Total programs registered	472	472	470	470	0.0%	473	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	1	0	-100.0%	0	0	1	1					
Programs Reactivated	0	0	0	0	0.0%	0	0	0	0					
Programs Cancelled	6	0	3	0	-100.0%	3	0	11	20					
Program Review Visits	8	5	0	1	100%	4	0	8	23					
Program review benchmark	7	7	7	7	0.0%	7	7	7	84		9	9		
Program reviews completed	2	2	8	2	-75.0%	3	2	8	19	40	41	50		
Participating employers	3,167	3,183	3,179	3,181	0.1%	3,172	3,157	3,183		3,118	3,135	3,165		
Positive Program Reviews	1	1	7	1	-85.7%	2	1	7	14					
Technical assistance/service contacts	103	122	87	49	-43.7%	96	49	129	573	151	674	1,044		
Program development contacts	17	18	9	13	44.4%	12	5	18	70	125	162	109		
Total apprentices registered	9,099	9,052	9,008	9,005	0.0%	9,042	8,976	9,113		9,661	9,487	9,209		
Total # minority apprentices	3,329	3,345	3,319	3,302	-0.5%	3,322	3,298	3,345		3,786	3,623	3,474		
Total # women apprentices	418	417	409	410	0.2%	414	409	421		495	446	430		
New Apprentices Registered	225	212	120	106	-11.7%	196	106	272	1,177					
Total apprentice graduates	64	171	40	36	-10.0%	88	34	185	530	1,050	1,045	1,143		
Minority apprentice graduates	20	37	16	18	12.5%	27	10	62	163	310	321	368		
Women apprentice graduates	0	2	6	2	-66.7%	3	0	6	18	27	34	27		
Total apprentices cancelled	175	88	124	73	-41.1%	142	73	290	851					
Field representatives	2	2	2	2	0.0%	2	2	2		4	4	2		
Navigator outreach related events	10	10	12	11	-8.3%	11	10	12	66			68		
Navigator total number of contacts	260	359	279	146	-47.7%	245	146	359	1,471			3,059		



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

OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
LICENSE TOTALS												
Architects	6,278	6,291	6,305	6,283	-0.3%	6,280	6,254	6,305		5,899	6,102	6,241
Athletic	805	721	709	719	1.4%	736	709	805				760
Barbers	6,398	6,407	6,405	6,402	0.0%	6,393	6,366	6,407		6,270	6,267	6,364
Bay Pilots	72	68	69	70	1.4%	70	68	72		60	65	72
Cemetery Oversight	1,362	1,360	1,350	1,365	1.1%	1,357	1,348	1,365		1,082	1,340	1,328
Certified Interior Design	319	324	326	331	1.5%	321	312	331		314	315	310
Certified Public Accountants	19,959	19,964	19,963	19,873	-0.5%	19,941	19,873	19,964		19,826	19,736	19,922
Cosmetologists	47,032	46,988	46,976	46,940	-0.1%	47,024	46,940	47,120		47,774	47,977	47,145
Stationary Engineers	6,186	6,182	6,166	6,164	0.0%	6,175	6,164	6,186		6,386	6,399	6,160
Foresters	178	190	196	199	1.5%	194	178	200		185	192	200
Home Improvement	27,586	27,679	27,678	27,650	-0.1%	27,631	27,574	27,679		26,694	27,233	27,521
HVACR Contractors	18,072	18,070	18,089	18,080	0.0%	18,024	17,844	18,089		16,850	17,296	17,861
Landscape Architects	1,003	999	998	999	0.1%	1,001	998	1,006		938	990	1,006
Land Surveyors	1,016	1,017	1,021	1,021	0.0%	1,018	1,016	1,021		985	997	1,019
Master Electricians	5,113	5,117	5,124	5,126	0.0%	5,111	5,087	5,126		4,790	4,957	5,090
Plumbers	13,302	13,343	13,230	13,154	-0.6%	13,286	13,154	13,381		13,749	13,723	13,430
Precious Metal Dealers & Pawnbrokers	578	583	582	589	1.2%	577	559	589		297	412	550
Professional Engineers	20,983	21,032	21,019	21,008	-0.1%	20,976	20,866	21,032		18,686	19,492	20,744
Real Estate	43,676	43,373	43,162	43,029	-0.3%	43,547	43,029	44,150		54,201	48,920	44,404
Real Estate Appraisers and Home Inspectors	4,126	4,105	4,086	4,003	-2.0%	4,145	4,003	4,318		5,836	5,144	4,349
Sports Agents	28	28	28	28	0.0%	28	28	28				28
NEW LICENSES												
Architects	31	33	23	20	-13.0%	30	20	39	182	311	385	365
Athletic	72	33	59	25	-57.6%	36	2	72	215			201
Barbers	59	54	41	46	12.2%	51	41	59	307	542	550	609
Bay Pilots	0	0	7	1	-85.7%	2	0	7	12	7	12	33
Cemetery Oversight	22	45	44	34	-22.7%	33	22	45	200	319	512	320
Certified Interior Design	4	3	4	3	-25.0%	3	0	4	17	35	24	24
Certified Public Accountants	66	63	37	52	40.5%	49	29	66	292	854	589	629
Cosmetologists	260	272	243	269	10.7%	291	243	358	1,745	4,470	3,855	3,429
Stationary Engineers	14	9	9	13	44.4%	16	9	27	95	1,177	214	201
Foresters	0	2	2	0	-100.0%	1	0	2	4	6	9	8
Home Improvement	209	225	273	154	-43.6%	226	154	274	1,353	3,176	2,992	2,562
HVACR Contractors	319	281	219	206	-5.9%	262	206	319	1,574	2,692	2,612	3,027
Landscape Architects	10	0	0	1	0.0%	3	0	10	18	64	57	54
Land Surveyors	4	0	3	1	-66.7%	2	0	4	13	62	30	65
Master Electricians	22	27	17	11	-35.3%	22	11	32	130	386	307	289
Plumbers	119	137	103	89	-13.6%	113	89	137	678	2,059	1,681	1,626
Precious Metal Dealers & Pawnbrokers	9	6	7	12	71.4%	12	6	22	69	80	123	199
Professional Engineers	75	91	57	55	-3.5%	87	55	143	522	1,387	1,241	1,688
Real Estate	330	318	295	426	44.4%	347	295	426	2,079	9,337	6,629	4,356
Real Estate Appraisers and Home Inspectors	19	17	26	24	-7.7%	19	8	26	112	1,088	370	233
Sports Agents	0	0	0	0	0.0%	0	0	0	0			



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

OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
LICENSE RENEWALS - RATE												
Architects	78%	77%	78%	79%	1.3%	77%	72%	79%				
Barbers	67%	64%	66%	69%	4.5%	67%	64%	69%				
Bay Pilots	0%	0%	0%	0%	0.0%	6%	0%	33%				
Certified Interior Design	53%	43%	64%	40%	-37.5%	61%	40%	100%				
Certified Public Accountants	82%	84%	86%	85%	-1.2%	85%	82%	88%				
Cosmetologists	69%	71%	71%	71%	0.0%	69%	65%	71%				
Stationary Engineers	81%	88%	78%	83%	6.4%	80%	73%	88%				
Foresters	90%	33%	50%	100%	100.0%	79%	33%	100%				
Home Improvement	65%	64%	63%	69%	9.5%	65%	62%	69%				
HVACR Contractors	42%	47%	44%	47%	6.8%	45%	41%	47%				
Landscape Architects	51%	83%	89%	88%	-1.1%	78%	51%	89%				
Land Surveyors	84%	85%	83%	88%	6.0%	86%	83%	90%				
Master Electricians	80%	75%	79%	79%	0.0%	78%	75%	80%				
Plumbers	51%	56%	50%	50%	0.0%	51%	48%	56%				
Precious Metal Dealers & Pawnbrokers	26%	53%	38%	7%	-81.6%	31%	7%	53%				
Professional Engineers	79%	75%	78%	83%	6.4%	80%	75%	83%				
Real Estate	62%	64%	63%	61%	-3.2%	62%	61%	64%				
Real Estate Appraisers and Home Inspectors	37%	38%	33%	33%	0.0%	35%	31%	38%				
Cemetery Oversight	16%	18%	10%	21%	110.0%	15%	5%	21%				
LICENSE RENEWALS-RAW DATA												
Architects	274	210	216	199	-7.9%	235	199	274	1,407	2,700	2,188	2,889
Barbers	276	247	197	207	5.1%	244	197	276	1,463	2,513	2,335	2,564
Bay Pilots	0	0	0	0	0.0%	0	0	0	0	54	50	50
Certified Interior Design	11	5	8	8	0.0%	7	4	11	43	143	100	148
Certified Public Accountants	779	730	769	915	19.0%	774	681	915	4,646	9,214	7,231	9,667
Cosmetologists	1,940	1,746	1,649	1,590	-3.6%	1,782	1,590	2,038	10,694	21,032	16,519	21,732
Stationary Engineers	235	230	170	211	24.1%	215	170	235	1,288	2,313	2,008	3,357
Foresters	47	8	3	4	33.3%	22	2	66	130	24	147	36
Home Improvement	1,002	1,004	980	920	-6.1%	1,006	920	1,163	6,038	10,527	10,370	11,556
HVACR Contractors	598	498	478	442	-7.5%	538	442	696	3,227	6,916	4,931	7,426
Landscape Architects	47	35	40	32	-20.0%	39	31	49	234	424	368	477
Land Surveyors	42	28	26	36	38.5%	38	26	53	230	476	318	486
Master Electricians	234	207	175	211	20.6%	213	175	234	1,279	2,609	2,131	2,488
Plumbers	474	408	383	365	-4.7%	433	365	488	2,599	5,337	4,376	5,598
Precious Metal Dealers & Pawnbrokers	12	2	4	4	0.0%	7	2	12	43	120	93	187
Professional Engineers	565	567	680	764	12.4%	650	565	764	3,900	7,248	5,821	7,872
Real Estate	1,925	2,283	1,943	2,119	9.1%	2,086	1,925	2,283	12,513	30,468	24,147	27,764
Real Estate Appraisers and Home Inspectors	92	199	135	175	29.6%	132	91	199	790	767	629	1,601
Cemetery Oversight	12	33	10	58	480.0%	27	10	58	164	255	208	285
HOME IMPROVEMENT												
New Complaints and Claims												
Claims Received	18	22	15	17	13.3%	20	15	32	122			325
Complaints Received	135	162	135	96	-28.9%	137	96	162	820	2,039	1,839	1,601
Licensed	74	97	72	53	-26.4%	80	53	97	481	1,183	1,046	963
Unlicensed	61	65	63	43	-31.7%	57	43	65	339	856	793	638



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

OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Open Complaints/Claims												
Intake/Pre Investigation	48	56	40	62	55.0%	47	36	62				
Mediation	28	22	16	17	6.3%	21	16	28				
Pending Response to Order	57	46	37	33	-10.8%	44	33	57	266			
Pending Show Cause Hearings	5	4	2	45	2150.0%	17	2	45				
No. Show Cause Hearings Held	0	0	0	0	0.0%	0	0	2	2			2
Under Investigation	479	527	505	390	-22.8%	465	390	527				
Total Through Investigatory Step	617	655	600	547	-8.8%	594	547	655				
Post Investigation Claims Review	68	61	53	52	-1.9%	56	43	68				
Waiting To Be Sent to OAH	199	173	197	204	3.6%	211	173	259				
Pending Hearing/Decision At OAH	75	97	108	105	-2.8%	91	74	108				
Post OAH	119	138	122	154	26.2%	143	119	167				
Total Post Investigation lines (102-105)	461	469	480	515	7.3%	501	461	546				
Total Open Complaints (lines 101 + 106)	1,078	1,124	1080	1062	-1.7%	1,095	1,062	1,124				
Total Open Claims	659	656	654	658	0.6%	667	654	691				
Average Caseload	80	81	72	56	-22.2%	69	56	81				
Number Investigators	6	6	7	7	0.0%	7	6	7				
Closed Investigations												
Investigations completed	109	141	91	124	36.3%	128	91	163	765	3,525	2,606	2,141
ADR	62	81	78	68	-12.8%	74	62	88	445			878
Disciplinary Actions	6	9	0	10	0.0%	8	0	12	47			70
Investigation time to resolution in Days	100	83	107	77	-28.0%	121	77	191				
Criminal Court Activity												
Complaints Referred for Prosecution	31	33	23	32	39.1%	31	23	36	184			368
Prosecutions	88	79	53	57	7.5%	71	53	88	427			961
No. of contractors found guilty	25	11	11	20	81.8%	17	11	25	102			246
No. of contractors ordered pay restitut.	24	21	16	22	37.5%	20	16	24	121			294
Monetary Amounts												
Monetary Settlement by Investigators	\$16,268	\$7,640	\$22,321	\$ 11,350	-49.2%	\$15,079	\$7,640	\$22,321	\$90,476			\$328,818
Court-Ordered Restitution	\$113,673	\$164,423	\$69,773	\$ 150,503	115.7%	\$124,052	\$48,077	\$197,860	\$744,309			\$2,348,794
Total Monetary Amount	\$129,941	\$172,063	\$92,094	\$ 161,853	75.7%	\$139,131	\$64,523	\$214,311	\$834,785			\$2,677,612
Guaranty Fund												
Guaranty Fund Awards	\$130,809	\$108,578	\$137,175	\$ 130,313	-5.0%	\$152,179	\$108,578	\$220,117	\$913,071			#####
Guaranty Fund Reimbursements (CCU)	\$2,884	\$975	\$2,394	\$ 485	-79.7%	\$4,965	\$0	\$23,394	\$29,788			\$105,016
Guaranty Fund Reimbursements (MHIC)	\$12,168	\$15,100	\$57,371	\$ 20,000	-65.1%	\$28,624	\$12,168	\$57,371	\$171,746			
Guarantee Fund Balance	\$466,426	\$486,622	\$483,713	\$599,443	23.9%	\$509,162	\$466,426	\$599,443				



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

OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Licensing Activity												
Current Licenses Total	27,596	27,671	27,720	27,650	-0.3%	27,640	27,568	27,720				
Contractor/Salesperson	15,929	15,938	15,969	15,889	-0.5%	15,943	15,889	15,969				
Sub-Contractor	639	641	639	637	-0.3%	643	637	655				
Salesperson	2,227	2,246	2,238	2,252	0.6%	2,234	2,211	2,252				
Contractors/Salesperson (Corp/Part)	7,876	7,916	7,934	7,931	0.0%	7,892	7,821	7,934				
New Applications Received	67	77	55	67	21.8%	78	55	119	469			1,035
Examination Results												
# of Exams Taken	219	219	161	211	31.1%	214	161	238	1,286			3,004
# of Exams Passed	142	133	101	133	31.7%	134	101	148	803			1,966
Pass Rate (%)	65	61	63	63	0.0%	63	61	65	375			
REAL ESTATE												
Complaints	34	32	31	37	19.4%	38	31	47	225	901	587	532
Total Closed During Month	45	51	62	35	-43.5%	54	35	72	321			598
Investigations Completed	12	10	14	6	-57.1%	11	6	14	67	200	155	153
Investigation time to resolution in Days	151	173	131	149	13.7%	157	131	173				
ADR	3	2	1	2	100.0%	3	1	5	15	62	77	46
Disciplinary Actions	5	2	5	9	80.0%	6	2	9	33			
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	13	13	11	13	18.2%	13	11	13				
Awaiting Administrative Review	0	0	0	0	0.0%	0	0	0				
Awaiting Assignment to Investigator	14	14	0	2	0.0%	10	0	18				
Under Investigation	67	63	69	65	-5.8%	66	63	69				
Awaiting Panel Review	19	21	12	7	-41.7%	18	7	25				
Total Open (Under REC Control)	144	141	128	118	-7.8%	136	118	144				
Post Panel	168	163	160	176	10.0%	174	160	193				
Total Open Complaints	312	304	288	294	2.1%	310	288	337				
Fines Collected	\$13,640	\$2,599	\$1,250	\$250	-80.0%	\$4,852	\$250	\$13,640	\$29,112			



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

OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Precious Metals / Pawn												
Complaints Rec'd	3	4	12	5	-58.3%	6	3	12	36			100
Complaints Closed	16	2	1	5	400.0%	7	1	16	43			89
Settlement/Penalty Ltrs. Tendered	1	0	5	0	-100.0%	3	0	7	20			61
Settlement/Penalty Ltrs. Accepted	14	0	1	3	200.0%	6	0	14	36			41
Fines Collected	\$8,550	\$500	\$2,000	\$2,750	37.5%	\$5,013	\$500	\$12,350	\$30,075			\$43,375
Disciplinary Actions	5	2	1	3	200.0%	4	1	7	25			37
Precharge Review	1	1	1	6	500.0%	5	1	12				
Hearing Process	7	7	9	9	0.0%	7	6	9				
Net Complaints Open	20	22	33	33	0.0%	29	20	34				
DISCIPLINARY ACTIONS	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
DESIGN BOARDS												
Complaints Rec'd	1	2	3	1	-66.7%	2	1	3	13			
Complaints Closed	3	1	1	6	500.0%	3	1	6	15			
Net Open Complaints	37	38	36	31	-13.9%	37	31	39				
Investigations Completed	1	1	2	3	50.0%	2	1	4	12			
Avg Time to Complete Investigations	19	16	19	13	-31.6%	16	7	23				
Disciplinary Actions	1	0	0	1	0.0%	1	0	1	3			
Fines Collected	\$0	\$6,700	\$3,300	\$500	-84.8%	2,139	\$0	\$6,700	\$12,832			
BARBERS/COSMETOLOGISTS												
Complaints Rec'd	29	8	19	23	21.1%	24	8	33	141			
Complaints Closed	16	4	130	8	-93.8%	44	4	130	261			
Net Open Complaints	364	368	358	373	4.2%	361	343	373				
Inspections Completed	15	33	34	25	-26.5%	26	15	34	129			
Avg Time to Complete Inspections												
Disciplinary Actions	12	9	5	13	160.0%	12	5	22	70			
Fines Collected	\$0	\$2,700	\$1,250	\$2,730	118.4%	2,588	\$0	\$7,650	\$15,530			
MECHANICAL BOARDS												
Complaints Rec'd	9	5	14	10	-28.6%	11	5	16	66			
Complaints Closed	5	3	5	6	20.0%	6	2	12	33			
Net Open Complaints	359	360	369	373	1.1%		355	373				
Investigations Completed	8	7	4	4	0.0%	4	0	8	24			
Avg Time to Complete Investigations	100	66	70	16	-77.1%	48	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	17	4	13	0	-100.0%	8	0	17	46			
Complaints Closed	2	13	5	3	-40.0%	7	0	18	41			
Net Open Complaints	46	34	39	36	-7.7%	38	28	46				
Investigations Completed	3	2	4	2	-50.0%	3	2	4	17			
Avg Time to Complete Investigations	15	44	17	19	11.8%	26	15	44				
Disciplinary Actions	0	0	0	0	0.0%	0	0	0	0			
Fines Collected	\$500	\$5,500	\$4,450	\$2,900	-34.8%	\$2,440	\$290	\$5,500	\$14,640			
APPRAISERS HOME INSPECTORS												
Complaints Rec'd	6	8	6	6	0.0%	7	6	10	43			
Complaints Closed	2	11	2	14	600.0%	7	2	14	42			
Net Open Complaints	76	73	78	70	-10.3%	75	70	79				
Investigations Completed	0	0	1	0	-100.0%	1	0	2	4			
Avg Time to Complete Investigations	0	0	16	0	-100.0%	18	0	62				
Disciplinary Actions	0	0	1	0	-100.0%	1	0	3	6			
Fines Collected	\$500	\$0	\$2,500	\$0	-100.0%	\$2,500	\$0	\$7,000	\$15,000			



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

OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
INVESTIGATIONS (non MHIC or REC)												
Complaints										659	664	765
Investigations Completed	12	10	11	10	-9.1%	10	7	12	61	65	44	109
Investigation time to resolution	72	57	36	14	-61.1%	38	14	72				
ADR	1	0	1	0	-100.0%	0	0	1	2	0	0	3
District court	0	0	1	0	-100.0%	1	0	2	3	1	0	4
Investigators	1	1	1	1	0.0%	1	1	1	6	8	0	11
Avg. caseload	22	20	23	34	47.8%	25	20	34		13	0	
CALL CENTERS	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Call volume	10,695	9,882	8,941	8,572	-4.1%	10,162	8,572	11,637	60,973	78,632	116,059	109,197
Avg length of call in min	1.54	1.56	1.57	1.52	-3.2%	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	2.24	2.76	2.29	2.76	20.5%	2.51	2.24	2.76		2.83	2.88	
(NEW)	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Architects	17	10	14	8	-42.9%	13	8	17				
Certified Interior Design	11	5	6	3	-50.0%	5	0	11				
Certified Public Accountants	25	18	27	29	7.4%	24	18	29				
Landscape Architects	39	1	0	0	0.0%	12	0	39				
Land Surveyors	13	0	19	0	-100.0%	11	0	34				
Professional Engineers	9	14	10	10	0.0%	10	8	14				
Real Estate	1	1	1	1	0.0%	1	1	1				
Barbers/Cosmetologists	12	27	20	23	15.0%	18	12	27				
Real Estate Appraisers	20	0	9	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				Fiscal Year Comparison		
	Oct-10	Nov-10	Dec-10	Jan-11	% Change	Avg	Min	Max	Total	Target	FY10	FY09	FY08
Total No. U.I Appeals Filed	4550	4024	4455	4240	-4.8%	4,263	3,819	4,601	29,843		86,417	41,997	28,228
Disposition - in favor of appellant	1255	1194	1227	1308	6.6%	1,237	1,109	1,308	8,659		32,614	12,399	10,330
Disposition - not in favor of appellant	3056	2813	3107	3381	8.8%	3,056	2,813	3,381	21,394		65,847	24,305	17,410
Total No. U.I. Decisions	4311	4007	4334	4689	8.2%	4,293	4,007	4,689	30,053		99,413	35,350	27,740
No. U.I. Hearing Examiners	43	43	43	43	0.0%	43	43	43			43	39	27
% of cases out in 30 days	32%	26%	28%	19%	-32.1%	30%	19%	37%		**60%	13%	21%	67%
% of cases out in 45 days	80%	77%	79%	71%	-10.1%	75%	67%	80%		**85%	32%	43%	91%
Case age (avg) in days	28	31	31	30	-3.2%	29	23	31		30	41	30	20
No. Pending Appeals	5712	5997	5960	5923	-0.6%	5,627	5,009	5,997					
Federal Quality Review**		95%				94%***					95%	96%	95%

** Per USDOL Guidelines, % scoring 85 or better

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



StateStat

Volume 4 Number 7
Reporting Period: January, 2011

Department of Labor, Licensing and Regulation Unemployment Insurance Higher Appeals

HIGHER APPEALS	REPORTING PERIODS				% Change	Fiscal Year To Date					FY COMPARISON		
	Oct-10	Nov-10	Dec-10	Jan-11		Avg	Min	Max	Total	Target	FY08	FY09	FY10
U.I. Appeals Recieved	675	648	733	702	-4.2%	703	571	828	4,921		3,717	4,655	7,580
Claimant Appeals	586	546	627	586	-6.5%	602	494	706	4,212			***2748	6324
Employer Appeals	86	99	104	112	7.7%	98	74	116	683			***513	1225
Agency Appeals	0	0	0	0	0.0%	1	0	6	7			***9	5
Other	3	3	2	4	100.0%	3	0	5	19				24
Decisions Mailed	652	507	653	711	8.9%	617	507	711	4,318		3,576	4,294	6477
Disposition - Affirmed	284	283	329	327	-0.6%	301	262	329	2,108		1,772	2,330	2801
Disposition -Affirmed w/comment	257	154	202	237	17.3%	211	154	257	1,474		542	1,705	2740
Disposition - Reversed	17	11	48	50	4.2%	25	9	50	172		62	170	238
Disposition - Remanded	77	51	64	95	48.4%	70	51	95	492		292	343	553
Disposition - Modified	4	2	6	1	-83.3%	2	0	6	16		19	39	28
Disposition-Other	6	4	3	1	-66.7%	5	1	9	34				87
Disposition - Unnecessary	7	2	1	0	-100.0%	3	0	8	22		9	23	29
Pending UI Appeals	2116	2257	2337	2328	-0.4%	2,234	1,953	2,337					
E.A. Appeals Received	19	20	14	24	71.4%	18	7	24	126				338
E.A. Decisions Mailed	8	19	4	9	125.0%	10	2	19	73				163
E.A. Dismissals Mailed	4	6	0	2	100%	2	0	6	15				30
E.A. Withdrawals	4	5	2	2	0.0%	5	2	7	32				
Pending E.A. Appeals	226	216	224	235	4.9%	232	216	243					
% of cases out in 45 days	19%	24%	21%	14%	-33.3%	25%	14%	38%		50%*	86%	73%	53%
% of cases out in 75 days	60%	61%	62%	59%	-4.8%	64%	59%	75%		80%*	96%	92%	84%
Case age (avg)	84	93	120	87	-27.5%	82	38	120		40**			47



StateStat
Department of Labor, Licensing and Regulation
Racing Commission

RACING COMMISSION						Fiscal Year to Date				FISCAL YEAR COMPARISON		
	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
RACES												
Live racedays - thoroughbred	15	18	16	11	-31.3%	12	0	18	73	169	160	146
Live Race Days-harness	0	0	0	0	0.0%	0	0	0	0	81	40	42
Wagering - thoroughbred	17,207,003	18,600,970	17,646,015	14,929,637	-15.4%	\$17,664,170	\$14,929,637	\$19,200,695	\$105,985,021	\$314,234,024	\$248,766,485	223,211,738
Wagering - harness	1,180,318	1,186,578	1,059,156	761,208	-28.1%	\$1,251,664	\$761,208	\$1,785,764	\$7,509,986	\$94,057,104	\$87,342,172	44,547,600
Wagering - total	\$18,387,321	\$19,787,548	\$18,705,171	\$15,690,845	-16.1%	\$18,915,835	\$15,690,845	\$20,737,657	\$113,495,007	\$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	532	640	547	416	-23.9%	430	0	640	2,581	9,981	6,246	5,941
Equine - violations	4	1	1	1	0.0%	2	0	4	9	22	36	42
Human testing	0	1	0	0	0.0%	0	0	1	1	52	12	34
Confirmations (+/-)	0	1	0	0	0.0%	0	0	1	1	32	19	-
Rulings issued - thoroughbred	25	23	17	10	-41.2%	15	0	25	87	226	197	121
Rulings issued - harness	0	0	0	0	0.0%	0	0	0	0	46	42	31
Rulings issued - total	25	23	17	10	-41.2%	15	0	25	87	235	239	152
THOROUGHBRED LICENSING												
Original Owner	58	64	49	22	-55.1%	40	0	64	242	459	390	489
Renewal Owner	57	44	40	329	722.5%	90	5	329	540	1,805	1,587	1,512
Owners licenses total	115	108	89	351	294.4%	130	0	351	777	2,264	1,977	2,001
Original Trainer	6	5	6	4	-33.3%	6	0	13	34	49	60	55
Renewal Trainer	14	11	3	24	700.0%	12	0	24	72	195	184	212
Assistant Trainer	5	3	4	6	50.0%	5	0	11	29	114	110	111
Owner/Trainer	10	15	6	71	1083.3%	19	0	71	116	333	324	336
Jockey	21	16	5	20	300.0%	13	0	21	80	239	250	252
Jockey Agent	0	1	0	11	100%	2	0	11	12	26	34	26
Veterinarian	2	1	0	0	0.0%	2	0	7	11	29	26	26
Farrier	5	4	3	2	-33.3%	4	0	9	23	36	38	32
Stable Employee & Ex. Rider	117	77	52	34	-34.6%	98	1	309	590	1,083	1,145	782
Mutual Employee	12	8	8	0	-100.0%	18	0	81	109	471	505	507
Vendor	10	11	4	0	-100.0%	7	0	14	39	155	154	128
Exercise Rider	24	40	0	0	0.0%	20	0	57	121	263	260	217
Track Employee	22	66	9	0	-100.0%	26	0	66	157	313	314	306
Total Licenses	363	366	189	523	176.7%	382	7	841	2,289	5,570	5,381	6,992
THOROUGHBRED REGISTRATIONS												
Authorized Agent	2	3	0	2	100%	1	0	3	7	55	25	41
Assumed Name	29	41	33	113	242.4%	40	1	113	237	812	724	712
Total Registrations	31	44	33	115	248.5%	41	1	115	244	867	749	753
HARNESS LICENSING												
Original Owner	0	0	1	0	-100.0%	2	0	12	14	168	123	112
Renewal Owner	2	0	0	39	100%	15	0	39	92	629	348	278
Original Trainer	0	0	0	0	0.0%	0	0	2	2	11	9	2
Renewal Trainer	0	0	0	1	100%	3	0	10	15	74	43	25
Driver	0	0	0	0	0.0%	2	0	7	10	45	32	22
Trainer/Driver	0	0	0	1	100%	2	0	11	13	57	48	19
Owner/Trainer	0	0	0	2	100%	4	0	11	21	195	124	87
Owner/Trainer/Driver	0	0	0	2	100%	1	0	2	3	171	92	49
Owner/Driver	0	0	0	1	100%	0	0	1	1	19	13	6
Veterinarian	0	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	0	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	2	0	1	46	4500.0%	30	0	89	178	1,898	1,228	846
HARNESS REGISTRATIONS												
Authorized Agent	0	0	0	0	0.0%	0	0	0	0	3	0	1
Assumed Name	0	0	0	4	100%	3	0	12	18	56	46	44
Total Registrations	0	0	0	4	100%	4	0	12	18	59	46	45



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

Workforce (Monthly)	MONTHLY REPORTING PERIOD					Fiscal Year to Date								
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Maryland Workforce Exchange (MWE):														
# of MWE WEB Hits (duplicated)	703,140	743,169	1,065,433	871,572	-18.2%	820,652	703,140	1,065,433	4,923,911				4,980,314	11,125,380
# New customers enrolled/registered in MWE (self enrolled included)	8,500	7,891	7,237	6,305	-12.9%	7,967	6,305	9,225	47,801				111,953	112,809
# New customers enrolled/registered at a One-Stop Center (self enrolled not included) YTD Figures	7,128	6,638	6,405	5,498	-14.2%	6,793	5,498	7,562	40,755		66,730	64,859	93,829	102,158
Anne Arundel WIA	786	764	548	571	4.2%	730	548	869	4,377				8,304	10,525
Baltimore City WIA	1,196	1000	980	839	-14.4%	1,071	839	1,245	6,427				16,870	16,028
Baltimore County WIA	1,033	942	919	660	-28.2%	1,044	660	1,453	6,265				14,368	16,806
Frederick County WIA	252	257	229	227	-0.9%	254	227	297	1,522				3,513	4,068
Lower Shore WIA	168	226	210	174	-17.1%	196	168	226	1,176				3,158	2,949
Mid Maryland WIA	458	521	472	403	-14.6%	494	403	575	2,964				7,620	7,537
Montgomery County WIA	729	467	626	398	-36.4%	566	398	729	3,396				7,887	8,398
Prince Georges County WIA	1,006	940	1049	859	-18.1%	1,002	859	1,114	6,014				12,346	14,349
Southern Maryland WIA	344	348	305	287	-5.9%	333	287	376	1,997				5,573	5,139
Susquehanna Region WIA	361	327	355	254	-28.5%	346	254	425	2,074				4,735	4,744
Upper Shore WIA	252	276	242	177	-26.9%	245	177	276	1,467				3,190	3,249
Western Maryland WIA	273	322	236	233	-1.3%	290	233	353	1,741				4,882	4,760
# New (initial) UI Claimants enrolled/registered in MWE (self enrolled included)	3,874	3,986	3,479	3,069	-11.8%	3,810	3,069	4,406	22,858				56,214	56,119
# Customers who received intensive and or training services	892	669	606	539	-11.1%	711	539	892	4,265		5,953	5,719	6,493	9,423
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Customers who received new occupational skills training	256	175	160	120	-25.0%	152	100	256	911		1,187	1,557	1,525	2,162
Occupational Skills Training By Local Office: (Active in Training)	1,128	1,540	1,675	1,765	5.4%	1,384	1,070	1,765					2,111	1,168
Anne Arundel WIA	50	54	76	78	2.6%	61	50	78					109	60
Baltimore County WIA	175	306	326	358	9.8%	268	175	358					147	213
Baltimore City WIA	216	299	312	328	5.1%	258	191	328					505	223
Frederick County WIA	60	56	72	74	2.8%	61	51	74					106	44
Lower Shore WIA	61	89	105	112	6.7%	83	61	112					213	76
Montgomery County WIA	55	80	103	112	8.7%	75	46	112					92	59
Mid Maryland WIA	93	149	163	181	11.0%	122	66	181					33	62
Prince Georges County WIA	171	176	174	171	-1.7%	171	167	176					381	179
Southern Maryland WIA	30	38	39	41	5.1%	32	21	41					6	20
Susquehanna Region WIA	26	40	42	47	11.9%	36	26	47					51	35
Upper Shore WIA	80	109	113	114	0.9%	88	54	114					206	51
Western Maryland WIA	111	144	150	149	-0.7%	130	110	150					262	146



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

	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Early Intervention Workshop Completers	2,144	1,931	2,047	1,589	-22.4%	2,021	1,589	2,437	12,126		14,411	16,896	20,734	31,006
Baltimore City One Stop Center (Eutaw Street)	91	77	40	67	67.5%	69	40	92	415					1111
Baltimore City One Stop Center (Southwest)	22	61	34	74	117.6%	65	22	115	387					770
Baltimore City One Stop Center (Eastside)	141	74	28	90	221.4%	89	28	141	532					1126
Baltimore City One Stop Center (Northwest/Re-entry)	1	3	12	3	-75.0%	4	1	12	25					591
Baltimore County One Stop Center (Eastpoint)	202	186	194	76	-60.8%	191	76	283	1,144					3188
Baltimore County One Stop Center (Hunt Valley)	130	99	146	125	-14.4%	165	99	246	990					2946
Anne Arundel County One Stop Center (Glen Burnie)	119	115	129	93	-27.9%	123	93	142	735					1730
Anne Arundel County One Stop Center (Severna Park)	160	117	85	112	31.8%	122	85	160	731					1567
Howard County One Stop Center (Columbia)	128	114	159	115	-27.7%	134	92	196	804					1800
St Mary's One Stop Center (Leonardtown)	39	30	31	30	-3.2%	30	20	39	180					572
Charles County One Stop Center (Waldorf)	105	94	88	61	-30.7%	85	61	105	511					1424
Calvert County One Stop Center (Prince Frederick)	26	39	41	14	-65.9%	33	14	48	198					521
Harford County One Stop Center (Bel Air)	58	76	93	55	-40.9%	75	55	104	450					743
Cecil County One Stop Center (Elkton)	25	23	28	27	-3.6%	28	23	35	170					388
Carroll County One Stop Center (Westminster)	86	85	87	71	-18.4%	72	39	87	432					1276
Dorchester County One Stop Center (Cambridge)	52	34	56	59	5.4%	43	17	59	257					513
Kent County One Stop Center (Chestertown)	23	39	33	35	6.1%	32	23	39	194					447
Talbot County One Stop Center (Easton)	14	19	20	27	35.0%	19	13	27	111					304
Wicomico County One Stop Center (Salisbury)	78	81	90	61	-32.2%	81	61	95	485					1018
Maryland Job Service Laurel Business Center	136	136	167	128	-23.4%	136	108	167	816					2176
Allegany County One Stop Center (Cumberland)	41	29	46	44	-4.3%	42	29	62	254					531
Frederick County One Stop Center (Frederick)	96	70	147	70	-52.4%	97	70	147	581					1595
Washington County One Stop Center (Hagerstown)	65	51	35	1	-97.1%	45	1	82	272					929
Garrett County One Stop Center (Oakland)	10	14	12	18	50.0%	14	10	18	83					193
Prince George's County One Stop Center (Largo)	133	103	86	75	-12.8%	95	43	133	568					1671
Montgomery County One Stop Center (Wheaton)	163	162	160	58	-63.8%	134	58	163	801					1876



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

Volume 4 Number 6
 Reporting Period: December, 2010

	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Job Orders- Year to Date (YTD figure)	3,169	3,165	3,146	2,640	-16.1%	3,106	2,640	3,350	18,633		27,115	28,274	23,521	26,901
Job Orders By Local Office: (Month Job Order Opened)														
*** Virtual Service Location ***	1067	1370	1608	1077	-33.0%	1,176	836	1,608	7,054				9,573	9,695
Allegany County One Stop Center (Cumberland)	155	56	51	48	-5.9%	77	48	155	462				784	756
Anne Arundel County One Stop Center (Glen Burnie)	4	1	4	1	-75.0%	3	0	7	17				18	83
Anne Arundel Job Center Annapolis	65	86	69	76	10.1%	75	65	86	452				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	34	38	33	3	-90.9%	34	3	65	201				335	194
Baltimore City One Stop Center (Eastside)	21	10	10	13	30.0%	14	10	21	84				210	168
Baltimore City One Stop Center (Eutaw Street)	185	117	94	61	-35.1%	132	61	216	792				727	1,274
Baltimore City One Stop Center (Northwest/Re-entry Center)	0	0	3	0	-100.0%	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)	60	55	42	38	-9.5%	50	38	61	300				798	607
Baltimore County One Stop Center (Hunt Valley)	22	29	14	13	-7.1%	25	13	46	152				182	373
BWI Thurgood Marshall Int'l Airport One Stop	26	5	44	25	-43.2%	28	5	44	168				107	246
Calvert County One Stop Center (Prince Frederick)	9	6	8	12	50.0%	8	3	12	50				142	329
Caroline County One Stop Center (Denton)	12	21	17	18	5.9%	17	11	25	104				45	139
Carroll County Business & Employment Resource Center	11	6	5	3	-40.0%	6	3	11	38				688	418
Carroll County One Stop Center (Westminster)	0	0	0	0	0.0%	0	0	1	2				3	7
Cecil County One Stop Center (Elkton)	10	24	13	9	-30.8%	24	9	47	141				379	367
Charles County One Stop Center (Waldorf)	8	5	16	11	-31.3%	23	5	67	138				282	307
Dorchester County One Stop Center (Cambridge)	0	2	0	1	0.0%	1	0	2	5				65	35
Employ Baltimore	0	2	0	0	0.0%	1	0	2	3				1	4
Frederick County One Stop Center (Frederick)	200	104	168	197	17.3%	165	104	200	992				1,304	1,869
Ft. Meade Outreach Center	73	119	59	24	-59.3%	69	24	119	413				541	750
Garrett County One Stop Center (Oakland)	76	68	70	49	-30.0%	63	49	76	379				618	641
Harford County One Stop Center (Aberdeen)	1	2	3	1	-66.7%	2	1	3	11				15	16
Harford County One Stop Center (Bel Air)	24	20	16	12	-25.0%	18	12	24	108				224	240
Howard County Office of Workforce Development	0	0	1	0	-100.0%	0	0	1	1				6	5
Howard County One Stop Center (Columbia)	141	161	107	107	0.0%	130	107	161	778				736	1,066
Kent County One Stop Center (Chestertown)	6	6	4	4	0.0%	6	4	10	35				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)	220	261	216	225	4.2%	242	216	296	1,452				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)	1	0	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	105	46	60	62	3.3%	127	46	331	764				246	888
Office of Employment Training - Central	23	57	34	3	-91.2%	20	0	57	120				0	10
OIT Process	117	130	144	225	56.3%	156	117	225	938				0	1,237
Prince George's County One Stop Center (Largo)	279	273	205	232	13.2%	268	205	312	1,606				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)	23	20	12	25	108.3%	26	12	46	157				297	318
Suitland Health and Wellness Center	0	0	0	1	0.0%	0	0	1	1				0	0
Susquehanna Workforce Network Headquarters	7	7	8	10	25.0%	6	1	10	36				373	337
Talbot County One Stop Center (Easton)	46	24	23	25	8.7%	32	23	46	190				245	478
UpperShore Workforce Investment Board	0	0	0	0	0.0%	0	0	0	0				0	1
Washington County One Stop Center (Hagerstown)	149	125	130	128	-1.5%	135	116	161	809				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)	1	0	0	1	0.0%	1	0	6	8				16	20
Wicomico County One Stop Center (Salisbury)	84	101	71	60	-15.5%	87	60	108	520				1,530	1,153
Workforce Reception Center	116	5	0	0	0.0%	20	0	116	122				58	7



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

	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Job Openings- (Month Job Order Opened)	11,580	11,066	11,479	10,581	-7.8%	12,332	10,581	17,464	73,991				117,009	115,864
Job Openings By Local Office: (Month Job Order Opened)														
*** Virtual Service Location ***	4138	4730	4985	4370	-12.3%	4,479	3,718	4,985	26,876				44,942	38,815
Allegany County One Stop Center (Cumberland)	431	127	172	158	-8.1%	246	127	431	1,476				3,107	3,870
Anne Arundel County One Stop Center (Glen Burnie)	9	1	8	1	-87.5%	8	0	28	47				139	706
Anne Arundel Job Center Annapolis	314	295	234	256	9.4%	258	209	314	1,547				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	82	474	136	11	-91.9%	190	11	474	1,137				4,705	3,245
Baltimore City One Stop Center (Eastside)	35	67	10	105	950.0%	48	10	105	289				1,353	776
Baltimore City One Stop Center (Eutaw Street)	425	263	214	106	-50.5%	307	106	433	1,840				2,406	3,117
Baltimore City One Stop Center (Northwest/Re-entry Center)	0	0	27	0	-100.0%	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)	87	68	250	60	-76.0%	119	60	250	713				4,618	2,865
Baltimore County One Stop Center (Hunt Valley)	221	90	38	28	-26.3%	135	28	267	809				855	1,226
BWI Thurgood Marshall Int'l Airport One Stop	156	5	468	200	-57.3%	213	5	468	1,278				1,816	1,687
Calvert County One Stop Center (Prince Frederick)	30	9	12	38	216.7%	25	3	60	152				1,341	825
Caroline County One Stop Center (Denton)	150	103	25	26	4.0%	61	11	150	365				262	384
Carroll County Business & Employment Resource Center	11	7	8	4	-50.0%	8	4	13	47				907	502
Carroll County One Stop Center (Westminster)	0	0	0	0	0.0%	1	0	2	3				27	16
Cecil County One Stop Center (Elkton)	85	34	105	20	-81.0%	99	20	264	595				893	1,190
Charles County One Stop Center (Waldorf)	22	9	57	15	-73.7%	191	9	946	1,146				992	1,156
Dorchester County One Stop Center (Cambridge)	0	9	0	20	0.0%	5	0	20	31				235	156
Employ Baltimore	0	3	0	0	0.0%	1	0	3	5				11	25
Frederick County One Stop Center (Frederick)	379	244	343	357	4.1%	416	244	783	2,494				3,139	4,029
Ft. Meade Outreach Center	167	550	336	201	-40.2%	755	167	3,045	4,528				7,402	6,075
Garrett County One Stop Center (Oakland)	151	121	124	234	88.7%	138	94	234	826				1,339	1,379
Harford County One Stop Center (Aberdeen)	25	42	80	1	-98.8%	32	1	80	192				64	18
Harford County One Stop Center (Bel Air)	80	92	63	32	-49.2%	63	32	92	376				1,359	1,287
Howard County Office of Workforce Development	0	0	1	0	-100.0%	0	0	1	1				17	20
Howard County One Stop Center (Columbia)	369	435	278	263	-5.4%	317	203	435	1,902				3,211	3,330
Kent County One Stop Center (Chestertown)	21	12	4	49	1125.0%	36	4	70	216				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)	571	351	367	284	-22.6%	397	284	571	2,384				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)	1	0	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	954	188	752	974	29.5%	1,266	188	3,994	7,597				1,427	6,168
Office of Employment Training - Central	552	140	115	4	-96.5%	136	0	552	816				0	27
OIT Process	187	830	759	1360	79.2%	643	187	1,360	3,859				0	5,048
Prince George's County One Stop Center (Largo)	527	489	508	448	-11.8%	652	448	1,091	3,913				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)	84	148	19	34	78.9%	70	19	148	421				663	647
Suitland Health and Wellness Center	0	0	0	1	0.0%	0	0	1	1				0	0
Susquehanna Workforce Network Headquarters	12	12	17	16	-5.9%	12	1	17	70				785	1,003
Talbot County One Stop Center (Easton)	168	170	49	38	-22.4%	99	38	170	593				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)	501	412	505	392	-22.4%	423	270	505	2,537				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)	1	0	0	1	0.0%	1	0	6	8				18	29
Wicomico County One Stop Center (Salisbury)	480	486	410	474	15.6%	445	406	486	2,668				8,009	5,625
Workforce Reception Center	154	50	0	0	0.0%	34	0	154	205				211	66



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

	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Employer Receiving Services (YTD)	521	399	265	350	32.1%	636	265	1,536	3,815				7,761	6,931
Employer Services Provided By Local Office: (Month Service Started)	2,761	2,819	2,693	3,613	34.2%	3,081	2,693	3,613	18,488				28,655	34,896
*** Virtual Service Location ***	1142	1325	1100	1596	45.1%	1,299	1,100	1,596	7,791				12,830	14,014
Allegany County One Stop Center (Cumberland)	113	53	51	63	23.5%	74	51	113	445				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)	5	19	24	13	-45.8%	17	5	24	100				30	83
Anne Arundel County One Stop Center (Severna Park)	0	0	0	0	0.0%	0	0	1	1				3	0
Anne Arundel Job Center Annapolis	20	16	10	2	-80.0%	14	2	22	84				306	314
Anne Arundel Workforce Development Corporation	0	0	0	3	0.0%	1	0	3	3				3	8
Arundel Mills Sales and Service Training Center	1	0	0	0	0.0%	1	0	3	4				1	0
Baltimore City One Stop Center (Eastside)	47	11	8	20	150.0%	29	8	51	176				1,044	509
Baltimore City One Stop Center (Eutaw Street)	97	45	31	45	45.2%	59	31	97	353				598	775
Baltimore City One Stop Center (Northwest/Re-entry Cente	15	3	0	0	0.0%	4	0	15	23				74	53
Baltimore City One Stop Center (Southwest)	0	0	0	0	0.0%	2	0	5	10				7	14
Baltimore County One Stop Center (Eastpoint)	32	16	15	57	280.0%	39	15	68	231				2,143	686
Baltimore County One Stop Center (Hunt Valley)	36	28	21	21	0.0%	40	21	68	238				302	637
BWI Thurgood Marshall Int'l Airport One Stop	31	30	37	11	-70.3%	26	11	37	158				277	262
Calvert County One Stop Center (Prince Frederick)	11	0	10	105	950.0%	25	0	105	150				75	81
Caroline County One Stop Center (Denton)	17	24	26	15	-42.3%	21	15	27	125				39	154
Carroll County Business & Employment Resource Center	0	1	0	14	0.0%	4	0	14	22				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)	9	12	17	64	276.5%	47	9	96	279				186	922
Dorchester County One Stop Center (Cambridge)	1	0	0	0	0.0%	1	0	4	6				21	17
Employ Baltimore	0	0	0	0	0.0%	1	0	5	6				6	3
Frederick County One Stop Center (Frederick)	69	53	52	119	128.8%	77	52	119	464				525	844
Ft. Meade Outreach Center	58	74	53	69	30.2%	55	26	74	332				663	814
Garrett County One Stop Center (Oakland)	126	120	88	68	-22.7%	98	68	126	587				1,221	1,294
Harford County One Stop Center (Aberdeen)	6	0	6	24	300.0%	8	0	24	47				59	110
Harford County One Stop Center (Bel Air)	3	1	4	2	-50.0%	8	1	18	45				62	43
Howard County One Stop Center (Columbia)	59	72	170	76	-55.3%	82	48	170	490				996	667
Kent County One Stop Center (Chestertown)	8	0	0	1	0.0%	4	0	8	21				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)	19	21	27	18	-33.3%	23	18	27	135				450	291
Office of Employment Services - Central	35	22	80	4	-95.0%	47	4	85	284				486	435
Office of Employment Training - Central	0	1	0	0	0.0%	0	0	1	1				2	0
Prince George's County One Stop Center (Largo)	416	545	608	922	51.6%	648	416	940	3,886				1,700	6,374
Somerset County One Stop Center (Princess Anne)	7	12	4	0	-100.0%	4	0	12	26				8	37
St Mary's One Stop Center (Leonardtown)	22	35	27	56	107.4%	38	22	56	226				256	465
Suitland Health and Wellness Center	0	0	0	14	0.0%	2	0	14	14				0	0
Susquehanna Workforce Network Headquarters	6	0	0	2	0.0%	2	0	6	9				86	71
Talbot County One Stop Center (Easton)	25	9	13	26	100.0%	17	9	26	102				181	271
Washington County One Stop Center (Hagerstown)	150	109	51	54	5.9%	109	51	150	654				1,174	1,709
Westside Youth Opportunity Center (Youth Program)	0	0	0	7	0.0%	1	0	7	7				9	13
Wicomico County One Stop Center (Salisbury)	175	162	160	122	-23.8%	158	122	176	948				1,605	1,858
Worcester County One Stop Center (Ocean City)	0	0	0	0	0.0%	0	0	0	0				1	14



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

Labor Related Economic Indicators	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Worker Adjustment and Retraining Notification Act (WARN) notices w/layoffs	1	5	2	2	0.0%	3	1	5	20		39	43	79	41
# Employees impacted by WARN notices	60	354	1,087	130	-88.0%	639	60	1,288	3,833		4,051	4,463	6,004	4,586
Maryland														
Labor Related Economic Indicators	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	2,954,805	2,963,266	2,971,645	2,977,946	0.2%	2,960,657	2,947,668	2,977,946	17,763,943		#####	36,257,840	36,175,675	35,591,501
Employment	2,735,029	2,745,375	2,752,864	2,758,937	0.2%	2,743,765	2,731,689	2,758,937	16,462,590		#####	34,922,945	34,056,130	32,970,280
Unemployment	219,776	217,891	218,781	219,009	0.1%	216,892	209,917	219,776	1,301,353		#####	1,334,895	2,119,545	2,621,221
Rate	7.4	7.4	7.4	7.4	0.0%	7.3	7.1	7.4			3.9	3.7	5.9	7.4
Anne Arundel														
Labor Related Economic Indicators	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	277,168	278,143	278,252	277,307	-0.3%	278,313	277,168	280,309	1,669,876				3,399,565	3,334,281
Employment	259,046	260,939	259,913	259,811	0.0%	259,923	259,046	260,939	1,559,537				3,220,220	3,107,385
Unemployment	18,122	17,204	18,339	17,496	-4.6%	18,390	17,204	19,793	110,339				179,345	226,896
Rate	6.5	6.2	6.6	6.3	-4.5%	6.6	6.2	7.1					5.3	6.8
Baltimore City														
Labor Related Economic Indicators	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	277,582	277,942	278,330	277,005	-0.5%	278,603	277,005	280,625	1,671,615				3,370,124	3,321,127
Employment	247,543	249,351	248,371	248,274	0.0%	248,381	247,543	249,351	1,490,283				3,077,218	2,969,396
Unemployment	30,039	28,591	29,959	28,731	-4.1%	30,222	28,591	32,334	181,332				292,906	351,731
Rate	10.8	10.3	10.8	10.4	-3.7%	10.9	10.3	11.5					8.7	10.6
Baltimore County														
Labor Related Economic Indicators	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	424,516	425,958	426,392	425,201	-0.3%	425,860	424,516	427,366	2,555,162				5,177,741	5,084,749
Employment	390,901	393,757	392,208	392,055	0.0%	392,224	390,901	393,757	2,353,341				4,859,308	4,689,044
Unemployment	33,615	32,201	34,184	33,146	-3.0%	33,637	32,201	34,427	201,821				318,433	395,705
Rate	7.9	7.6	8.0	7.8	-2.5%	7.9	7.6	8.1					6.2	7.8
Frederick														
Labor Related Economic Indicators	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	122,343	123,318	123,261	123,225	0.0%	123,251	122,343	124,298	739,506				1,490,786	1,475,094
Employment	114,845	116,059	115,505	115,736	0.2%	115,591	114,845	116,188	693,548				1,413,936	1,379,593
Unemployment	7,498	7,259	7,756	7,489	-3.4%	7,660	7,259	8,110	45,958				76,850	95,501
Rate	6.1	5.9	6.3	6.1	-3.2%	6.2	5.9	6.5					5.2	6.5
Lower Shore (Includes Somerset, Wicomico, and Worcester Counties)														
Somerset County														
Labor Related Economic Indicators	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	10,973	10,967	10,772	10,732	-0.4%	10,920	10,732	11,113	65,520				134,923	131,507
Employment	9,908	9,933	9,678	9,653	-0.3%	9,827	9,653	9,933	58,961				123,858	118,281
Unemployment	1,065	1,034	1,094	1,079	-1.4%	1,093	1,034	1,190	6,559				11,065	13,226
Rate	9.7	9.4	10.2	10.1	-1.0%	10.0	9.4	10.7					8.2	10.1
Wicomico County														
Labor Related Economic Indicators	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	51,130	51,107	50,428	50,301	-0.3%	50,901	50,301	51,340	305,404				632,792	614,224
Employment	46,998	47,117	45,908	45,788	-0.3%	46,614	45,788	47,117	279,681				587,543	561,087
Unemployment	4,132	3,990	4,520	4,513	-0.2%	4,287	3,990	4,520	25,723				45,249	53,137
Rate	8.1	7.8	9.0	9.0	0.0%	8.4	7.8	9.0					7.2	8.7
Worcester County														
Labor Related Economic Indicators	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	29,288	26,244	25,114	24,809	-1.2%	28,113	24,809	31,839	168,678				333,831	328,479
Employment	26,903	23,635	21,381	20,764	-2.9%	25,158	20,764	29,340	150,948				301,797	290,373
Unemployment	2,385	2,609	3,733	4,045	8.4%	2,955	2,385	4,045	17,730				32,034	38,106
Rate	8.1	9.9	14.9	16.3	9.4%	10.8	7.8	16.3					9.9	12.0



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

Mid-Maryland (Includes Carroll and Howard Counties)

Carroll County															
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	92,781	93,147	93,089	92,778	-0.3%	93,182	92,778	93,861	559,093				1,142,761	1,118,713	
Employment	87,020	87,656	87,311	87,277	0.0%	87,315	87,020	87,656	523,887				1,081,750	1,043,845	
Unemployment	5,761	5,491	5,778	5,501	-4.8%	5,868	5,491	6,347	35,206				61,011	74,868	
Rate	6.2	5.9	6.2	5.9	-4.8%	6.3	5.9	6.8					5.4	6.7	
Howard County															
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	157,141	157,913	157,628	157,071	-0.4%	157,642	157,071	158,533	945,852				1,930,705	1,885,787	
Employment	148,611	149,697	149,109	149,050	0.0%	149,114	148,611	149,697	894,685				1,847,396	1,782,664	
Unemployment	8,530	8,216	8,519	8,021	-5.8%	8,528	8,021	9,079	51,167				83,309	103,123	
Rate	5.4	5.2	5.4	5.1	-5.6%	5.4	5.1	5.7					4.3	5.5	
Montgomery County															
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	510,666	514,419	513,229	512,600	-0.1%	513,436	510,666	517,439	3,080,616				6,212,973	6,137,870	
Employment	482,459	487,556	485,230	486,201	0.2%	485,593	482,459	488,100	2,913,560				5,939,876	5,795,590	
Unemployment	28,207	26,863	27,999	26,399	-5.7%	27,843	26,399	29,339	167,056				273,097	342,280	
Rate	5.5	5.2	5.5	5.2	-5.5%	5.4	5.2	5.7					4.4	5.6	
Prince George's County															
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	447,370	449,241	449,805	447,269	-0.6%	449,909	447,269	456,342	2,699,451				5,446,374	5,368,425	
Employment	414,154	417,524	416,685	415,884	-0.2%	416,904	414,154	421,872	2,501,421				5,127,071	4,977,121	
Unemployment	33,216	31,717	33,120	31,385	-5.2%	33,005	31,385	34,470	198,030				319,303	391,304	
Rate	7.4	7.1	7.4	7.0	-5.4%	7.4	7.0	7.6					5.9	7.3	

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

Calvert County															
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	48,047	48,257	48,304	48,111	-0.4%	48,421	48,047	49,330	290,528				589,232	579,868	
Employment	45,298	45,666	45,575	45,487	-0.2%	45,599	45,298	46,142	273,591				560,771	544,369	
Unemployment	2,749	2,591	2,729	2,624	-3.8%	2,823	2,591	3,188	16,937				28,461	35,499	
Rate	5.7	5.4	5.6	5.5	-1.8%	5.8	5.4	6.5					4.8	6.1	
Charles County															
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	76,451	76,816	76,881	76,591	-0.4%	77,015	76,451	78,311	462,087				936,434	920,973	
Employment	71,936	72,521	72,376	72,236	-0.2%	72,413	71,936	73,276	434,480				890,542	864,495	
Unemployment	4,515	4,295	4,505	4,355	-3.3%	4,601	4,295	5,035	27,607				45,892	56,478	
Rate	5.9	5.6	5.9	5.7	-3.4%	6.0	5.6	6.4					4.9	6.1	
St. Mary's County															
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	52,689	53,376	53,254	53,113	-0.3%	53,286	52,689	53,820	319,718				624,615	619,885	
Employment	49,562	50,357	50,086	50,098	0.0%	50,075	49,562	50,357	300,452				594,320	582,068	
Unemployment	3,127	3,019	3,168	3,015	-4.8%	3,211	3,015	3,519	19,266				30,295	37,817	
Rate	5.9	5.7	5.9	5.7	-3.4%	6.0	5.7	6.5					4.9	6.1	

Susquehanna (Includes Cecil and Harford Counties)

Cecil County															
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	49,805	50,008	49,895	49,745	-0.3%	50,021	49,745	50,480	300,128				618,631	603,504	
Employment	45,353	45,508	45,424	45,305	-0.3%	45,373	45,182	45,508	272,239				572,534	546,550	
Unemployment	4,452	4,500	4,471	4,440	-0.7%	4,648	4,440	5,298	27,889				46,097	56,954	
Rate	8.9	9.0	9.0	8.9	-1.1%	9.3	8.9	10.5					7.5	9.4	
Harford County															
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	130,740	131,210	131,243	131,059	-0.1%	131,337	130,740	132,289	788,023				1,605,222	1,575,432	
Employment	121,500	122,387	121,906	121,858	0.0%	121,911	121,500	122,387	731,464				1,510,367	1,457,445	
Unemployment	9,240	8,823	9,337	9,201	-1.5%	9,427	8,823	10,100	56,559				94,855	117,987	
Rate	7.1	6.7	7.1	7.0	-1.4%	7.2	6.7	7.6					5.9	7.5	



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

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

Caroline County														
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	16,121	16,223	15,839	15,793	-0.3%	16,064	15,793	16,388	96,385				198,525	195,144
Employment	14,715	14,870	14,366	14,349	-0.1%	14,628	14,349	14,925	87,768				183,782	176,816
Unemployment	1,406	1,353	1,473	1,444	-2.0%	1,436	1,353	1,478	8,617				14,743	18,328
Rate	8.7	8.3	9.3	9.1	-2.2%	8.9	8.3	9.3					7.5	9.4
Dorchester County														
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	16,752	16,768	16,297	16,144	-0.9%	16,507	16,144	16,768	99,044				200,742	198,527
Employment	15,124	15,212	14,599	14,368	-1.6%	14,829	14,368	15,212	88,973				183,013	176,541
Unemployment	1,628	1,556	1,698	1,776	4.6%	1,679	1,556	1,776	10,071				17,729	21,986
Rate	9.7	9.3	10.4	11.0	5.8%	10.2	9.3	11.0					8.8	11.1
Kent County														
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	10,801	10,926	10,520	10,456	-0.6%	10,805	10,456	11,149	64,828				132,146	129,178
Employment	9,986	10,150	9,681	9,641	-0.4%	9,971	9,641	10,255	59,828				123,714	118,739
Unemployment	815	776	839	815	-2.9%	833	776	894	5,000				8,432	10,439
Rate	7.5	7.1	8.0	7.8	-2.5%	7.7	7.1	8.0					6.4	8.1
Queen Anne's County														
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	25,883	26,007	26,068	26,073	0.0%	26,063	25,883	26,261	156,375				320,333	313,826
Employment	24,312	24,489	24,393	24,383	0.0%	24,394	24,312	24,489	146,363				302,219	291,629
Unemployment	1,571	1,518	1,675	1,690	0.9%	1,669	1,518	1,812	10,012				18,114	22,197
Rate	6.1	5.8	6.4	6.5	1.6%	6.4	5.8	6.9					5.7	7.1
Talbot County														
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	18,337	18,531	18,049	18,036	-0.1%	18,371	18,036	18,790	110,227				230,952	223,577
Employment	17,028	17,291	16,656	16,622	-0.2%	17,026	16,622	17,413	102,157				217,379	206,602
Unemployment	1,309	1,240	1,393	1,414	1.5%	1,345	1,240	1,414	8,070				13,573	16,975
Rate	7.1	6.7	7.7	7.8	1.3%	7.3	6.7	7.8					5.9	7.6

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

Allegany County														
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	33,598	34,029	34,125	34,237	0.3%	34,096	33,598	34,471	204,574				428,373	421,371
Employment	30,675	31,152	31,157	31,079	-0.3%	31,061	30,675	31,379	186,366				396,377	383,600
Unemployment	2,923	2,877	2,968	3,158	6.4%	3,035	2,877	3,190	18,208				31,996	37,771
Rate	8.7	8.5	8.7	9.2	5.7%	8.9	8.5	9.4					7.5	9.0
Garrett County														
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	16,360	16,363	15,938	16,121	1.1%	16,388	15,938	16,945	98,329				201,788	198,574
Employment	15,216	15,271	14,714	14,790	0.5%	15,165	14,714	15,640	90,989				188,469	182,144
Unemployment	1,144	1,092	1,224	1,331	8.7%	1,223	1,092	1,331	7,340				13,319	16,430
Rate	7.0	6.7	7.7	8.3	7.8%	7.5	6.7	8.3					6.6	8.3
Washington County														
	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	66,462	66,223	65,968	66,449	0.7%	66,379	65,968	66,645	398,275				816,609	804,781
Employment	59,778	59,999	59,482	59,720	0.4%	59,750	59,458	60,061	358,498				750,944	723,802
Unemployment	6,684	6,224	6,486	6,729	3.7%	6,630	6,224	7,070	39,777				65,665	80,979
Rate	10.1	9.4	9.8	10.1	3.1%	10.0	9.4	10.6					8.0	10.1

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



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

Incumbent Worker Training Maryland Business Works (MBW)

	Sep-10	Oct-10	Nov-10	Dec-10	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
MBW Indicators														
Award Amount	\$100,345	\$71,792	\$139,847	\$55,779	-60.1%	\$113,828	\$55,779	\$199,116	\$682,967				\$651,121	\$1,192,354
Fully Canceled Projects	1	1	5	0	-100.0%	2	0	5	7					30
Approved Projects	54	40	32	32	0.0%	44	32	54	264				453	693
# Employers	23	19	25	42	68.0%	31	19	42	185				235	315
# Trainees	346	180	348	115	-67.0%	350	115	575	2,099				2,096	5,093
Average Cost	\$290	\$399	\$402	\$485	20.7%	\$357	\$217	\$485	\$325				\$311	\$234
Biotech:														
Award Amount	\$17,331	\$0	\$2,747	\$0	-100.0%	\$6,243	\$0	\$17,331	\$37,460				\$7,253	\$8,292
Approved Projects	2	0	1	0	-100.0%	1	0	3	7				7	6
# Employers	2	0	1	0	-100.0%	1	0	2	5				3	4
# Trainees	76	0	4	0	-100.0%	16	0	76	97				52	15
Average Cost	\$228	\$0	\$687	\$0	-100.0%	\$450	\$0	\$1,210	\$386				\$139	\$553
Construction:														
Award Amount	\$11,859	\$0	\$2,734	\$292	-89.3%	\$4,192	\$0	\$11,859	\$25,151				\$33,970	\$52,927
Approved Projects	13	0	6	1	-83.3%	4	0	13	26				51	29
# Employers	10	0	4	1	-75.0%	3	0	10	19				29	20
# Trainees	49	0	9	1	-88.9%	12	0	49	72				86	97
Average Cost	\$242	\$0	\$304	\$292	-3.9%	\$389	\$0	\$809	\$349				\$395	\$546
Green Industry:														
Award Amount	\$500	\$556	\$556	\$2,131	283.3%	\$2,508	\$0	\$11,306	\$15,049				0	\$41,264
Approved Projects	1	1	1	2	100.0%	1	0	2	7				0	42
# Employers	1	1	1	1	0.0%	1	0	2	6				0	26
# Trainees	1	1	1	2	100.0%	3	0	10	15				0	70
Average Cost	\$500	\$556	\$556	\$1,066	91.6%	\$635	\$0	\$1,131	\$1,003				0.0	\$589
MBW Indicators														
Other:														
Award Amount	\$15,555	\$16,007	\$31,399	\$18,940	-39.7%	\$21,045	\$15,555	\$31,399	\$126,270				\$128,141	\$199,020
Approved Projects	12	9	6	16	166.7%	11	6	16	68				48	183
# Employers	5	2	14	8	-42.9%	8	2	14	48				90	111
# Trainees	97	59	145	56	-61.4%	96	51	170	578				398	584
Average Cost	\$160	\$271	\$217	\$338	56.2%	\$248	\$157	\$347	\$218				\$322	\$341
Healthcare:														
Award Amount	\$24,667	\$3,746	\$11,262	\$7,503	-33.4%	\$22,558	\$3,746	\$60,129	\$135,348				\$189,985	\$266,337
Approved Projects	23	12	12	8	-33.3%	15	8	23	91				172	225
# Employers	7	3	2	3	50.0%	6	2	13	38				53	63
# Trainees	115	60	44	27	-38.6%	129	27	275	772				864	3146
Average Cost	\$214	\$62	\$256	\$278	8.6%	\$192	\$62	\$278	\$175				\$220	\$85
IT:														
Award Amount	\$3,487	\$14,387	\$22,688	\$3,470	-84.7%	\$24,966	\$2,161	\$103,601	\$149,794				\$57,641	\$152,468
Approved Projects	3	6	3	2	-33.3%	5	2	12	28				42	76
# Employers	3	5	3	2	-33.3%	4	2	9	24				27	37
# Trainees	6	30	15	2	-86.7%	22	2	74	129				91	199
Average Cost	\$581	\$480	\$1,513	\$1,735	14.7%	\$1,131	\$480	\$1,735	\$1,161				\$633	\$766
Manufacturing:														
Award Amount	\$26,946	\$37,096	\$68,461	\$23,443	-65.8%	\$32,316	\$17,377	\$68,461	\$193,895				\$234,131	\$472,046
Approved Projects	13	12	9	7	-22.2%	10	7	13	60				133	139
# Employers	5	8	4	5	25.0%	6	4	8	37				33	54
# Trainees	51	30	139	27	-80.6%	82	27	214	494				605	982
Average Cost	\$528	\$1,237	\$493	\$868	76.3%	\$625	\$96	\$1,237	\$393				\$387	\$481



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

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%



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

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%



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

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



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

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

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

Federal Reporting Common Measures Definitions

Entered Employment Rate- of those who are not employed at the date of participation; the # of adult participants who are employed in the first quarter after the exit quarter / # adult participants who exit during the quarter

Employment Retention Rate- Of those who are employed in the first quarter after the exit quarter: # of adult participants who are employed in both the second and third quarters after the exit quarter / # of adult participants who exit during the quarter

Average Earnings- Of those adult participants who are employed in the first, second, and third quarters after the exit quarter: Total earnings in the second plus the total earnings in the third quarters after the exit quarter / # of adult participants who exit during the quarter

Placement in Employment or Education- Of those who are not in post-secondary education or employment (including the military) at the date of participation: # of youth participants who are in employment (including the military) or enrolled in post-secondary education and/or advanced training, occupational skills training in the first quarter after the exit quarter / # of youth participants who exit during the quarter

Attainment of a Degree or Certificate- Of those enrolled in education (at the date of participation or at any point during the program): # of youth participants who attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter / # of youth participants who exit during the quarter

Literacy and Numeracy Gains- Of those out-of-school youth who are basic skills deficient, Number of youth participants who increase one or more educational functioning levels / Number of youth who completed a year of participation (based on



StateStat
Department of Labor, Licensing and Regulation
Division of Unemployment Insurance
Monthly Report

Volume 4 Number 6
 Reporting Period December, 2010

UNEMPLOYMENT INSURANCE FOR 12-31-10	Reporting Periods					Fiscal Year To Date							
	Sept-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
ISSUANCES AND DETERMINATIONS													
New Claims Filed - Total	27,058	30,620	30,296	37,702	24.4%	30,954	27,058	37,702	185,722			379,609	407,026
New Claims Filed - UI	26,441	30,062	29,903	37,284	24.7%	30,475	26,441	37,284	182,847		243,281	375,917	402,813
New Claims Filed - UCFE	433	385	240	265	10.4%	307	203	433	1,839			2,251	2,541
New Claims Filed - UCX	184	173	153	153	0.0%	173	153	203	1,036			1,441	1,672
Persons Currently Drawing UI Benefits	55,687	57,501	57,040	60,429	5.9%	60,005	55,687	66,853			41,309	67,919	63,104
New EUC Claims Filed - Total	7,691	7,117	6,520	6,705	2.8%	7,926	6,520	11,291	47,556				98,585
Dollars Paid in Benefits (in millions \$\$\$)	59.9	59	72.6	66.6	-8.3%	67.1	59.0	78.6	402.4		507	918	990
Trust Fund Balance (in million \$\$\$)	418	387	393	200	-49.1%	384	200	469	435	900	986	288	456
FUA Loan Advance to Trust Fund (in millions \$\$\$)	134	134	134	0	-100.0%	112	0	134	0				134
# of First UI Checks issued - Regular UI	9,932	11,006	11,449	13,414	17.2%	11,773	9,932	13,414	70,638		103,693	175,340	166,666
# of First UI Checks issued - Ex. Fed Employees	137	170	100	90	-10.0%	106	69	170	636		504	293	660
# of First UI Checks issued - Ex Military	93	105	118	78	-33.9%	105	78	131	627		723	815	969
% of claims filed via the Internet	41%	40%	42%	45%	7.1%	41.3%	40.0%	45.0%	41.3%		18.5%	42.7%	45.2%
Final Payments	5,872	6,417	6,853	5,464	-20.3%	6,613	5,464	7,574	39,679		35,502	65,162	97,855
% of First UI Checks Issued <21 days – Regular UI DLA = 87%	80.0%	86.0%	86.0%	88.0%	2.3%	84.7%	80.0%	88.0%	84.7%	87%	93.7%	91.2%	86.7%
% of First UI Checks Issued <21 days – Ex-Fed. Emp. DLA = 70%	86.0%	92.0%	70.0%	80.0%	14.3%	81.8%	70.0%	92.0%	81.8%	70%	91.3%	84.6%	77.9%
% of First UI Checks Issued <21 days – Ex-Military DLA = 87%	97.0%	93.0%	91.0%	96.0%	5.5%	94.5%	91.0%	97.0%	94.5%	87%	93.8%	96.0%	93.4%
# Determinations [nonmonetary e.g. quit/fired]	15,103	13,743	12,404	14,576	17.5%	16,531	12,404	24,972	99,187		315,707	405,532	365,474
% of Determinations issued in 21 days of issue detection DLA =	55.0%	60.8%	63.0%	65.0%	3.2%	62.5%	54.4%	77.0%	62.5%	80%	88.4%	84.7%	83.4%
# Open Employer Accounts	135,941	136,035	136,684	136,519	-0.1%	136,655	135,941	138,748	136,655				139,244



StateStat
Department of Labor, Licensing and Regulation
Division of Unemployment Insurance

UNEMPLOYMENT INSURANCE FOR 12-31-10	Reporting Periods						Fiscal Year To Date						FY08	FY09	FY10
	FEDERAL REVIEW - QUARTERLY	Q2-10	Q3-10	Q4-10	Q1-11	Q2-11	% Change	Avg	Min	Max	Total	Target			
						Fiscal Year	To Date	by Quarters							
Exhaustion rate-% of people who rec'd all 26 weeks	49.5%	52.3%	52.3%	51.0%		-100.0%	51.0%	51.0%	51.0%				33.6%	41.8%	50.2%
Average duration of receipt of benefits (in weeks)	17.6	19.6	19.5	18.9		-100.0%	18.9	1890.0%	19				15.2	15.6	18.3
% of determinations passing Federal Review - quality/accuracy DLA = 75%	85.0%	81.0%	74.0%	83.0%		-100.0%	83.0%	83.0%	83.0%		75%		82.9%	76.9%	80.5%
# of employer status determinations completed	3,326	4,250	3,986	3,741	3,620	-3.2%	3,681	3,620	3,741	7,361			19,465	16,895	15,422
% of determinations completed <180 days of establishment DLA = 80%	93.7%	91.7%	92.2%	93.8%	94.0%	0.2%	93.9%	93.8%	94.0%		80%		86.1%	93.1%	92.8%
# of detectable/recoverable overpayments established	11,898	14,856	14,225	14,283	14,959	4.7%	14,621	14,283	14,959	29,242			23,224	40,222	53,685
% of overpayments established for recovery DLA = 55%	129.00%	116.00%	103.56%	93.16%	101.60%	9.1%	97.4%	93.2%	101.6%		55%		88.4%	94.3%	110.9%
\$ of overpayments established	10,731,414	12,665,498	11,778,104	11,880,346	11,777,247	-0.9%	11,828,797	11,777,247	11,880,346	23,657,593				35,085,370	46,363,639
\$ of overpayment due to fraud	3,297,050	3,833,552	3,425,301	4,056,795	4,559,427	12.4%	4,308,111	4,056,795	4,559,427	8,616,222				11,835,221	13,895,708
% of overpayment due to fraud	30.7%	30.3%	29.1%	34.1%	38.7%	13.4%	36.4%	34.1%	38.7%					33.9%	30.0%
\$ of overpayments recovered	3,392,778	5,335,791	4,940,863	3,771,831	3,958,564	-7.4%	3,865,198	3,771,831	3,958,564	7,730,395				16,235,784	17,568,451
% of overpayments per total benefit payout	4.6%	4.6%	5.4%	5.8%	5.9%	1.7%	5.9%	5.8%	5.9%					4.0%	4.7%
\$ UI Overpayments - Total Outstanding Balance	71,039,381	76,531,979	81,165,874	86,614,730	91,501,156	5.6%	89,057,943	86,614,730	91,501,156					61,559,470	81,165,874
\$ of employer taxes deposited into Clearing Acct.	43	37.4	495.6	155	99.8	-35.6%	127.4	99.8	155.0	254.8			\$415M	\$371.3M	\$644M
# of employers audited	737	672	725	543	735	35.4%	639	543	735	1,278	700/2800		3,484	3,548	2,647
% of employers audited	2.1%	1.9%	2.1%	1.6%	2.2%	34.8%	1.9%	1.6%	2.2%		2%		2.4%	2.5%	1.9%

Note: % = Federal {USDOL} Desired Level of Achievement (DLA) figure



State Stat

Department of Labor, Licensing and Regulation

Division of Unemployment Insurance Monthly Time Lapse Report

UNEMPLOYMENT INSURANCE FOR 12-31-10						Fiscal Year To Date								
	ISSUANCES AND DETERMINATIONS	Sept-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Towson Claim Center - UI - First Pays	1,901	1,747	1,297	1,501	15.7%	1,910	1,297	2,543	11,458					32,875
UI - Claims Paid< 21 Days	1,543	1,506	1,066	1,316	23.5%	1,621	1,066	2,162	9,727					28,995
UI - %	81%	86%	82%	88%	6.7%	84.8%	81.2%	87.7%	84.9%	87%				88.2%
UCFE - First Pays	10	13	3	1	-66.7%	7	1	13	42					90
UCFE - Claims Paid< 21 Days	8	10	2	1	-50.0%	6	1	10	33					67
UCFE - %	80%	77%	67%	100%	50.0%	80.7%	66.7%	100.0%	78.6%	70%				74.4%
UCX - First Pays	10	8	8	4	-50.0%	9	4	14	56					166
UCX - Claims Paid< 21 Days	10	7	7	4	-42.9%	9	4	14	54					160
UCX - %	100%	88%	88%	100%	14.3%	95.8%	87.5%	100.0%	96.4%	87%				96.4%
College Park Claim Center - UI - First Pays	1,577	1,963	1,686	1,967	16.7%	1,929	1,577	2,406	11,571					28,207
UI - Claims Paid< 21 Days	1,330	1,707	1,429	1,727	20.9%	1,643	1,330	2,067	9,860					24,617
UI - %	84%	87%	85%	88%	3.6%	85.1%	81.1%	87.8%	85.2%	87%				87.3%
UCFE - First Pays	5	12	9	5	-44.4%	6	1	12	34					49
UCFE - Claims Paid< 21 Days	5	11	7	4	-42.9%	5	1	11	30					36
UCFE - %	100%	92%	78%	80%	2.9%	91.6%	77.8%	100.0%	88.2%	70%				73.5%
UCX - First Pays	7	18	21	13	-38.1%	16	7	21	95					169
UCX - Claims Paid< 21 Days	7	18	17	11	-35.3%	15	7	19	89					160
UCX - %	100%	100%	81%	85%	4.5%	94.3%	81.0%	100.0%	93.7%	87%				94.7%
Cumberland Claim Center - UI - First Pays	1,639	2,140	2,759	3,448	25.0%	2,381	1,639	3,448	14,284					28,270
UI - Claims Paid< 21 Days	1,383	1,891	2,464	3,180	29.1%	2,105	1,383	3,180	12,630					24,584
UI - %	84%	88%	89%	92%	3.3%	87.8%	82.1%	92.2%	88.4%	87%				87.0%
UCFE - First Pays	55	70	43	37	-14.0%	44	24	70	261					213
UCFE - Claims Paid< 21 Days	48	65	29	30	3.4%	37	22	65	224					168
UCFE - %	87%	93%	67%	81%	20.2%	85.7%	67.4%	93.8%	85.8%	70%				78.9%
UCX - First Pays	39	28	47	23	-51.1%	33	23	47	197					246
UCX - Claims Paid< 21 Days	38	27	44	23	-47.7%	32	23	44	189					227
UCX - %	97%	96%	94%	100%	6.8%	96.3%	93.6%	100.0%	95.9%	87%				92.3%
Balt. Metro Claim Center - UI - First Pays	1,425	1,367	1,319	1,582	19.9%	1,512	1,319	1,790	9,073					24,262
UI - Claims Paid< 21 Days	1,024	1,092	1,065	1,337	25.5%	1,209	1,024	1,526	7,255					20,542
UI - %	72%	80%	81%	85%	4.7%	79.7%	71.9%	85.3%	80.0%	87%				84.7%
UCFE - First Pays	23	19	8	14	75.0%	13	3	23	76					89
UCFE - Claims Paid< 21 Days	20	19	8	10	25.0%	11	2	20	63					72
UCFE - %	87%	100%	100%	71%	-28.6%	78.2%	44.4%	100.0%	82.9%	70%				80.9%
UCX - First Pays	15	14	11	11	0.0%	14	11	20	85					176
UCX - Claims Paid< 21 Days	15	11	11	10	-9.1%	13	10	20	80					167
UCX - %	100%	79%	100%	91%	-9.1%	93.7%	78.6%	100.0%	94.1%	87%				94.9%
Salisbury Claim Center - UI - First Pays	1,433	1,822	2,273	2,840	24.9%	2,002	1,433	2,840	12,012					24,799
UI - Claims Paid< 21 Days	1,072	1,554	1,971	2,434	23.5%	1,671	1,072	2,434	10,027					21,382
UI - %	75%	85%	87%	86%	-1.2%	82.8%	74.8%	87.5%	83.5%	87%				86.2%
UCFE - First Pays	28	37	20	22	10.0%	23	14	37	137					125
UCFE - Claims Paid< 21 Days	23	34	12	18	50.0%	18	10	34	108					101
UCFE - %	82%	92%	60%	82%	36.4%	76.2%	60.0%	91.9%	78.8%	70%				80.8%
UCX - First Pays	16	23	19	16	-15.8%	21	16	28	128					149
UCX - Claims Paid< 21 Days	14	22	17	16	-5.9%	19	14	24	116					134
UCX - %	88%	96%	89%	100%	11.8%	91.1%	85.7%	100.0%	90.6%	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
	Stakeholders Participating	Sep-10	Oct-10	Nov-10		Dec-10	%	Avg	Min	Max	Total
Total #	184	216	195	58	-70.3%	68.6	0	216	823	1497	2693
Aerospace	8	22	17	7	-58.8%	12.0	5	22	72	75	112
Bioscience	0	0	0	0	0.0%	0.0	0	0	0	20	0
Construction	35	37	60	11	-81.7%	38.5	11	60	231	150	166
Education	0	0	0	0	0.0%	0.0	0	0	0	0	4
Energy	33	23	3	0	-100.0%	14.5	0	33	87	250	572
Hospitality and Tourism	3	3	3	0	-100.0%	1.0	0	3	6	20	2
Healthcare	55	70	60	35	-41.7%	36.7	0	70	220	200	304
Information Technology	37	35	45	0	-100.0%	24.2	0	45	145	200	315
Manufacturing	13	26	7	5	-28.6%	10.3	0	26	62	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	0	312	710
Industry Initiatives	Sep-10	Oct-10	Nov-10	Dec-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	Sep-10	Oct-10	Nov-10	Dec-10	%						
# of planning/policy/advocacy engagements	19	26	18	15	-16.7%	18.8	12	26	113	300	301
# of TA consultations provided to	21	22	13	16	23.1%	19.0	13	22	114	200	210
# of new industry sector training initiatives											
Governance	Sep-10	Oct-10	Nov-10	Dec-10	%						
% of board vacancies	3.0%	6.0%	6.0%	6.0%	0.0%	5%	3%	6%			5.0%
Governance Quarterly	tr3 FY10	tr4 FY10	tr1 FY11	tr2 FY11	%						
% of board participation	70.0%	58.0%	43.0%	60.0%	39.5%	52%	43%	60%			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	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Press hits (print)	43	31	35	25	-28.6%	37.8	25	52	227		284	203	329
Press Hits (web only pubs)					-100.0%	5.2	0	9	31				67
Interviews (radio)	0	5	1	7	600.0%	2.7	0	7	16		26	25	29
Interviews (television)	9	4	1	4	300.0%	8.0	1	19	48		62	44	66
Press releases issued	6	3	4	0	-100.0%	3.7	0	6	22		65	62	64
Outreach	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Public speaking	5	7	1	2	100.0%	3.5	1	7	21		208	98	57
Governance	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Board Appointments Completed	1	4	4	7	75.0%	6.8	1	24	41		99	62	70
Board vacancies	16	24	24	21	-12.5%	19.2	14	24					
Board positions	239	241	241	241	0.0%	240.0	239	241					
Departmental Legislation	Sep-10	Oct-10	Nov-10	Dec-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	Sep-10	Oct-10	Nov-10	Dec-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	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
# of minority employees	805	814	817	815	-0.2%	810.8	805	817				778	
% minority employees	50%	50%	50%	50%	-0.1%	50%	49%	50%				49.0%	
# of minority managers	50	52	54	54	0.0%	51.3	46	54				46	
% minority managers	29%	30%	31%	31%	0.6%	30%	29%	31%				27%	
DLLR Minorities by Job Families	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
# of Officials & Administrators (A)	50	52	54	54	0.0%	51.5	47	54					
% Officials & Administrators	6.21%	6.39%	6.61%	6.63%	0.2%	6%	6%	7%					
# of Professionals (B)	470	474	475	474	-0.2%	464.8	428	475					
% Professionals	58.39%	58.23%	58.14%	58.16%	0.0%	57%	53%	58%					
# of Technicians (C.)	41	41	41	40	-2.4%	39.5	33	41					
% Technicians	5.09%	5.04%	5.02%	4.91%	-2.2%	5%	4%	5%					
# of Protective Service Workers (D)	16	17	18	18	0.0%	16.7	15	18					
% Protective Service Workers	1.99%	2.09%	2.20%	2.21%	0.2%	2%	2%	2%					
# of Paraprofessionals (E)	117	118	117	117	0.0%	116.3	112	118					
% Paraprofessionals	14.53%	14.50%	14.32%	14.36%	0.2%	14%	14%	15%					
# of Administrative Support (including clerical & sales)	99	100	99	100	1.0%	99.7	99	101					
% Administrative Support (including clerical & sales)	12.30%	12.29%	12.12%	12.27%	1.3%	12%	12%	12%					
# of Skilled Craft Workers (G)	11	11	11	10	-9.1%	10.8	10	11					
% Skilled Craft Workers	1.37%	1.35%	1.35%	1.23%	-8.9%	1%	1%	1%					
# of Service-Maintenance (H)	1	1	1	1	0.0%	0.8	0	1					
% Service-Maintenance	0%	0%	0.12%	0.12%	0.2%	0%	0%	0%					



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

DISCRIMINATION COMPLAINTS (Internal)	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
# of Disparate Treatment Complaints	0	0	0	0	0.0%	0.2	0	1	1				4
# of Sexual Harassment	0	0	1	0	-100.0%	0.0	0	0	0				1
# of Age Discrimination	0	0	0	0	0.0%	0.0	0	0	0				1
# of Hostile Work Environment	0	0	0	0	0.0%	0.2	0	1	1				3
EEO Complaints against DLLR	0	0	0	0	0.0%	0.2	0	1	1				5
EEO Investigations completed	0	0	1	0	-100.0%	1.2	0	6	7				5
Total EEO Complaints rec'd	0	0	1	0	-100.0%	0.4	0	1	2				11
DISCRIMINATION CLAIMS (External)	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
EEOC Decisions Pending	3	3	2	3	50.0%	2.7	2	3	16				34
EEOC Decisions	0	0	1	0	-100.0%	0.2	0	1	1				2
EEOC/MCHR withdrawal	0	0	0	0	0.0%	0.2	0	1	1				1
MEDIATIONS	Sep-10	Oct-10	Nov-10	Dec-10	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Mediation	1	0	1	1	0.0%	0.4	0	1	5				0
TRAININGS	Sep-10	Oct-10	Nov-10	Dec-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	47	47	0	0	0.0%	53.8	0	124	323				524
Sexual Harassment Attendees	0	0	0	0	0.0%	0.0	0	0	0				0
Total # of Trainings	1	2	0	0	0.0%	2.0	0	6	12				34



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

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
Dec-10	1029	825	12/29/2010	1/28/2011	30

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%
Dec-10	204	84	288	453	1029	61.13%

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

Demographic Information

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
Dec-10	627	402	1029

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
Dec-10	23	533	61	2	3	383	24	1029



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

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



STATESTAT
DEPARTMENT OF LABOR,
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QUARTERLY
REPORT
ADULT EDUCATION

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	
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	
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	
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	
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	
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	
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	Q4 FY 11
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	Q3 FY 11	Q4 FY 11
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	Q1 FY 12
Enrollees unemployed at entry	1684						
Q4 enrollees who got a job	120					120	
Total Learners Employed						3447	22%

Learner Activity - FY11

Learner Activity - FY11	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	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!



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

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%