



## 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: Allan Robinson

**Administrations:**

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

**MBE CONTRACT ACTIVITY**

PROCUREMENT/CONTRACT AWARDS	CURRENTLY AVAILABLE PERIOD (February, 2011)						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	%
<b>Payment Totals</b>	\$1,125,990.00	\$25,039.27 2.22%	\$38,667.91 3.43%	\$115,609.16 10.27%	\$179,316.34	15.93%	\$11,253,580.00	\$1,396,035.21 \$0.12	\$512,609.99 \$0.05	\$0.00 \$0.00	\$1,908,645.20	16.96%
<b>Awards Totals</b>	\$560,717.00	\$28,877.00 5.15%	\$54,323.00 9.69%	\$12,375.00 2.21%	\$95,575.00	17.05%	\$9,156,911.00	\$2,317,066.00 25.30%	\$795,130.00 8.68%	\$53,916.00 0.59%	\$3,166,112.00	34.58%
Architectural and Engineering					\$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	
Construction Related					\$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	
Services	\$159,425.00		\$86.00		\$86.00	0.05%	\$2,468,159.00	\$59,629.00	\$16,289.00	\$12,247.00	\$88,165.00	3.57%
Supplies and Equipment	\$11,871.00		\$2,563.00	\$2,195.00	\$4,758.00	40.08%	\$481,796.00	\$78,351.00	\$43,130.00	\$5,298.00	\$126,779.00	26.31%
IT Services	\$8,460.00				\$0.00	0.00%	\$3,099,388.00	\$1,984,995.00	\$60,980.00	\$0.00	\$2,045,975.00	66.01%
IT Supplies and Equipment	\$164,310.00	\$28,607.00	\$37,207.00		\$65,814.00	40.05%	\$1,489,037.00	\$161,139.00	\$523,022.00	\$0.00	\$684,161.00	45.95%
Human, Cultural, Social & Educational					\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Corporate Credit Card	\$177,148.00	\$270.00	\$9,259.00	\$10,180.00	\$19,709.00	11.13%	\$1,274,547.00	\$32,952.00	\$114,432.00	\$36,371.00	\$183,755.00	14.42%
Direct Vouchers	\$39,503.00		\$5,208.00		\$5,208.00	13.18%	\$343,984.00	\$0.00	\$37,277.00	\$0.00	\$37,277.00	10.84%

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	\$3,526,015	\$126,818	0	3.60%	\$20,021,112	\$1,380,584	4	6.90%



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Human Resources**

<b>HUMAN RESOURCES</b>												
<b>OVERTIME</b>	<b>MONTHLY REPORTING PERIODS</b>					<b>Fiscal Year to Date</b>				<b>FISCAL YEAR COMPARISON</b>		
<b>Overtime pay (\$)</b>	<b>NOV-10</b>	<b>DEC-10</b>	<b>JAN-11</b>	<b>FEB-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Office of the Secretary	31,060	47,319	37,979	41,601	9.5%	30,859	18,748	47,319	246,876	6,175	72,020	344,205
Administration	3,904	6,381	3,869	5,723	47.9%	5,057	3,092	7,244	40,459	68,399	78,103	52,103
Financial Regulation	3,744	3,961	6,469	5,196	-19.7%	2,771	37	6,469	22,167	7,831	30,992	32,281
Labor and Industry	12,368	5,924	1,360	1,143	-15.9%	10,154	1,143	19,833	81,235	54,557	87,119	107,732
Racing Commission	-	-	-	-	0.0%	-	-	-	-	-	-	-
Occupational and Professional Licensing	668	157	-	454	100.0%	162	-	668	1,293	6,461	3,552	3,396
Workforce Development	1,033	1,618	1,212	597	-50.8%	1,603	597	3,308	12,827	19,775	21,722	34,916
Unemployment Insurance	43,113	48,321	39,072	36,697	-6.1%	44,974	32,648	73,188	359,796	229,055	615,620	538,345
<b>Total</b>	<b>95,889</b>	<b>113,681</b>	<b>89,961</b>	<b>91,411</b>	<b>1.6%</b>	<b>95,582</b>	<b>78,854</b>	<b>125,064</b>	<b>764,652</b>	<b>392,253</b>	<b>909,128</b>	<b>1,112,978</b>
<b>Overtime (days)</b>	<b>NOV-10</b>	<b>DEC-10</b>	<b>JAN-11</b>	<b>FEB-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Office of the Secretary	925.3	1,410.9	1,121.1	1,258.7	12.3%	950.8	629.8	1,410.9	7,606.7	204	2,555	11,430.4
Administration	149.2	255.3	152.8	225.3	47.4%	182.7	111.6	255.3	1,461.6	2,639	3,014	2,054.3
Financial Regulation	127.0	136.0	202.0	161.7	-20.0%	89.7	0.0	202.0	717.4	303	1,113	1,111.9
Labor and Industry	343.0	182.8	31.0	31.0	0.0%	280.5	31.0	518.6	2,243.6	1,535	2,205	2,836.2
Racing Commission	-	-	-	-	0.0%	0.0	0.0	0.0	0.0	-	-	-
Occupational and Professional Licensing	22.5	5.3	-	15.5	100.0%	5.5	0.0	22.5	43.8	221	110	116.9
Workforce Development	38.7	66.4	51.2	21.8	-57.4%	57.9	21.8	113.7	462.8	726	796	1,387.7
Unemployment Insurance	1,514.3	1,839.5	1,408.4	1,336.9	-5.1%	1,607.8	1,186.4	2,430.5	12,862.7	7,864	21,890	19,205.2
<b>Total</b>	<b>3,120.0</b>	<b>3,896.2</b>	<b>2,966.5</b>	<b>3,050.9</b>	<b>2.8%</b>	<b>3,174.8</b>	<b>2,673.2</b>	<b>3,984.9</b>	<b>25,398.6</b>	<b>13,492</b>	<b>31,683</b>	<b>38,142.6</b>
<b>SICK LEAVE (DAYS)</b>	<b>1/11/2011</b>	<b>1/25/2011</b>	<b>2/8/2011</b>	<b>2/22/2011</b>	<b>% Change</b>	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Office of the Secretary	33.1	24.8	34.9	59.7	71.1%	44.0	24.8	65.5	747.6	1,098	1306.5	1042.9
Administration	56.9	96.3	86.8	72.6	-16.4%	75.5	37.8	130.2	1,283.5	2,222	2462.6	1957.8
Financial Regulation	38.6	31.1	37.4	45.0	20.3%	36.5	19.3	55.8	620.1	952	843.2	926.9
Labor and Industry	82.0	90.8	76.7	76.8	0.1%	74.7	38.9	90.8	1,269.5	2,013	2164.7	1877.4
O & P Licensing	30.7	40.8	34.6	40.2	60.6%	35.7	14.9	50.7	607.6	787	1142.3	1032.2
Racing Commission	14.7	9.6	12.6	14.0	11.1%	10.6	1.8	19.4	179.5	612	515.0	272.4
Unemployment Insurance	300.3	338.9	282.9	336.9	19.1%	291.5	161.5	354.9	4,956.3	6,690	7403.0	7654.2
Workforce Development	150.1	200.7	224.8	170.9	-24.0%	184.3	115.8	248.9	3,132.5	3,136	2755.8	5001.4
<b>Total</b>	<b>706.4</b>	<b>833.0</b>	<b>790.7</b>	<b>816.1</b>	<b>3.2%</b>	<b>752.7</b>	<b>471.0</b>	<b>955.8</b>	<b>12,796.7</b>	<b>17,329</b>	<b>18593.0</b>	<b>19765.1</b>
<b>COMP TIME (DAYS)</b>	<b>1/11/2011</b>	<b>1/25/2011</b>	<b>2/8/2011</b>	<b>2/22/2011</b>	<b>% Change</b>	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Office of the Secretary	7.6	18.1	15.2	10.1	-33.6%	14.5	3.4	29.8	247.0	294	303	403.1
Administration	6.6	7.6	8.3	15.6	88.0%	9.8	4.1	23.3	166.4	601	391	277.1
Financial Regulation	6.7	14.6	14.8	21.7	46.6%	19.8	6.5	45.1	336.7	482	473	540.2
Labor and Industry	12.2	10.6	49.8	10.8	-78.3%	14.9	5.3	49.8	254.1	391	458	423.3
O & P Licensing	2.3	1.9	1.6	3.8	137.5%	2.6	0.0	11.0	44.6	176	72	97.9
Racing Commission	3.0	17.0	0.0	15.0	100%	7.7	0.0	34.0	130.3	202	189	157.9
Unemployment Insurance	35.3	51.7	61.7	71.2	15.4%	44.5	28.2	71.2	756.1	686	1206	1203.8
Workforce Development	8.1	27.0	29.3	24.0	-18.1%	22.6	8.1	31.8	384.3	573	625	665.9
<b>Total</b>	<b>81.8</b>	<b>148.5</b>	<b>180.7</b>	<b>172.2</b>	<b>-4.7%</b>	<b>136.4</b>	<b>68.6</b>	<b>180.7</b>	<b>2,319.6</b>	<b>3,254</b>	<b>3703</b>	<b>3769.1</b>



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<b>HUMAN RESOURCES</b>												
<b>ACCIDENT LEAVE (DAYS)</b>	<b>1/11/2011</b>	<b>1/25/2011</b>	<b>2/8/2011</b>	<b>2/22/2011</b>	<b>% Change</b>	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
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	6.5	9.0	10.0	9.0	-10.0%	2.1	0.0	10.0	35.5	4.4	50	0.0
O & P Licensing	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	0	0	0.0
Racing Commission	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	0	0	0.0
Unemployment Insurance	0.0	2.1	0.5	0.0	-100.0%	0.8	0.0	3.0	13.6	0.4	78	8.1
Workforce Development	4.3	0.0	0.0	4.0	100%	0.5	0.0	4.3	8.3	10.75	1	45.5
<b>Total</b>	<b>10.8</b>	<b>11.1</b>	<b>10.5</b>	<b>13.0</b>	<b>23.8%</b>	<b>3.4</b>	<b>0.0</b>	<b>13.0</b>	<b>57.4</b>	<b>36.6</b>	<b>130</b>	<b>53.5</b>
<b>UNSCHEDULED LEAVE (DAYS)</b>	<b>1/11/2011</b>	<b>1/25/2011</b>	<b>2/8/2011</b>	<b>2/22/2011</b>	<b>% Change</b>	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Office of the Secretary	0.0	4.0	2.6	1.1	-57.7%	2.2	0.0	4.0	36.9	78.0	78.1	62.9
Administration	8.9	3.4	15.3	5.4	-64.7%	6.3	1.1	15.3	107.6	178.4	194.5	155.6
Financial Regulation	0.7	5.4	9.1	4.8	-47.3%	2.5	0.5	9.1	42.2	45.0	68.6	61.3
Labor and Industry	9.1	15.7	19.5	7.6	-61.0%	6.1	0.6	19.5	103.2	217.4	190.1	154.3
O & P Licensing	4.0	14.0	15.1	10.5	-30.5%	5.1	0.6	15.1	87.3	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	9.3	42.9	49.1	31.5	-35.8%	26.5	9.3	49.1	449.7	658.0	636.1	709.3
Workforce Development	8.5	19.0	19.6	6.0	-69.4%	12.1	4.2	32.4	206.3	197.5	229.5	349.9
<b>Total</b>	<b>40.5</b>	<b>104.4</b>	<b>130.3</b>	<b>66.9</b>	<b>-48.7%</b>	<b>60.8</b>	<b>27.0</b>	<b>130.3</b>	<b>1,033.1</b>	<b>1,467.1</b>	<b>1,499.7</b>	<b>1,610.1</b>
<b>TELECOMMUTING (DAYS)</b>	<b>1/11/2011</b>	<b>1/25/2011</b>	<b>2/8/2011</b>	<b>2/22/2011</b>	<b>% Change</b>	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Office of the Secretary	60.8	95.7	111.2	108.9	-2.1%	66.0	11.8	111.2	1,121.4	103.8	262	452.2
Administration	1.0	0.2	0.0	0.0	0.0%	0.2	0.0	1.0	3.0	64.0	27	10.7
Financial Regulation	11.5	24.6	32.1	21.8	-32.1%	24.2	11.5	40.6	411.0	832.3	831	747.7
Labor and Industry	0.0	0.0	0.0	0.0	0.0%	0.8	0.0	7.0	12.8	228.1	205	85.0
O & P Licensing	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	8.0	0	0.0
Racing Commission	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	0.0	0	0.0
Unemployment Insurance	0.0	0.0	0.0	0.4	100%	0.0	0.0	0.4	0.8	228.3	176	0.0
Workforce Development	0.0	0.0	1.0	0.9	-10.0%	0.2	0.0	1.0	3.3	17.6	0	15.2
<b>Total</b>	<b>73.3</b>	<b>120.5</b>	<b>144.3</b>	<b>132.0</b>	<b>-8.5%</b>	<b>91.3</b>	<b>44.0</b>	<b>144.3</b>	<b>1,552.2</b>	<b>1,529.2</b>	<b>1,490</b>	<b>1,310.7</b>
<b>Total # of Teleworking Personnel</b>	<b>36</b>	<b>41</b>	<b>51</b>	<b>49</b>	<b>-3.9%</b>	<b>39.4</b>	<b>22.0</b>	<b>51.0</b>				
<b>TRAINING (DAYS)</b>	<b>1/11/2011</b>	<b>1/25/2011</b>	<b>2/8/2011</b>	<b>2/22/2011</b>	<b>% Change</b>	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Office of the Secretary	0.0	0.0	0.3	0.0	-100.0%	0.2	0.0	3.0	3.3	0.0	25.9	9.5
Administration	5.0	8.0	0.0	4.2	100%	3.8	0.0	13.7	65.1	52.9	86.0	81.0
Financial Regulation	2.0	1.1	9.8	11.0	12.2%	10.0	1.1	23.3	169.2	94.3	137.7	147.6
Labor and Industry	0.0	3.0	1.0	0.0	-100.0%	1.7	0.0	8.9	28.3	20.4	52.8	86.9
O & P Licensing	0.0	0.0	0.0	0.0	0.0%	0.3	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	11.0	1.0	0.0	0.0	0.0%	8.5	0.0	63.4	144.2	73.0	133.7	215.5
Workforce Development	0.0	11.5	7.0	10.4	48.6%	10.7	0.0	25.4	182.0	333.5	433.2	395.1
<b>Total</b>	<b>18.0</b>	<b>24.6</b>	<b>18.1</b>	<b>25.6</b>	<b>41.4%</b>	<b>35.1</b>	<b>6.9</b>	<b>96.0</b>	<b>597.0</b>	<b>553.5</b>	<b>883.8</b>	<b>968.0</b>





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<b>HUMAN RESOURCES</b>												
<b>PINS</b>	<b>NOV2010</b>	<b>DEC2010</b>	<b>JAN2011</b>	<b>FEB2011</b>	<b>% Change</b>	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Office of the Secretary	116	115	115	115	0.0%	116.2	115.0	118.9		106	101.9	118
Administration	172	172	172	172	0.0%	171.6	170.0	173.0		184.8	175.7	169
Financial Regulation	76	75	74	73	-1.4%	75.8	73.0	79.0		94.3	84.3	79
Labor and Industry	170	170	170	168	-1.2%	168.9	166.0	171.0		190	170	170
O & P Licensing	67	66	63	63	0.0%	65.9	63.0	67.0		78.2	77.8	67
Racing Commission	7	7	7	7	0.0%	7.1	7.0	8.0		15	15.2	8
Unemployment Insurance	547	543	539	545	1.1%	542.2	539.0	547.0		525.7	509.7	542
Workforce Development	387	383	377	375	-0.5%	382.5	375.0	389.9		261.9	237.3	392
<b>Total</b>	<b>1,544</b>	<b>1,531</b>	<b>1,517</b>	<b>1,518</b>	<b>0.1%</b>	<b>1,530.5</b>	<b>1,517.0</b>	<b>1,546.1</b>		<b>1455.9</b>	<b>1371.9</b>	<b>1,544</b>
<b>VACANCIES</b>	<b>NOV2010</b>	<b>DEC2010</b>	<b>JAN2011</b>	<b>FEB2011</b>	<b>% Change</b>	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Office of the Secretary	7	8	7	7	0.0%	6.3	3.0	8.0		3.5	3.5	4
Administration	10	10	8	8	0.0%	9.9	8.0	12.0		9.2	8	13
Financial Regulation	10	11	10	11	10.0%	9.6	7.0	11.0		10.4	10.6	7
Labor and Industry	28	28	26	28	7.7%	29.1	26.0	33.0		16	22	29
O & P Licensing	4	5	6	6	0.0%	4.6	4.0	6.0		5.65	2.7	4
Racing Commission	1	1	0	0	0.0%	0.6	0.0	1.0		0	1	0
Unemployment Insurance	20	24	28	22	-21.4%	24.9	20.0	28.0		14.48	17.7	26
Workforce Development	39	43	44	45	2.3%	42.1	35.8	45.0		30	29	34
<b>Total</b>	<b>119</b>	<b>130</b>	<b>129</b>	<b>127</b>	<b>-1.6%</b>	<b>127.2</b>	<b>114.3</b>	<b>137.0</b>		<b>89.23</b>	<b>94.5</b>	<b>116</b>
<b>PEP NOTE: TRACKING OF THE PEPS IS SUSPENDED PENDING A REPORTING SYSTEM FROM DBM DUE BY JULY 1ST.</b>												



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**General Services**

GENERAL SERVICES	Reporting Period					Fiscal Year To Date					Fiscal Year Comparison		
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY 08	FY 09	FY 10
<b>Energy Footprint - Utilities</b>													
<b>Electricity Use- Owned Properties (KwH)</b>	<b>326,251</b>	<b>348,798</b>	<b>158,436</b>	<b>124,716</b>	-21.3%	351,669	124,716	508,007	2,813,348	4,075,834	4,465,761	4,499,611	4,670,800
Cumberland-128 Baltimore St.	30,720	38,016	33,216	38,976	17.3%	40,392	30,720	55,488	323,136		470,784	461,185	481,712
Total Degree Days	453	930	972	658		565	179	972	4,523				
Usage Per Day (KwH)	1,024	1,118	1,230	1,257	2.2%	1,259	1,022	1,952	10,069				
Baltimore-2800 W. Patapsco Ave.	11,900	13,300	13,900	12,300	-11.5%	15,200	11,900	20,500	121,600		157,200	163,900	166,000
Total Degree Days	274	780	826	658		569	163	826	4,548				
Usage Per Day (KwH)	425	443	409	424	3.7%	498	409	621	3,983				
Towson-300/308 Towsontowne Blvd.	21,704	27,019	34,600	19,634	-43.3%	29,447	19,634	42,754	235,577		267,624	268,868	287,141
Total Degree Days	274	780	826	658		569	163	826	4,548				
Usage Per Day (KwH)	766	890	1,018	682	-33.0%	946	682	1,247	7,570				
Waldorf-175 Post Office Road	11,520	11,400	12,640	11,760	-7.0%	15,385	11,400	20,360	123,080		168,520	171,280	170,960
Total Degree Days	280	778	810	514		546	163	810	4,371				
Usage Per Day (KwH)	384	300	408	406	-0.5%	493	300	677	3,945				
College Park-9829 Rhode Island Ave.	21,840	20,160	19,920	17,520	-12.0%	22,500	17,520	29,760	180,000		293,040	284,880	260,600
Total Degree Days	280	778	810	514		546	163	810	4,371				
Usage Per Day (KwH)	624	650	649	649	0.0%	751	612	1,063	6,007				
Baltimore-1100 N. Eutaw St. (see note)	191,895	195,895				0	191,895	335,368	1,537,685		3,108,593	3,149,497	3,280,195
Total Degree Days	274	780	826	658		569	163	826	4,548				
Usage Per Day (KwH)						9,143	7,720	11,564	27,428				
Salisbury - 1790 Westwood Drive (new facility opened)	36,672	43,008	44,160	44,160	0.0%	38,988	33,312	44,160	311,904				24,192
Total Degree Days	358	859	872	547		542	201	872	4,334				
Usage Per Day (KwH)	1,146	1,387	1,523	1,523	0.0%	1,312	1,146	1,523	10,494				
<b>Electricity Use - Leased Space (KwH)</b>	<b>33,700</b>	<b>35,752</b>	<b>42,786</b>	<b>29,166</b>	-31.8%	39,445	29,166	48,750	315,563		497,484	467,197	470,173
Easton-301 Bay Street (Suite 301)	7,311	7,683	12,282	10,935	-11.0%	8,382	5,797	12,282	67,055		82,388	90,406	96,769
Total Degree Days	315	829	879	585		544	150	879	4,355				
Usage Per Day (KwH)	215	265	409	391	-4.4%	280	200	409	2,243				
Easton-301 Bay Street (Suite 203)	2,432	2,946	4,219	4,060	-3.8%	2,946	1,747	4,219	23,565		43,344	38,364	32,651
Total Degree Days	315	829	879	585		544	150	879	4,355				
Usage Per Day (KwH)	72	102	141	145	2.8%	99	60	145	791				
Hagerstown-14 N. Potomac (front)	9,600	9,520	10,000	9,440	-5.6%	12,000	8,960	16,800	96,000		146,640	133,600	134,720
Total Degree Days	448	946	1,004	690		600	198	1,004	4,803				
Usage Per Day (KwH)	300	317	313	326	4.2%	399	300	566	3,189				
Hagerstown-14 N. Potomac (rear)	2,048	2,959	3,389	2,676	-21.0%	2,414	1,322	3,389	19,310		28,342	27,095	27,810
Total Degree Days	448	946	1,004	690		600	198	1,004	4,803				
Usage Per Day (KwH)	64	99	106	92	-13.2%	79	53	106	634				
Columbia-7161 Columbia Gateway	10,300	9,600	10,700		0.0%	0	9,600	16,300	90,800		163,400	146,400	148,500
Total Degree Days	376	848	914	598		560	187	914	4,482				
Usage Per Day (KwH)	332	320	324		0.0%	425	320	548	2,978				
Oakland-221 S. Third Street	2,009	3,044	2,196	2,055	-6.4%	2,690	2,009	3,686	18,833		33,370	31,332	29,723
Total Degree Days	453	1,016	1,014	642		570	225	1,016	4,560				
Usage Per Day (KwH)	61	74	76	71	-6.6%	85	61	119	593				



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**General Services**

<b>Gas Use - Owned Space (Therms)</b>	<b>2,715</b>	<b>6,897</b>	<b>9,123</b>	<b>5,618</b>	-38.4%	3,293	441	9,123	26,343	125,118	106,528	103,096	99,982
Cumberland-128 Baltimore St.	1,346	2,314	1,609	1,571	-2.4%	1,066	210	2,314	8,528		10,902	8,195	7,600
Usage Per Day (Therms)	41	72	52	51		35	7	72	278				
Baltimore-2800 W. Patapsco Ave	222	795	1,017	886	-12.9%	372	6	1,017	2,974		2,758	3,048	3,505
Usage Per Day (Therms)	7.93	27.00	30.00	31.00	3.3%	12.2	0.2	31	98				
Towson-300/308 Towsontowne Blvd.	828	2,468	3,837	1,172	-69.5%	1,044	13	3,837	8,355		9,591	9,690	8,005
Usage Per Day (Therms)	28.8	80.0	115.0	40.0	-65.2%	33	0.4	115	268				
Waldorf-175 Post Office Road	54	341	687	601	-12.5%	0	6	687	1,707		1,853	2,437	2,481
Usage Per Day (Therms)	1.74	10	25	21		7	0	25	59				
College Park-9829 Rhode Island Ave.	75	713	1,630	1,037	-36.4%	432	0	1,630	3,455		4,592	5,621	4,771
Usage Per Day (Therms)	2	22	54	37	-31.5%	14	0	54	115				
Baltimore-1100 N. Eutaw St. (see note)	190	266	343	351	2.3%	221	142	351	1,324		76,832	74,105	73,615
Usage Per Day (Therms)	7	9	10	12	20.0%	7	5	12	43				
Salisbury - 1790 Westwood Drive (new facility opened)	0	0	0	0	0.0%	0	0	0	0				5
Usage Per Day (Therms)	0	0	0	0	0.0%	0	0	0	0				
<b>Gas Use - Leased Space (Therms)</b>	<b>492</b>	<b>1,465</b>	<b>2,428</b>	<b>1,263</b>	<b>-48.0%</b>	<b>716</b>	<b>0</b>	<b>2,428</b>	<b>5,730</b>		<b>8,704</b>	<b>8,016</b>	<b>7,965</b>
Hagerstown-14 N. Potomac (front)	274	828	1,240	952	-23.2%	414	0	1,240	3,314		3,698	3,557	4,204
Usage Per Day (Therms)	8.9	27.0	36.0	33.0	-8.3%	13	0	36	106				
Columbia-7161 Columbia Gateway	41	183	782		0.0%	144	0	782	1,011		3,329	2,814	2,064
Usage Per Day (Therms)	1.3	6.0	24.0		0.0%	5	0	24	c				
Oakland-221 S. Third Street	177	454	406	311	-23.4%	176	0	454	1,405		1,677	1,645	1,697
Usage Per Day (Therms)	6.0	13.0	14.0	11.0	-21.4%	6	0	14					
<b>Water Use - Owned Space (000 Gallons) Qtrly Report</b>		<b>146.9</b>		<b>50.1</b>		<b>1,614</b>	<b>50</b>	<b>4,645</b>					<b>0</b>
Cumberland-128 Baltimore St.		38.9											
Baltimore-2800 W. Patapsco Ave				30.0		28	25	30	55				
Towson-300/308 Towsontowne Blvd.		37.0		20.1		29	20	37	57				
Waldorf-175 Post Office Road		31.0											
College Park-9829 Rhode Island Ave.		40.0				50	40	60	100				
Baltimore-1100 N. Eutaw St.			4,215			4,388	4,215	4,560	8,775				
Salisbury - 1790 Westwood Drive (new facility opened)													
<b>Footprint - Vehicles</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>%Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Target</b>	<b>FY 08</b>	<b>FY 09</b>	<b>FY 10</b>
Vehicles registered	75	76	76	75	-1.3%	76	75	77			70	73	77
Miles driven	69,631	66,075	76,469	81,348	6.4%	81,090	65,000	94,958	648,720		1,063,859	1,050,274	1,078,084
Avg. manufacturers mpg	21	21	21	21	0.0%	21	21	21			21	21	21
<b>Footprint -Space Utilization (SF)</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>%Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Target</b>	<b>FY 08</b>	<b>FY 09</b>	<b>FY 10</b>
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	181,601	181,601	0.0%	180,089	179,585	181,601			179,585	179,585	179,585
Space occupied - total occupied (SF)	494,266	494,266	496,282	496,282	0.0%	494,770	494,266	496,282			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
<b>Total space utilization (Occupied &amp; unoccupied in SF)</b>	<b>507,821</b>	<b>507,821</b>	<b>509,837</b>	<b>509,837</b>	<b>0.0%</b>	<b>508,325</b>	<b>507,821</b>	<b>509,837</b>			<b>487,821</b>	<b>487,821</b>	<b>507,821</b>
<b>Building Maintenance Work Orders</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>%Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Target</b>	<b>FY 08</b>	<b>FY 09</b>	<b>FY 10</b>
Number of Work Orders Requested	260	299	280	283	1.1%	288	260	306	2,305		3,364	3,608	3,472
Number of Work Orders Completed in 24 Hours	187	241	236	248	5.1%	234	187	248	1,873		2,691	2,950	2,792
Percent of Work Orders Completed in 24 Hours	72%	81%	84%	87%	3.2%	81%	72%	87%	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 03/28/11													



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Budget and Finance**

Volume 4 Number 8  
 Reporting Period February, 2011

BUDGET AND FINANCE		MONTHLY REPORTING PERIODS				% Change (2mos)	Fiscal Year to Date				FY Comparison		
		NOV-10	DEC-10	JAN-11	FEB-11		Average	Minimum	Maximum	Total	FY2008	FY2009	FY2010
<b>Expenditures</b>		<b>Data</b>											
<b>DIVISION</b>													
OFFICE OF THE SECRETARY	PERSONAL SERV	889,821	923,909	853,103	922,998	8.2%	944,120	853,103	1,315,465	7,552,962	9,296,482	9,790,057	11,218,801
	NON-PERS SERV	158,518	118,877	109,683	102,257	-6.8%	148,560	50,891	482,421	1,188,481	952,768	1,414,014	1,645,882
OFFICE OF THE SECRETARY Total		1,048,339	1,042,787	962,786	1,025,254	6.5%	1,092,680	912,491	1,366,356	8,741,443	10,249,250	11,204,071	12,864,683
DIVISION OF ADMINISTRATION	PERSONAL SERV	961,964	1,192,385	986,769	1,386,745	40.5%	1,186,127	961,964	1,576,280	9,489,018	13,652,194	13,907,189	14,131,306
	NON-PERS SERV	55,121	76,624	311,440	58,467	-81.2%	153,924	15,821	488,189	1,231,396	2,593,852	2,703,093	2,482,461
DIVISION OF ADMINISTRATION Total		1,017,085	1,269,009	1,298,209	1,445,212	11.3%	1,340,052	1,010,936	1,737,012	10,720,413	16,246,046	16,610,282	16,613,767
FINANCIAL REGULATION	PERSONAL SERV	512,830	493,968	470,937	519,369	10.3%	539,377	470,937	766,269	4,315,014	6,663,383	7,077,944	6,976,241
	NON-PERS SERV	10,001	49,487	48,084	64,047	33.2%	82,820	10,001	367,360	662,559	875,678	984,596	1,004,574
FINANCIAL REGULATION Total		522,830	543,455	519,021	583,416	12.4%	622,197	516,577	885,629	4,977,573	7,539,061	8,062,540	7,980,815
LABOR AND INDUSTRY	PERSONAL SERV	974,614	974,675	909,207	968,816	6.6%	1,015,752	885,908	1,461,221	8,126,013	11,354,592	12,356,146	12,072,429
	NON-PERS SERV	142,243	676,699	237,099	132,134	-44.3%	279,590	132,134	676,699	2,236,721	2,123,673	2,543,078	2,312,591
LABOR AND INDUSTRY Total		1,116,857	1,651,374	1,146,306	1,100,950	-4.0%	1,295,342	1,100,950	1,651,374	10,362,734	13,478,265	14,899,223	14,385,020
DIVISION OF RACING	PERSONAL SERV	144,021	134,793	119,314	135,851	13.9%	141,413	87,305	218,491	1,131,301	2,865,929	2,349,123	2,074,462
	NON-PERS SERV	868,605	961,999	478,649	1,763,898	268.5%	640,704	8,379	1,763,898	5,125,628	2,845,265	2,524,539	1,339,620
DIVISION OF RACING Total		1,012,627	1,096,792	597,963	1,899,750	217.7%	782,116	172,032	1,899,750	6,256,930	5,711,194	4,873,662	3,414,083
O&P LICENSING	PERSONAL SERV	442,463	391,135	337,844	377,333	11.7%	402,420	337,844	557,433	3,219,364	4,649,011	4,836,502	5,024,306
	NON-PERS SERV	513,497	227,539	173,484	303,908	75.2%	364,197	92,416	777,600	2,913,573	4,806,310	4,711,476	5,734,652
O&P LICENSING Total		955,960	618,674	511,328	681,241	33.2%	766,617	479,371	1,127,517	6,132,936	9,455,322	9,547,978	10,758,958
WORKFORCE DEVELOPMENT AND ADULT LEARNING	PERSONAL SERV	2,438,290	2,418,949	2,187,856	2,385,769	9.0%	2,514,454	2,187,856	3,554,352	20,115,633	15,337,266	15,493,552	31,761,132
	NON-PERS SERV	5,916,736	3,132,962	7,383,100	5,153,059	-30.2%	5,377,860	3,132,962	7,383,100	43,022,876	33,997,002	37,154,112	69,260,372
WORKFORCE DEVELOPMENT AND ADULT LEARNING Total		8,355,027	5,551,911	9,570,956	7,538,828	-21.2%	7,892,314	5,551,911	9,570,956	63,138,509	49,334,268	52,647,665	101,021,504
DIVISION OF UNEMPLOYMENT ADMINISTRATION	PERSONAL SERV	3,135,276	3,268,368	2,833,416	3,143,645	10.9%	3,225,109	2,784,729	4,446,747	25,800,872	33,964,043	36,110,543	38,655,752
	NON-PERS SERV	1,852,707	2,532,461	1,285,390	1,721,415	33.9%	1,740,977	1,217,760	2,532,461	13,927,817	19,301,378	24,765,343	24,907,212
DIVISION OF UNEMPLOYMENT ADMINISTRATION Total		4,987,983	5,800,828	4,118,805	4,865,060	18.1%	4,966,086	4,066,000	6,878,865	39,728,689	53,265,421	60,875,886	63,562,964
Grand Total		19,016,708	17,574,831	18,725,373	19,139,711	2.2%	18,757,403	15,583,936	22,767,752	150,059,228	165,278,826	178,721,309	230,601,793
<b>Small Procurement Order Time (\$5,000 or less)</b>		<b>NOV-10</b>	<b>DEC-10</b>	<b>JAN-11</b>	<b>FEB-11</b>	<b>% Change (2mos)</b>	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Total</b>	<b>FY2008</b>	<b>FY2009</b>	<b>FY2010</b>
Late		15	8	17	1	-94.1%	9	1	17	69	131	74	555
Total requisitions processed		293	186	308	364	18.2%	343	1	474	2,742	3,247	3,635	4,098
% of Small Proc. reqs processed within 7 days		94.9%	95.7%	94.5%	99.7%	5.6%	97.5%	0.0%	96.4%	97.5%	96.0%	97.9%	86.5%
<b>Late Invoice Payments</b>		<b>NOV-10</b>	<b>DEC-10</b>	<b>JAN-11</b>	<b>FEB-11</b>	<b>% Change (2mos)</b>	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Total</b>	<b>FY2008</b>	<b>FY2009</b>	<b>FY2010</b>
LATE INVOICE PAYMENTS		8	23	19	14	-26.3%	12	4	23	98	373	189	305
TOTAL INVOICES PAID		1,679	1,292	1,377	1,795	30.4%	1,588	1,292	1,795	12,700	16,286	16,853	18,004
PERCENTAGE LATE (INVOICES)		0.5%	1.8%	1.4%	0.8%	-43.5%	0.8%	0.3%	1.3%	0.8%	2.3%	1.1%	1.7%
<b>Late Invoice Amounts</b>		<b>NOV-10</b>	<b>DEC-10</b>	<b>JAN-11</b>	<b>FEB-11</b>	<b>% Change (2mos)</b>	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Total</b>	<b>FY2008</b>	<b>FY2009</b>	<b>FY2010</b>
LATE INVOICE AMOUNTS		23,372	8,758	70,966	726,036	923.1%	125,583	8,758	726,036	1,004,664	852,196.73	377,914.81	1,859,736
TOTAL INVOICE AMOUNTS		9,902,662	10,859,926	6,458,063	12,583,746	94.9%	9,078,987	6,458,063	12,583,746	72,631,895	71,534,804.50	73,168,544.71	105,956,817
PERCENTAGE LATE (DOLLARS)		0.2%	0.1%	1.1%	5.8%	425.1%	1.4%	0.1%	5.8%	1.4%	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	<b>FINANCIAL REGULATION</b>					<b>FISCAL YEAR TO DATE</b>					<b>FISCAL YEAR COMPARISON</b>			
2	<b>LICENSING</b>													
3		Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY10
4	<b>Depository Totals</b>	64	64	64	64	0.0%	65	64	65	65	72	67	65	65
5	Bank Charters & Trust Institutions	53	53	53	53	0.0%	54	53	54		61	56	54	54
6	Credit Union Charters	11	11	11	11	0.0%	11	11	11		11	11	11	11
7	<b>Non-Depository Totals</b>	9,742	9,860	8,133	8,363	2.8%	9,278	8,133	9,860		19,735	18,168	11,278	9,373
8	Check Cashier Licenses	507	510	460	444	-3.5%	496	444	514		469	531	493	517
9	Collection Agency Licenses	1411	1438	1431	1468	2.6%	1,447	1,411	1,473		1,346	1,452	1,457	1,442
10	Consumer Lender Licenses	123	118	118	117	-0.8%	121	117	125		283	232	171	129
11	Debt Management Licenses	33	34	32	32	0.0%	33	32	34		43	36	35	33
12	Installment Lender Licenses	121	117	118	120	1.7%	117	104	125		293	249	122	112
13	Money Transmitter Licenses	72	73	74	74	0.0%	73	70	74		87	76	75	70
14	Mortgage Lender Licenses	1446	1423	1275	1308	2.6%	1,417	1,275	1,479		6,178	3,744	2,437	1,478
15	Mortgage Originator Licenses	5405	5529	4043	4205	4.0%	4,970	4,043	5,529		10,259	11,171	5,900	5,007
16	Affiliated Ins. Producer-Mortgage Loan Originator	40	41	23	31	34.8%	36	23	41					35
17	Credit Services Businesses	8	9	9	9	0.0%	7	5	9					5
18	Sales Finance Company Licenses	576	568	550	555	0.9%	562	545	577		777	677	588	545
19	<b>Renewal Issuance Totals</b>	1469	2269	964	324	-66.4%	696	105	2,269	5565	1,522	2,363	4,932	4,796
20	Check Cashier Licenses	3	5	62	67	8.1%	21	3	67	164	248	66	329	76
21	Collection Agency Licenses	78	67	35	69	97.1%	51	20	78	404	232	475	638	527
22	Consumer Loan Licenses	1	2	1	1	0.0%	1	0	2	8	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	2	2	3	1	-66.7%	5	1	16	42	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	36	469	485	87	-82.1%	147	19	485	1,174	834	1,225	920	1,051
27	Mortgage Originator Licenses	1331	1711	369	90	-75.6%	461	36	1,711	3,688	0	0	2,632	2,652
28	Affiliated Ins. Producer-Mortgage Loan Originator	14	5	3	2	-33.3%	3	0	14	24				
29	Credit Services Businesses	0	0	0	0	0.0%	0	0	0	0				
30	Sales Finance Company Licenses	4	8	6	7	16.7%	7	0	14	59	167	291	229	254
31	<b>New License Issuance Totals</b>	197	255	185	340	83.8%	262	156	340	2,094	12228	3247	1964	3,381
32	Check Cashier Licenses	2	5	1	1	0.0%	2	1	5	19	165	93	61	57
33	Collection Agency Licenses	33	11	21	26	23.8%	25	11	35	202	215	262	230	216
34	Consumer Loan Licenses	1	0	0	1	100.0%	1	0	2	5	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	0	3	0	1	100.0%	4	0	18	33	65	25	38	12
37	Money Transmitter Licenses	2	0	1	0	-100.0%	1	0	2	7	5	6	3	10
38	Mortgage Lender Licenses	26	9	17	46	170.6%	28	9	46	223	1,371	707	357	406
39	Mortgage Originator Licenses	125	215	137	247	80.3%	186	94	267	1,491	10,259	2,018	1,185	2,570
40	Affiliated Ins. Producer-Mortgage Loan Originator	0	2	2	1	-50.0%	1	0	2	9				9
41	Credit Services Businesses	0	1	0	0	0.0%	1	0	3	4				5
42	Sales Finance Company Licenses	8	9	6	17	183.3%	13	6	27	101	126	105	76	79
43	<b>DECISION MEASURES</b>	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	YTD AVG	FY07 AVG	FY08 YTD AVG	FY 09 YTD AVG	FY 10 YTD AVG
44	<b>Average Days to Approval on New</b>													
45	Check Cashier Licenses	64	55	68	53	-22.1%	44	15	68	44		7	72	68
46	Collection Agency Licenses	60	83	76	94	23.7%	74	51	94	74	46	62	65	75
47	Consumer Loan Licenses	51			24	0.0%	44	24	71	44	57	55	55	111
48	Debt Management Licenses					0.0%	0	0	0	0		0	31	421
49	Installment Lender Licenses		36		99	0.0%	51	19	99	51	67	56	28	68
50	Money Transmitter Licenses	212		107		-100.0%	181	56	315	181		1	20	269
51	Mortgage Lender Licenses	87	78	51	42	-17.6%	69	42	87	69	64	65	65	63
52	Mortgage Originator Licenses	117	94	70	56	-20.0%	95	56	117	95	75	65	65	89
53	Affiliated Ins. Producer-Mortgage Loan Originator		62	64	44	-31.3%	79	43	161	79				79
54	Credit Services Businesses		217			0.0%	0	217	244	231				246
55	Sales Finance Company Licenses	22	55	30	23	-23.3%	31	21	55	31	46	52	31	40



**StateStat**  
**Department of Labor, Licensing and Regulation**  
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	A	B	C	D	E	F	G	H	I	J	K	L	M	N
56	Licensing change decision on completed application - processing (totals)	25	52	42	196	366.7%	68	25	196	540		2,391	2,204	1,081
57	Change of control <60days	2	0	0	0	0.0%	1	0	3	6		5	6	9
58	Total # of change of controls approved	2	0	0	0	0.0%	1	0	3	6				13
59	Licensee - Address changes <60days	18	36	39	16	-59.0%	21	10	39	171		958	545	278
60	Licensee - Total # of Address changes approved	23	40	42	16	-61.9%	26	12	42	207				391
61	Mortgage Originator - Employer changes <60days	0	8	0	68	100.0%	10	0	68	80		1,428	1,653	493
62	Mortgage Originator - Total # of Employer changes approved	0	12	0	180	100.0%	41	0	180	327				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	<b>EXAM RATIOS</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY07</b>	<b>FY 08</b>	<b>FY09</b>	<b>FY2010</b>
68	<b>Depository Totals</b>													
69	Number of Bank Exams (State Lead) Scheduled to	3	1	1	3	200.0%	2	1	3	17				17
70	Number of Bank Exams (State Lead) Commenced	3	1	1	3	200.0%	2	1	3	17				17
71	Number of Bank Exams (Federal Lead) Scheduled to	2	1	4	1	-75.0%	2	0	4	13				7
72	Number of Bank Exams (Federal Lead) Commenced	2	1	4	1	-75.0%	2	0	4	13				7
73	Number of Credit Union Exams Scheduled to Commence	1	0	1	1	0.0%	1	0	1	6				5
74	Number of Credit Union Exams Commenced	1	0	1	1	0.0%	1	0	1	6				5
75	<b>Non-Depository Totals</b>													
76	Check Cashier exams completed	6	10	11	10	-9.1%	10	6	13	83	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	1	0	0	0	0.0%	0	0	1	2	4	8	9	12
80	Installment Lender exams completed	0	0	0	0	0.0%	0	0	0	0	0	0	0	0
81	Money Transmitter exams completed	2	3	3	2	-33.3%	2	2	3	18	12	11	12	13
82	Mortgage Lender exams completed	75	18	50	17	-66.0%	41	17	75	324	982	1,485	1,276	776
83	Mortgage Lender exams Outstanding	39	22	14	20	42.9%	50	14	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	<b>Exam turn-in efficiency</b>													
86	<b>Non-Depository</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY07</b>	<b>FY08</b>	<b>FY09</b>	<b>FY2010</b>
87	Total completed exams (mort & other non-depos.)	84	31	64	29	-54.7%	53	29	84	426		1586	1,366	952
88	Avg Days to Completion (mort exams only)	16	16	25	13	-48.0%	23	3	87	22.6			4.4	3.9
89	<b>INVESTIGATION/ENFORCEMENT</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY07</b>	<b>FY08</b>	<b>FY09</b>	<b>FY2010</b>
90	Investigations initiated - total	33	21	14	16	14.3%	24	14	33	188	144	204	248	373
91	Investigations initiated - Mortgage	25	17	12	12	0.0%	18	12	25	143			181	292
92	Investigations initiated - Non-Mortgage	8	4	2	4	100.0%	6	2	10	45			64	78
93	Investigations completed (total)	27	12	27	23	-14.8%	22	12	33	172		154	212	321
94	Investigations completed - Mortgage	23	8	16	14	-12.5%	16	8	31	131				42
95	Investigations completed - Non-mortgage	4	4	11	9	-18.2%	5	1	11	41				10
96	Investigation in Process	342	351	338	331	-2.1%	332	307	351	331	89	151	263	315
97	Investigations in Process - mortgage	208	217	213	211	-0.9%	205	183	217	211				199
98	Investigations in Process - Non-mortgage	134	134	125	120	-4.0%	127	120	134	120				116
99	Referrals for Charges	14	6	14	15	7.1%	13	6	17	102			65	137
100	Cease and Desist Order ("C&D")	14	5	6	9	50.0%	7	4	14	58		2	12	23
101	Charge Letters	2	1	0	2	100.0%	1	0	4	11		5	3	49
102	Final Order	4	6	4	2	-50.0%	3	0	6	23		93	61	45
103	Revocations	3	1	0	0	0.0%	2	0	5	15			2	14



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	A	B	C	D	E	F	G	H	I	J	K	L	M	N
104	<b>FINES, RECOVERIES &amp; COLLECTION (CCU)</b>	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
105	<b>FINES TOTAL</b>	\$54,180	\$85,200	\$5,850	\$8,400	43.6%	54,814	5,850	230,525	438,515	\$415,651	392,238	1,121,539	1,622,895
106	Licensing	\$43,680	\$3,200	\$1,600	\$5,200	225.0%	21,473	1,600	107,000	171,780	\$ 98,565	168,086	106,994	248,810
107	Compliance / Examination	\$5,000	\$0	\$2,250	\$3,200	42.2%	6,998	0	23,525	55,985	\$ 317,086	186,152	918,945	157,475
108	Complaints													
109	Enforcement	\$5,500	\$82,000	\$2,000	\$0	-100.0%	26,344	0	100,000	210,750	\$0	38,000	95,600	1,216,610
110	<b>RECOVERIES TOTAL</b>	\$17,172	\$81,963	\$42,164	\$14,019	-66.8%	61,276	14,019	156,699	490,211	\$ 1,997,632	1,318,938	2,906,240	2,463,899
111	Licensing													
112	Compliance - Total	\$4,379	\$18,328	\$21,648	\$8,111	-62.5%	21,045	1,393	46,540	168,359			\$1,641,433	1,319,311
113	Compliance - Mortgage	\$4,379	\$18,328	\$21,648	\$8,111	-62.5%	18,948	1,393	45,965	151,581	\$1,377,140	\$934,771	1,525,620	1,078,289
114	Compliance - Non-mortgage	\$0	\$0	\$0	\$0	0.0%	2,097	0	16,778	16,778			115,813	241,022
115	Complaints - Total	\$10,993	\$12,185	\$16,473	\$5,313	-67.7%	28,926	2,595	108,659	231,411	\$620,492	\$384,167	779,544	992,398
116	Complaints - Mortgage	\$1,870	\$12,090	\$15,300	\$5,033	-67.1%	21,355	634	74,047	170,840	\$402,390	\$174,140	651,325	844,879
117	Complaints - Non-Mortgage	\$9,123	\$95	\$1,173	\$280	-76.1%	7,571	95	34,612	60,571	\$218,102	\$210,027	128,220	147,519
118	Enforcement	\$1,800	\$51,450	\$4,043	\$595	-85.3%	11,305	595	51,450	90,441			485,263	152,190
119	<b>CENTRAL COLLECTION UNIT (CCU)</b>					% Change								
120	Submitted (mortgage unit)	\$0	\$0	\$0	\$0	0.0%	63,816	0	509,594	510,531			135,861	837,960
121	Collected (mortgage unit)	\$622	\$585	\$402	\$44	-89.2%	956	44	3,144	7,645			2,689	14,090
122	<b>COMPLAINTS</b>	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
123	<b>All Complaints</b>													
124	Received in Month	164	147	171	130	-24.0%	182	130	282	1,458	2,597	2,598	2,676	2,603
125	Closed in Month	229	161	172	124	-27.9%	191	124	251	1,524	2,414	2,454	2,642	2,783
126	Open at End of Month	381	367	366	372	1.6%	370	306	446	372	648	578	612	438
127	Average time to close (days)	60	52	113	63	-44.2%	64	37	113	64	44	57	65	83
128														
129	<b>Mortgage Complaints</b>					% Change								
130	Received in Month	39	36	41	35	-14.6%	47	35	65	376	419	601	639	594
131	Closed in Month	53	47	41	28	-31.7%	48	28	67	382	369	420	572	696
132	Open at End of Month	115	104	104	111	6.7%	111	99	129	111	152	333	219	117
133	Average time to close (days)	90	78	133	79	-40.6%	78	42	133	78	59	77	93	130
134														
135	<b>Collection Agency Complaints</b>	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY07	FY08	FY09	FY2010
136	Received in Month	41	27	33	30	-9.1%	41	27	67	328				563
137	Closed in Month	60	29	38	30	-21.1%	43	29	61	344				619
138	Open at End of Month	111	109	104	104	0.0%	106	82	130	104				120
139	Average time to close (days)	54	51	165	80	-51.5%	81	46	165	81				117
140														
141	<b>Credit Bureau &amp; Reassessment Complaints</b>					% Change								
142	Received in Month	29	29	33	17	-48.5%	33	17	54	266				487
143	Closed in Month	45	26	38	20	-47.4%	37	20	60	298				481
144	Open at End of Month	88	91	86	83	-3.5%	88	81	104	83				115
145	Average time to close (days)	73	50	137	99	-27.7%	76	50	137	76				86



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	A	B	C	D	E	F	G	H	I	J	K	L	M	N
146														
147	<b>Financial Services Complaints (check cashers, consumer</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY07</b>	<b>FY08</b>	<b>FY09</b>	<b>FY2010</b>
148	Received in Month	9	15	6	7	16.7%	14	6	31	111				196
149	Closed in Month	20	14	14	6	-57.1%	17	6	23	133				214
150	Open at End of Month	32	33	25	26	4.0%	32	25	43	26				48
151	Average time to close (days)	71	58	123	94	-23.6%	79	46	123	79				104
152														
153	<b>Other (Non-Jurisdiction and insufficient information complaints)</b>					<b>% Change</b>								
154	Received in Month	46	40	58	41	-29.3%	47	33	65	377				762
155	Closed in Month	51	45	41	40	-2.4%	46	32	65	367				772
156	Open at End of Month	35	30	47	48	2.1%	32	12	48	48				38
157	Average time to close (days)	18	26	19	15	-21.1%	17	13	26	17				22
158	<b>OUTREACH</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY07</b>	<b>FY08</b>	<b>FY09</b>	<b>FY2010</b>
159	Depository institution events	12	26	22	37	68.2%	25	18	37	173	1	43	174	295
160	Community outreach events	18	19	24	16	-33.3%	26	8	75	183		27	143	155
161	Notice of Intent ("Received")	2874	12182	26356	7549	-71.4%	8,875	2,362	26,356	71,000		10,292	121,887	155,217
162	Notice of Intent (Letters Mailed)	2769	13168	20881	22522	7.9%	10,137	2,769	22,522	81,095		8,783	118,390	162,655
163	<b>STAFF INFORMATION</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY07</b>	<b>FY08</b>	<b>FY09</b>	<b>FY2010</b>
164	Budgeted Examiner and Investigator positions	58	57	57	57	0.0%	58	57	58	57		62.6	61.0	58
165	Examiners and Investigators on staff	48	47	47	47	0.0%	49	47	52	47		57.0	54.0	52
166	Examiner and Investigator position vacancies	10	10	10	10	0.0%	9	6	10	10		5.6	7.0	6
167	Examiners and Investigators attended training	5	15	10	1	-90.0%	7	1	15	56		20	56	111
168	Hours of training	368	193	106	80	-24.5%	231	80	454	1,845		1,098	2,576	2,834
169	Mortgage Originator Fund Balance (numbers reflect millions)	0.70	1.4	1.59	1.46	-8.2%	0.76	-0.11	1.59	1.46			1.6	0.61
187	<b>October</b>													

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

Volume 4 Number 8  
Reporting Period: February, 2011

LABOR AND INDUSTRY	MONTHLY REPORTING PERIODS					% Change	FISCAL YEAR TO DATE				FISCAL YEAR COMPARISON			
	Nov-10	Dec-10	Jan-11	Feb-11	Avg		Min	Max	Total	FY08	FY09	FY10		
<b>Employment Standards</b>														
Intake /Wage payment claims/investigations	123	64	162	113	-30.2%	116	64	163	930	1,555	1691	1458		
Open cases under investigation (work load)	334	242	293	287	-2.0%	387	242	541		253	511	538		
Total cases closed	184	156	111	119	7.2%	148	111	184	1,180	1,665	1436	1432		
Total wages recovered	\$78,705	\$46,996	\$82,988	\$61,137	-26.3%	\$71,468	\$46,996	\$134,031	\$571,745	\$813,199	\$526,804	\$745,739		
Total cases closed <90 days	90	85	71	91	28.2%	72	55	91	578	1,220	885	731		
Employee wages recovered <90 days	\$44,205	\$25,595	\$75,544	\$48,635	-35.6%	\$35,893	\$11,062	\$75,544	\$287,145	\$691,018	\$286,929	\$358,985		
Case determined to have employment law violations	121	105	69	53	-23.2%	92	53	121	735		941	919		
Cases referred for legal action	64	56	32	6	-81.3%	45	6	64	360		491	437		
Total hours of inquiry calls	173	174	195	153	-21.3%	209	153	343	1,669	2,401	2,661	2,384		
Employment law inquiries (Call Center)	3,618	3,373	3,425	3,239	-5.4%	3,697	3,239	4,156	29,572	39,715	50,412	42,457		
% Customer inquires satisfied by ESS (handled internally)	96%	97%	96%	95%	-0.7%	96%	93%	97%				96%		
# of claims for which wages were recovered	59	39	39	47	20.5%	50	37	74	400			539		
landscaping)	39	45	0	0	0.0%	43	0	78	342			382		
Investigators	4.68	3.88	4.20	4.50	7.1%	3.91	3.21	4.68		4.00	3.03	4.54		
<b>Prevailing wage</b>														
New Prevailing Wage projects	6	9	8	18	125.0%	8	3	18	60	105	123	89		
Closed Prevailing Wage projects	3	2	3	8	166.7%	3	0	8	24	119	100	105		
Total Prevailing Wage projects	151	158	163	173	6.1%	153	141	173		106	127	137		
Value of current Prevailing Wage projects	\$2,593,830,690	\$2,776,891,486	\$2,762,086,500	\$3,207,886,204	16.1%	\$2,661,971,973	\$2,480,278,354	\$3,207,886,204		\$1,432,358,947	\$1,901,626,645	\$2,661,070,869		
Prevailing Wage investigations	26	19	18	35	94.4%	24	0	49	195	706	358	375		
Employees interviewed	219	291	239	620	159.4%	320	0	631	2,558	11,311	4,001	3,677		
Amount of Prevailing Wage restitution recovered	\$8,874	\$27,006	\$25,909	\$96,484	272.4%	\$41,565	\$4,791	\$96,484	\$332,521	\$477,392	\$308,945	\$359,510		
Number of employees restitution collected for	22	22	19	120	531.6%	52	6	120	414	464	392	354		
Wage determinations issued	11	16	11	55	400.0%	23	11	55	184	249	293	264		
Value of Wage determinations issued	\$183,925,954	\$120,527,909	\$27,075,797	\$498,844,535	1742.4%	\$216,053,070	\$27,075,797	\$498,844,535	\$1,728,424,558	\$2,165,916,747	\$1,862,627,775	\$2,033,724,183		
Liquidated damages collected	\$140	\$39,140	\$13,648	\$7,063	-48.2%	\$15,083	\$140	\$39,140	\$120,662	\$59,047	\$423,169	\$239,373		
Certified payroll records received	3,184	4,258	3,989	4,086	2.4%	3,614	3,021	4,258	28,911	46,521	45,352	41,119		
Investigators	2.85	3.95	3.00	3.55	18.3%	2.96	2.40	3.95		4.00	4.60	1.80		
<b>Living wage</b>														
New Living Wage service contracts	6	4	4	2	-50.0%	10	2	28	83	216	267	226		
Value of new Living Wage service contracts	\$48,077,883	\$31,845,729	\$11,320,124	\$363,605	-96.8%	\$42,942,407	\$363,605	\$209,288,279	\$343,539,253	\$933,096,222	\$5,903,872,107	\$530,185,158		
Closed Contracts	6	6	8	3	-62.5%	5	2	10	39			23		
Exempted Contracts	2	1	4	5	25.0%	8	1	33	62			37		
Total Active Contracts (overseen/monitored by LW)	635	633	629	628	-0.2%	626	598	637				620		
Value of all Active LW Contracts	\$6,984,320,974	\$7,023,464,315	\$7,018,833,975	\$7,018,659,073	0.0%	\$6,920,302,410	\$6,713,244,364	\$7,023,464,315				\$6,712,368,250		
Contracts Under Review (open and not exempt)	398	391	381	377	-1.0%	402	377	433				370		
Compliance Reviews Completed	15	11	19	15	-21.1%	22	8	44	172			147		
Employees interviewed	14	3	12	63	425.0%	16	0	63	125	21	67	110		
Amount of Living Wage restitution recovered	\$0	\$0	\$2,936	\$0	-100.0%	\$6,381	\$0	\$39,488	\$51,051	\$324	\$3,537	\$1,884		
Number of employees receiving restitution	0	0	10	0	-100.0%	24	0	172	190	2	17	8		
Living Wage payroll records entered	17	63	53	8	-84.9%	58	3	260	462		334	389		
Investigators	0.75	0.7	0.95	1.85	94.7%	0.97	0.50	1.85		0.00	1.00	1.25		

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Safety Inspections - Railroad	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Track inspections	18	32	37	32	-13.5%	30	18	37	237			
Main line & Yard (miles)	73	80	20	75	275.0%	75	20	109	603			
Short line & Yard (miles)	4	5	3	21	600.0%	27	3	61	215			
Private/Excursion/AR (miles)	13	1.3	12.45	6	-49.4%	7	1	16	57			
Total miles	90	118.3	35.45	102	188.6%	113	35	157	907			
Activities	94	101	47	231	391.5%	106	47	231	844			
Defects	243	134	55	281	410.9%	165	55	281	1,317			
Violations	0	0	0	0	0.0%	0	0	0	0			
OP inspections	8	3	6	7	16.7%	8	3	12	64	151	180	147
Activities	70	24	40	55	37.5%	53	24	79	420			
Defects	18	1	0	3	100%	7	0	18	54			
Violations	0	0	0	0	0.0%	0	0	2	2			
MP&E inspections	0	0	0	4	100%	1	0	4	4			
Locomotives	4	0	0	6	100%	1	0	6	11	424	126	9
Rail cars	0	0	0	4	100%	1	0	4	4	5,536	769	0
Activities	0	0	0	61	100%	8	0	61	61			
Defects	0	0	0	17	100%	2	0	17	17			
Violations	0	0	0	0	0.0%	0	0	0	0			
Total Inspections	26	35	43	43	0.0%	38	26	45	305			
Total Defects identified	261	135	55	287	421.8%	170	55	287	1,363	2,302	1,780	1,199
Total Violations identified	0	0	0	0	0.0%	0	0	2	2	42	38	7
Complaints	1	0	0	0	0.0%	0	0	1	1	37	10	2
Accidents	1	2	2	5	150.0%	3	1	7	23	35	24	20
Fatalities	1	1	1	0	-100.0%	1	0	5	11	2	3	6
Injuries	0	0	0	2	100%	1	0	2	4	12	4	6
Property damage	0	1	1	3	200.0%	1	0	3	8	29	17	9
Inspector positions authorized	4	4	4	4	0.0%	4	4	4	32	4	4	4
Inspectors	2	2	2	2	0.0%	2	2	2	16	3	2	2
Safety Inspections - Amusement rides	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Total inspections	45	27	36	46	27.8%	312	27	682	2,187	5,224	5,078	4,256
Certificate inspections	45	26	25	30	20.0%	301	25	664	2,107	4,341	4,154	3,661
Other inspections	0	1	11	16	45.5%	11	0	33	80	883	923	595
Accidents	0	0	0	0	100%	0	0	1	1	7	2	2
Incidents/Complaints	0	0	0	0	100%	1	0	4	9	6	9	13
Fatalities	0	0	0	0	100%	0	0	0	0	0	0	0
Positions authorized	7	8	8	8	0.0%	7	7	8		7	7	7
Vacant positions	0	1	1	1	0.0%	0	0	1		1	1	1
AR inspectors (Inspecting)	1.02	0.48	1.48	1.46	-1.0%	2.03	0.48	3.45				
Elevator inspectors (Inspecting AR's)	0.24	0.08	0.04	0.00	-100.0%	0.47	0.00	1.06				
AR inspectors (Not-Inspecting)	5.87	6.07	5.95	6.03	1.5%	5.02	3.55	6.07				
Avg inspections per inspector	35.7	48.0	23.7	31.41	32.7%	86.1	23.7	173.5				
Avg inspections per inspector per day	2.1	2.8	1.2	2.4	104.4%	4.4	1.2	8.3				

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Safety Inspection - Elevators	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Total Elevators Registered	21,799	21,813	21,814	21,840	0.1%	21,799	21,765	21,840		20,712	21,445	21,727
Elevators registered (Private Sector)	17,543	17,559	17,558	17,611	0.3%	17,557	17,534	17,611				17,519
Elevators registered (State)	4,256	4,254	4,256	4,229	-0.6%	4,242	4,229	4,256				4,208
Total Elevators past due	2,915	2,596	2,488	2,091	-16.0%	2,512	2,091	2,915				3,452
Total elevators past due (Private Sector)	2,660	2,348	2,209	1,901	-13.9%	2,274	1,808	2,660				1,798
>61 days past due (Private Sector)	2,032	1,894	1,860	1,741	-6.4%	1,735	1,310	2,032				1,357
Total elevators past due (State)	259	248	279	190	-31.9%	240	171	306				479
>31 days to 1 year past due (State)	234	225	269	181	-32.7%	215	154	269				444
1 to 2 years past due (State)	25	23	10	9	-10.0%	23	9	50		69	652	33
> 2 years past due (State)	0	0	0	0	0.0%	1	0	8		6	1	2
Number of authorized 3rd party Inspectors	97	104	87	76	-12.6%	90	76	104				81
Total inspections	2,422	2,414	2,652	2,299	-13.3%	2,574	2,299	2,860	20,590	15,790	15,901	23,794
Total inspections (Private Sector)	1,781	1,738	1,643	1,323	-19.5%	1,797	1,323	2,077	14,374			8,245
Total inspections (State)	641	676	1,009	976	-3.3%	777	637	1,009	6,215			8,210
Accidents/Incidents	0	1	0	0	0.0%	0	0	1	2	14	2	4
Complaints	2	3	8	3	-62.5%	6	2	14	46	31	33	50
Positions authorized	25	24	24	24	0.0%	25	24	25		26	26	25
Vacant positions	6	5	5	5	0.0%	6	5	6		5	6	8
Elevator inspectors (Inspecting)	13.20	11.65	13.65	13.65	0.0%	13.09	11.65	14.56				
AR inspectors (Inspecting elevators)	0.10	0.44	0.57	0.50	-12.7%	0.21	0.00	0.57				
Elevator inspectors (Not-Inspecting)	5.56	7.27	5.31	5.35	0.8%	5.44	3.51	7.27				
Avg. performance rating	1.22	1.21	1.17	1.30	11.1%	1.18	1.06	1.30				
Citations	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Citations Issued	47	0	100	101	1.0%	81	0	150	650			315
Total Citations Issued - running total	764	764	864	964	11.6%	712	465	964				
Inspections Performed as a result of citation - running total	562	562	619	701	13.2%	520	339	701				
Citation Effectiveness	73.56%	73.56%	71.64%	72.72%	1.5%	1	1	1	6			
Settlements Pending - running total	202	202	244	263	7.8%	191	126	263	1,531			
% of units pending settlement	26.44%	26.44%	28.24%	27.28%	-3.4%	0	0	0	2			
Boilers and pressure vessels	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Total BPV registered	53,532	53,500	53,649	53,539	-0.2%	53,491	53,302	53,649		55,890	54,763	53,562
Total BPV past due	6,931	6,824	6,405	5,974	-6.7%	7,189	5,974	8,917		14,606	9,570	8,286
Uninsured past due	3,562	3,476	3,390	3,432	1.2%	3,556	3,390	3,924		7,145	6,337	3,825
Past due up to 1 year	4,169	4,008	3,504	3,125	-10.8%	4,386	3,125	5,942				
1 to 2 years past due	1,527	1,564	1,679	1,775	5.7%	1,576	1,483	1,775		2,642	1,957	1,558
> 2 years past due	1,235	1,252	1,222	1,074	-12.1%	1,156	625	1,398		4,778	2,891	1,409
Total inspections	2,959	2,458	2,433	2,541	4.4%	2,781	2,433	3,409	22,247	27,135	29,618	24,425
AIA inspections total	2,405	2,095	2,017	2,207	9.4%	2,208	1,782	2,553	17,660	19,966	21,194	16,150
State inspections total	554	363	416	334	-19.7%	573	334	856	4,587	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	11	11	11	0.0%	12	11	13		13	13	13
Vacant positions	3	1	1	1	0.0%	2	1	3			5	3
BPV inspectors (Inspecting)	6.29	5.64	5.40	5.16	-4.4%	5.70	4.96	6.37				
BPV inspectors (Not-Inspecting)	3.71	4.36	4.60	4.84	5.2%	4.30	3.63	5.04				
Fiscal year benchmark	165	165	165	165	0.0%	165	165	165				
Avg inspections per Inspector	88.24	64.89	77.04	64.73	-16.0%	99.8	64.7	136.3				
Inspection Import Records Submitted in Time Frame	1049	1102	724	945	30.5%	955.0	724	1,102				
Inspection Import Records Rejected in Time Frame	222	194	97	52	-46.4%	126.2	52	222				
Inspection Import Records Pending Admin Review	359	925	323	29	-91.0%	376.6	29	925				
Frame	936	805	519	1218	134.7%	869.5	519	1,218				

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Citations	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Citations Issued	0	0	0	0	0.0%	0.0	0	0				
Total Citations Issued - running total	0	0	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	0	0				
Units removed as a result of citation - running total	0	0	0	0	0.0%	0.0	0	0				
total	0	0	0	0	0.0%	0.0	0	0				
Citation Effectiveness	0	0	0	0	0.0%	0.0	0	0				
Settlements Pending - running total	0	0	0	0	0.0%	0.0	0	0				
% of units pending settlement	0	0	0	0	0.0%	0.0	0	0				
Objects By Company	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
ACE American Insurance												
Inspections conducted	178	17	111	9	-91.9%	60	5	178	483			
Registered units	976	971	939	938	-0.1%	966	938	979				973
Past due units	0	0	0	0	0.0%	0	0	1		54	0	1
ARISE Incorporated												
Inspections conducted	115	157	20	78	290.0%	222	20	616	1,774			
Registered units	4,851	4,852	4,807	4,833	0.5%	4,838	4,754	4,905				4,907
Past due units	71	61	84	15	-82.1%	112	15	363		482	173	244
Chubb												
Inspections conducted	186	164	159	143	-10.1%	175	61	270	1,401			
Registered units	2,961	2,982	2,812	2,883	2.5%	2,913	2,812	2,982				2,916
Past due units	8	1	3	22	633.3%	60	1	260		303	220	145
Cincinnati Insurance												
Inspections conducted	8	0	4	1	-75.0%	9	0	26	75			
Registered units	207	208	216	224	3.7%	203	171	224				173
Past due units	32	32	30	31	3.3%	39	30	54		46	24	51
CNA Insurance Company												
Inspections conducted	17	62	32	32	0.0%	60	17	99	480			
Registered units	1,167	1,216	1,182	1,204	1.9%	1,252	1,167	1,351				1,351
Past due units	16	5	2	5	150.0%	90	2	210		267	94	158
FM Global												
Inspections conducted	344	421	326	439	34.7%	399	326	525	3,191			
Registered units	7,450	7,473	7,360	7,373	0.2%	7,306	7,020	7,473				7,036
Past due units	30	35	24	34	41.7%	23	11	35		34	26	9
Hartford Steam Boiler												
Inspections conducted	589	172	555	707	27.4%	491	172	707	3,930			
Registered units	12,094	12,099	12,431	12,199	-1.9%	12,023	11,110	12,431				11,528
Past due units	2,294	2,422	2,177	1,956	-10.2%	2,285	1,956	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	159	159	198	123	-37.9%	180	123	200				199
Past due units	83	83	3	3	0.0%	102	3	176		109	29	176
Liberty Mutual Insurance Co												
Inspections conducted	79	37	61	52	-14.8%	53	0	123	420			
Registered units	652	640	701	671	-4.3%	560	231	701				205
Past due units	24	9	9	4	-55.6%	29	4	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	3	3	3	3	0.0%	64	3	183				155
Past due units	0	0	0	0	0.0%	14	0	54		4	5	54
XL Insurance America (formerly Seneca)												
Inspections conducted	13	0	39	0	-100.0%	9	0	39	72			
Registered units	358	370	353	327	-7.4%	315	278	370				279
Past due units	188	183	173	70	-59.5%	172	70	198		67	79	153

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Travelers										
Inspections conducted	150	219	321	258	-19.6%	262	68	457	2,094	
Registered units	3,781	3,837	4,311	4,277	-0.8%	3,879	3,543	4,311		3,480
Past due units	577	500	481	374	-22.2%	674	374	1,370		1,166 658 1,111
Zurich American Insurance										
Inspections conducted	313	194	183	262	43.2%	253	183	313	2,027	
Registered units	6,561	6,685	6,690	6,723	0.5%	6,621	6,527	6,723		6,534
Past due units	5	9	16	11	-31.3%	24	5	87		258 386 78
Insparisk - non-insurer										
Inspections conducted	120	198	82	85	3.7%	98	4	198	489	
Registered units	0	0	1	0	-100.0%	0	0	1		
Past due units	0	0	0	0	0.0%	0	0	0		
OneCIS Insurance Co - non-insurer										
Inspections conducted	46	70	24	47	95.8%	39	0	70	231	
Registered units	121	109	164	190	15.9%	103	9	190		
Past due units	38	8	11	6	-45.5%	12	1	38		
ABS Group, Inc - non-insurer										
Inspections conducted		0	0	0	0.0%	0	0	0	0	
Registered units	13	13	0	0	-100.0%	9	0	13		
Past due units	0	0	0	0	0.0%	0	0	0		
American Boiler Insp Svcs, Inc - non-insurer										
Inspections conducted		132	37	75	102.7%	81	37	132	244	
Registered units		2	2	2	0.0%	2	2	2		
Past due units		0	0	0	0.0%	0	0	0		
Mutual Boiler - non-insurer										
Inspections conducted		0	0	0	0.0%	0	0	0	0	
Registered units		2	0	0	0.0%	1	0	2		
Past due units		0	0	0	0.0%	0	0	0		
RMF Engineering - non-insurer										
Inspections conducted			4	19	375.0%	12	4	19	23	
Registered units			0	0	0.0%	0	0	0		
Past due units			0	0	0.0%	0	0	0		

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MOSH	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Inspector positions authorized	56	56	56	57	1.8%	56	56	57	451	59	57	56
Inspectors (current)	50	50	50	51	2.0%	50	50	51	403	58	53	50
Voluntary compliance sites	1	0	0	1	100%	0	0	1	3	16	18	7
Investigations/Inspections	180	135	146	125	-14.4%	154	121	204	1,233	1,346	1,598	1,210
3 year average # of investigations/inspections	113	87	124	100	-19.4%	116	87	148				
Monthly goal: # of inspections	100	75	90	90	0.0%	93	75	110				
% of monthly goal completed	180%	180%	162%	1	-14.2%	2	1	2				
Violations	692	686	450	372	-17.3%	494	360	692	3,948	7,029	7,319	5,926
Training classes	3	5	5	12	140.0%	7	3	14	59	84	96	95
Training participants	54	100	91	265	191.2%	175	54	463	1,402	2,101	2,556	2,222
Other Persons Affected	267	56	1	563	56200.0%	388	1	821	3,105	19,041	5,563	3,136
% complaints initiated w/in 5 days (maintian at 95%)	100%	100%	100%	100%	0.0%	1	1	1				
Accidents investigated	2	2	2	2	0.0%	5	2	12	42	135	121	93
Fatalities investigated	0	2	0	0	0.0%	2	0	4	14	22	27	18
% fatalities investigated <1 day (maintain at =>95%)	0%	100%	0%	0%	0.0%	1	0	1		97.20%	100%	
Discrimination complaints completed	4	1	8	2	-75.0%	3	0	8	15	25	16	22
completed that month	2	0	1	1	0.0%	1	0	2	4			
(maintain at 90%)	50%	40%	23%	27%	15.6%	0	0	1				
# of discrimination cases open beyond 90 days	30	29	14	18	28.6%	23	14	30	117			
Consultation Safety	10	7	7	16	128.6%	13	7	21	105	155	160	121
Consultation Health	5	5	5	6	20.0%	7	4	12	54	103	107	79
Apprenticeship and training	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
Active programs registered	156	153	151	150	-0.7%	155	150	161			185	164
Inactive programs registered	314	317	319	320	0.3%	317	314	320			304	324
Total programs registered	470	470	470	470	0.0%	473	470	478		501	489	488
New Construction Programs Registered	0	0	1	0	-100.0%	0	0	1	2			
New Non-Construction Programs Registered	1	0	0	0	0.0%	0	0	1	1			
Programs Reactivated	0	0	0	0	0.0%	0	0	0	0			
Programs Cancelled	3	0	0	0	0.0%	3	0	11	20			
Program Review Visits	0	1	2	5	150.0%	4	0	8	30			
Program review benchmark	7	7	7	7	0.0%	7	7	7	84		9	9
Program reviews completed	8	2	13	15	15.4%	6	2	15	47	40	41	50
Participating employers	3,179	3,181	3,180	3,194	0.4%	3,176	3,157	3,194		3,118	3,135	3,165
Positive Program Reviews	7	1	1	5	400.0%	3	1	7	20			
Technical assistance/service contacts	87	49	92	55	-40.2%	90	49	129	720	151	674	1,044
Program development contacts	9	13	10	11	10.0%	11	5	18	91	125	162	109
Total apprentices registered	9,008	9,005	8,743	8,757	0.2%	8,969	8,743	9,113		9,661	9,487	9,209
Total # minority apprentices	3,319	3,302	3,206	3,205	0.0%	3,293	3,205	3,345		3,786	3,623	3,474
Total # women apprentices	409	410	357	353	-1.1%	400	353	421		495	446	430
New Apprentices Registered	120	106	86	98	14.0%	170	86	272	1,361			
Total apprentice graduates	40	36	201	22	-89.1%	94	22	201	753	1,050	1,045	1,143
Minority apprentice graduates	16	18	42	15	-64.3%	28	10	62	220	310	321	368
Women apprentice graduates	6	2	13	0	-100.0%	4	0	13	31	27	34	27
Total apprentices cancelled	124	73	147	62	-57.8%	133	62	290	1,060			
Field representatives	2	2	2	1	-50.0%	2	1	2		4	4	2
Navigator outreach related events	12	11	16	10	-37.5%	12	10	16	92			68
Navigator total number of contacts	279	146	124	162	30.6%	220	124	359	1,757			3,059



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	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
<b>LICENSE TOTALS</b>												
Architects	6,305	6,283	6,278	6,307	0.5%	6,283	6,254	6,307		5,899	6,102	6,241
Athletic	709	719	692	761	10.0%	734	692	805				760
Barbers	6,405	6,402	6,403	6,392	-0.2%	6,394	6,366	6,407		6,270	6,267	6,364
Bay Pilots	69	70	70	72	2.9%	71	68	72		60	65	72
Cemetery Oversight	1,350	1,365	1,389	1,293	-6.9%	1,353	1,293	1,389		1,082	1,340	1,328
Certified Interior Design	326	331	333	335	0.6%	324	312	335		314	315	310
Certified Public Accountants	19,963	19,873	19,957	20,021	0.3%	19,953	19,873	20,021		19,826	19,736	19,922
Cosmetologists	46,976	46,940	47,072	47,176	0.2%	47,049	46,940	47,176		47,774	47,977	47,145
Stationary Engineers	6,166	6,164	6,148	6,170	0.4%	6,171	6,148	6,186		6,386	6,399	6,160
Foresters	196	199	199	201	1.0%	195	178	201		185	192	200
Home Improvement	27,678	27,650	27,669	27,652	-0.1%	27,638	27,574	27,679		26,694	27,233	27,521
HVACR Contractors	18,089	18,080	18,107	18,286	1.0%	18,067	17,844	18,286		16,850	17,296	17,861
Landscape Architects	998	999	1,003	997	-0.6%	1,001	997	1,006		938	990	1,006
Land Surveyors	1,021	1,021	1,033	1,029	-0.4%	1,021	1,016	1,033		985	997	1,019
Master Electricians	5,124	5,126	5,118	5,128	0.2%	5,114	5,087	5,128		4,790	4,957	5,090
Plumbers	13,230	13,154	13,099	13,120	0.2%	13,242	13,099	13,381		13,749	13,723	13,430
Precious Metal Dealers & Pawnbrokers	582	589	593	594	0.2%	581	559	594		297	412	550
Professional Engineers	21,019	21,008	21,262	21,329	0.3%	21,056	20,866	21,329		18,686	19,492	20,744
Real Estate	43,162	43,029	42,746	42,542	-0.5%	43,321	42,542	44,150		54,201	48,920	44,404
Real Estate Appraisers and Home Inspectors	4,086	4,003	3,994	3,975	-0.5%	4,105	3,975	4,318		5,836	5,144	4,349
Sports Agents	28	28	28	28	0.0%	28	28	28				28
<b>NEW LICENSES</b>												
Architects	23	20	9	45	400.0%	30	9	45	236	311	385	365
Athletic	59	25	11	43	290.9%	34	2	72	269			201
Barbers	41	46	41	40	-2.4%	49	40	59	388	542	550	609
Bay Pilots	7	1	0	3	0.0%	2	0	7	15	7	12	33
Cemetery Oversight	44	34	33	15	-54.5%	31	15	45	248	319	512	320
Certified Interior Design	4	3	3	1	-66.7%	3	0	4	21	35	24	24
Certified Public Accountants	37	52	65	95	46.2%	57	29	95	452	854	589	629
Cosmetologists	243	269	293	256	-12.6%	287	243	358	2,294	4,470	3,855	3,429
Stationary Engineers	9	13	13	20	53.8%	16	9	27	128	1,177	214	201
Foresters	2	0	0	1	0.0%	1	0	2	5	6	9	8
Home Improvement	273	154	228	167	-26.8%	219	154	274	1,748	3,176	2,992	2,562
HVACR Contractors	219	206	230	283	23.0%	261	206	319	2,087	2,692	2,612	3,027
Landscape Architects	0	1	2	2	0.0%	3	0	10	22	64	57	54
Land Surveyors	3	1	17	1	-94.1%	4	0	17	31	62	30	65
Master Electricians	17	11	4	19	375.0%	19	4	32	153	386	307	289
Plumbers	103	89	87	125	43.7%	111	87	137	890	2,059	1,681	1,626
Precious Metal Dealers & Pawnbrokers	7	12	7	7	0.0%	10	6	22	83	80	123	199
Professional Engineers	57	55	267	94	-64.8%	110	55	267	883	1,387	1,241	1,688
Real Estate	295	426	327	288	-11.9%	337	288	426	2,694	9,337	6,629	4,356
Real Estate Appraisers and Home Inspectors	26	24	17	16	-5.9%	18	8	26	145	1,088	370	233
Sports Agents	0	0	0	0	0.0%	0	0	0	0			



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	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
<b>LICENSE RENEWALS - RATE</b>												
Architects	78%	79%	84%	67%	-20.2%	77%	67%	84%				
Barbers	66%	69%	64%	64%	0.0%	66%	64%	69%				
Bay Pilots	0%	0%	0%	0%	0.0%	4%	0%	33%				
Certified Interior Design	64%	40%	76%	82%	7.9%	65%	40%	100%				
Certified Public Accountants	86%	85%	83%	81%	-2.4%	84%	81%	88%				
Cosmetologists	71%	71%	71%	72%	1.4%	69%	65%	72%				
Stationary Engineers	78%	83%	81%	79%	-2.5%	80%	73%	88%				
Foresters	50%	100%	100%	75%	-25.0%	81%	33%	100%				
Home Improvement	63%	69%	63%	65%	3.2%	65%	62%	69%				
HVACR Contractors	44%	47%	45%	46%	2.2%	45%	41%	47%				
Landscape Architects	89%	88%	84%	74%	-11.9%	78%	51%	89%				
Land Surveyors	83%	88%	69%	83%	20.3%	83%	69%	90%				
Master Electricians	79%	79%	83%	76%	-8.4%	78%	75%	83%				
Plumbers	50%	50%	55%	53%	-3.6%	52%	48%	56%				
Precious Metal Dealers & Pawnbrokers	38%	7%	41%	30%	-26.8%	32%	7%	53%				
Professional Engineers	78%	83%	76%	79%	3.9%	79%	75%	83%				
Real Estate	63%	61%	64%	63%	-1.6%	63%	61%	64%				
Real Estate Appraisers and Home Inspectors	33%	33%	19%	28%	47.4%	32%	19%	38%				
Cemetery Oversight	10%	21%	21%	34%	61.9%	18%	5%	34%				
<b>LICENSE RENEWALS-RAW DATA</b>												
Architects	216	199	263	237	-9.9%	238	199	274	1,907	2,700	2,188	2,889
Barbers	197	207	276	265	-4.0%	251	197	276	2,004	2,513	2,335	2,564
Bay Pilots	0	0	0	0	0.0%	0	0	0	0	54	50	50
Certified Interior Design	8	8	18	19	5.6%	10	4	19	80	143	100	148
Certified Public Accountants	769	915	966	843	-12.7%	807	681	966	6,455	9,214	7,231	9,667
Cosmetologists	1,649	1,590	2,026	1,771	-12.6%	1,811	1,590	2,038	14,491	21,032	16,519	21,732
Stationary Engineers	170	211	226	195	-13.7%	214	170	235	1,709	2,313	2,008	3,357
Foresters	3	4	3	5	66.7%	17	2	66	138	24	147	36
Home Improvement	980	920	1,119	1,078	-3.7%	1,029	920	1,163	8,235	10,527	10,370	11,556
HVACR Contractors	478	442	573	536	-6.5%	542	442	696	4,336	6,916	4,931	7,426
Landscape Architects	40	32	34	44	29.4%	39	31	49	312	424	368	477
Land Surveyors	26	36	49	34	-30.6%	39	26	53	313	476	318	486
Master Electricians	175	211	235	229	-2.6%	218	175	235	1,743	2,609	2,131	2,488
Plumbers	383	365	453	437	-3.5%	436	365	488	3,489	5,337	4,376	5,598
Precious Metal Dealers & Pawnbrokers	4	4	12	8	-33.3%	8	2	12	63	120	93	187
Professional Engineers	680	764	839	650	-22.5%	674	565	839	5,389	7,248	5,821	7,872
Real Estate	1,943	2,119	2,395	2,190	-8.6%	2,137	1,925	2,395	17,098	30,468	24,147	27,764
Real Estate Appraisers and Home Inspectors	135	175	94	88	-6.4%	122	88	199	972	767	629	1,601
Cemetery Oversight	10	58	53	40	-24.5%	32	10	58	257	255	208	285
<b>HOME IMPROVEMENT</b>												
<b>New Complaints and Claims</b>												
Claims Received	15	17	20	18	-10.0%	20	15	32	160			325
Complaints Received	135	96	112	94	-16.1%	128	94	162	1,026	2,039	1,839	1,601
Licensed	72	53	68	62	-8.8%	76	53	97	611	1,183	1,046	963
Unlicensed	63	43	44	32	-27.3%	52	32	65	415	856	793	638



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	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
<b>Open Complaints/Claims</b>												
Intake/Pre Investigation	40	62	15	47	213.3%	43	15	62				
Mediation	16	17	18	17	-5.6%	20	16	28				
Pending Response to Order	37	33	36	42	16.7%	43	33	57	344			
Pending Show Cause Hearings	2	45	22	28	27.3%	19	2	45				
No. Show Cause Hearings Held	0	0	0	0	0.0%	0	0	2	2			2
Under Investigation	505	390	446	449	0.7%	460	390	527				
Total Through Investigatory Step	600	547	537	583	8.6%	586	537	655				
Post Investigation Claims Review	53	52	55	54	-1.8%	55	43	68				
Waiting To Be Sent to OAH	197	204	174	149	-14.4%	199	149	259				
Pending Hearing/Decision At OAH	108	105	121	144	19.0%	101	74	144				
Post OAH	122	154	178	125	-29.8%	145	119	178				
Total Post Investigation lines (102-105)	480	515	528	472	-10.6%	500	461	546				
Total Open Complaints (lines 101 + 106)	1080	1062	1,065	1,055	-0.9%	1,112	1,062	1,263				
Total Open Claims	654	658	630	631	0.2%	658	630	691				
Average Caseload	72	56	64	64	0.0%	68	56	81				
Number Investigators	7	7	7	7	0.0%	7	6	7				
<b>Closed Investigations</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Investigations completed	91	124	172	115	-33.1%	132	91	172	1,052	3,525	2,606	2,141
ADR	78	68	73	50	-31.5%	71	50	88	568			878
Disciplinary Actions	0	10	10	3	-70.0%	8	0	12	60			70
Investigation time to resolution in Days	107	77	89	94	5.6%	114	77	191				
<b>Criminal Court Activity</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Complaints Referred for Prosecution	23	32	26	28	7.7%	30	23	36	238			368
Prosecutions	53	57	67	76	13.4%	71	53	88	570			961
No. of contractors found guilty	11	20	21	16	-23.8%	17	11	25	139			246
No. of contractors ordered pay restitut.	16	22	26	19	-26.9%	21	16	26	166			294
<b>Monetary Amounts</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Monetary Settlement by Investigators	\$22,321	\$11,350	\$25,471	\$7,329	-71.2%	\$15,410	\$7,329	\$25,471	\$123,276			\$328,818
Court-Ordered Restitution	\$69,773	\$150,503	\$124,452	\$236,936	90.4%	\$138,212	\$48,077	\$236,936	\$1,105,697			\$2,348,794
Total Monetary Amount	\$92,094	\$161,853	\$149,923	\$244,265	62.9%	\$153,622	\$64,523	\$244,265	\$1,228,973			\$2,677,612
<b>Guaranty Fund</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Guaranty Fund Awards	\$137,175	\$130,313	\$170,366	\$112,813	-33.8%	\$149,531	\$108,578	\$220,117	\$1,196,250			#####
Guaranty Fund Reimbursements (CCU)	\$2,394	\$2,253	\$1,002	\$3,244	223.8%	\$4,254	\$0	\$23,394	\$34,034			\$105,016
Guaranty Fund Reimbursements (MHIC)	\$57,371	\$20,000	\$32,096	\$24,265	-24.4%	\$28,513	\$12,168	\$57,371	\$228,107			
Guarantee Fund Balance	\$483,713	\$599,443	\$541,128	\$529,910	-2.1%	\$515,752	\$466,426	\$599,443				



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	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
<b>Licensing Activity</b>												
Current Licenses Total	27,720	27,650	27,672	27,665	0.0%	27,647	27,568	27,720				
Contractor/Salesperson	15,969	15,889	15,895	15,860	-0.2%	15,927	15,860	15,969				
Sub-Contractor	639	637	635	643	1.3%	642	635	655				
Salesperson	2,238	2,252	2,240	2,275	1.6%	2,240	2,211	2,275				
Contractors/Salesperson (Corp/Part)	7,934	7,931	7,957	7,943	-0.2%	7,907	7,821	7,957				
New Applications Received	55	67	72	86	19.4%	78	55	119	627			1,035
<b>Examination Results</b>												
# of Exams Taken	161	211	188	209	11.2%	210	161	238	1,683			3,004
# of Exams Passed	101	133	111	130	17.1%	131	101	148	1,044			1,966
Pass Rate (%)	63	63	59	62	5.1%	62	59	65	496			
<b>REAL ESTATE</b>												
Complaints	31	37	46	34	-26.1%	38	31	47	305	901	587	532
Total Closed During Month	62	35	44	46	4.5%	51	35	72	411			598
Investigations Completed	14	6	8	13	62.5%	11	6	14	88	200	155	153
Investigation time to resolution in Days	131	149	153	161	5.2%	157	131	173				
ADR	1	2	1	1	0.0%	2	1	5	17	62	77	46
Disciplinary Actions	5	9	1	5	400.0%	5	1	9	39			
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	11	13	13	12	-7.7%	13	11	13				
Awaiting Administrative Review	0	0	0	0	0.0%	0	0	0				
Awaiting Assignment to Investigator	0	2	10	6	-40.0%	9	0	18				
Under Investigation	69	65	66	60	-9.1%	65	60	69				
Awaiting Panel Review	12	7	13	12	-7.7%	16	7	25				
Total Open (Under REC Control)	128	118	139	122	-12.2%	135	118	144				
Post Panel	160	176	161	173	7.5%	173	160	193				
Total Open Complaints	288	294	300	295	-1.7%	307	288	337				
Fines Collected	\$1,250	\$250	\$3,000	\$250	-91.7%	\$4,045	\$250	\$13,640	\$32,362			



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	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
<b>Precious Metals / Pawn</b>												
Complaints Rec'd	12	5	1	3	200.0%	5	1	12	40			100
Complaints Closed	1	5	4	6	50.0%	7	1	16	53			89
Settlement/Penalty Ltrs. Tendered	5	0	3	1	-66.7%	3	0	7	24			61
Settlement/Penalty Ltrs. Accepted	1	3	4	4	0.0%	6	0	14	44			41
Fines Collected	\$2,000	\$2,750	\$1,300	\$7,750	496.2%	\$4,891	\$500	\$12,350	\$39,125			\$43,375
Disciplinary Actions	1	3	3	3	0.0%	4	1	7	31			37
Precharge Review	1	6	7	6	-14.3%	6	1	12				
Hearing Process	9	9	7	7	0.0%	7	6	9				
Net Complaints Open	33	33	30	27	-10.0%	29	20	34				
<b>DISCIPLINARY ACTIONS</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
<b>DESIGN BOARDS</b>												
Complaints Rec'd	3	1	0	0	0.0%	2	0	3	13			
Complaints Closed	1	6	2	0	-100.0%	2	0	6	17			
Net Open Complaints	36	31	29	29	0.0%	35	29	39				
Investigations Completed	2	3	2	2	0.0%	2	1	4	16			
Avg Time to Complete Investigations	19	13	23	16	-30.4%	17	7	23				
Disciplinary Actions	0	1	0	0	0.0%	0	0	1	3			
Fines Collected	\$3,300	\$500	\$0	\$800	0.0%	1,704	\$0	\$6,700	\$13,632			
<b>BARBERS/COSMETOLOGISTS</b>												
Complaints Rec'd	19	23	18	19	5.6%	22	8	33	178			
Complaints Closed	130	8	8	3	-62.5%	34	3	130	272			
Net Open Complaints	358	373	383	399	4.2%	370	343	399				
Inspections Completed	34	25	17	3	-82.4%	21	3	34	149			
Avg Time to Complete Inspections												
Disciplinary Actions	5	13	10	8	-20.0%	11	5	22	88			
Fines Collected	\$1,250	\$2,730	\$2,700	\$2,970	10.0%	2,650	\$0	\$7,650	\$21,200			
<b>MECHANICAL BOARDS</b>												
Complaints Rec'd	14	10	6	9	50.0%	10	5	16	81			
Complaints Closed	5	6	12	12	0.0%	7	2	12	57			
Net Open Complaints	369	373	364	361	-0.8%		355	373				
Investigations Completed	4	4	4	4	0.0%	4	0	8	32			
Avg Time to Complete Investigations	70	16	54	173	220.4%	64	0	173				
Disciplinary Actions	0	0	0	0	0.0%	0	0	0	0			
Fines Collected	\$0	\$0	\$0	\$0	0.0%	0	\$0	\$0	\$0			
<b>PUBLIC ACCOUNTANCY</b>												
Complaints Rec'd	13	0	2	3	50.0%	6	0	17	51			
Complaints Closed	5	3	0	0	0.0%	5	0	18	41			
Net Open Complaints	39	36	33	36	9.1%	37	28	46				
Investigations Completed	4	2	1	0	-100.0%	2	0	4	18			
Avg Time to Complete Investigations	17	19	18	0	-100.0%	21	0	44				
Disciplinary Actions	0	0	0	0	0.0%	0	0	0	0			
Fines Collected	\$4,450	\$2,900	\$0	\$1,000	0.0%	\$1,955	\$0	\$5,500	\$15,640			
<b>APPRAISERS HOME INSPECTORS</b>												
Complaints Rec'd	6	6	4	3	-25.0%	6	3	10	50			
Complaints Closed	2	14	0	8	0.0%	6	0	14	50			
Net Open Complaints	78	70	74	69	-6.8%	74	69	79				
Investigations Completed	1	0	2	0	-100.0%	1	0	2	6			
Avg Time to Complete Investigations	16	0	70	0	-100.0%	22	0	70				
Disciplinary Actions	1	0	0	0	0.0%	1	0	3	6			
Fines Collected	\$2,500	\$0	\$0	\$0	0.0%	\$1,875	\$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		
	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
<b>INVESTIGATIONS (non MHIC or REC)</b>												
Complaints										659	664	765
Investigations Completed	11	10	9	7	-22.2%	10	7	12	77	65	44	109
Investigation time to resolution	36	14	47	106	125.5%	48	14	106				
ADR	1	0	0	0	0.0%	0	0	1	2	0	0	3
District court	1	0	0	0	0.0%	0	0	2	3	1	0	4
Investigators	1	1	1	1	0.0%	1	1	1	8	8	0	11
Avg. caseload	23	34	26	30	15.4%	26	20	34		13	0	
<b>CALL CENTERS</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Call volume	8,941	8,572	10,798	8,389	-22.3%	10,020	8,389	11,637	80,160	78,632	116,059	109,197
Avg length of call in min	1.57	1.52	2.02	2.07	2.5%	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	2.29	2.76	2.83	2.91	2.8%	2.60	2.24	2.91		2.83	2.88	
<b>(NEW)</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Architects	14	8	0	24	0.0%	12	0	24				
Certified Interior Design	6	3	7	0	-100.0%	5	0	11				
Certified Public Accountants	27	29	20	15	-25.0%	22	15	29				
Landscape Architects	0	0	6	0	-100.0%	10	0	39				
Land Surveyors	19	0	40	0	-100.0%	13	0	40				
Professional Engineers	10	10	8	8	0.0%	10	8	14				
Real Estate	1	1	1	1	0.0%	1	1	1				
Barbers/Cosmetologists	20	23	12	6	-50.0%	16	6	27				
Real Estate Appraisers	9	9	12	25	108.3%	13	0	25				
<b>MFR Complaint Measures (NEW)</b>	<b>FY 2009</b>	<b>FY 2010</b>			<b>Total</b>	<b>Average</b>	<b>10 Estimate</b>	<b>Over/Under</b>				
% of complaints closed < 180 days	58.4%	54.0%				56.2%	60.0%	-100.0%				
average completion time	252	359				306	240	-100.0%				
mediation/settlement	10.8%	39.5%				25.2%	13.5%	-100.0%				
cases from HIC activities	\$2,100,000	\$2,670,000			\$4,770,000	\$2,385,000	\$2,300,000	-100.0%				
<b>MFR General Measures</b>	<b>FY 2009</b>	<b>FY 2010</b>			<b>Total</b>	<b>Average</b>	<b>10 Estimate</b>	<b>Over/Under</b>				
Customer service rating, on a scale of 1 to 10	5.4	5.3				5.4	5.6	-100.0%				
% renewals via Internet/telecommunications	88%	89%				89%	89%	-100.0%				



# StateStat

Volume 4 Number 9  
Reporting Period: March, 2011

## Department of Labor, Licensing and Regulation Unemployment Insurance Appeals

LOWER APPEALS	REPORTING PERIODS						Fiscal Year 2011 To Date				Fiscal Year Comparison		
	Dec-10	Jan-11	Feb-11	Mar-11	% Change	Avg	Min	Max	Total	Target	FY10	FY09	FY08
Total No. U.I Appeals Filed	4455	4240	4358	4458	2.3%	4,295	3,819	4,601	38,659		52,020	41,997	28,228
Disposition - in favor of appellant	1227	1308	1407	1410	0.2%	1,275	1,109	1,410	11,476		18,327	12,399	10,330
Disposition - not in favor of appellant	3107	3381	3188	3370	5.7%	3,106	2,813	3,381	27,952		37,293	24,305	17,410
Total No. U.I. Decisions	4334	4689	4595	4780	4.0%	4,381	4,007	4,780	39,428		56,096	35,350	27,740
No. U.I. Hearing Examiners	43	43	42	42	0.0%	43	42	43			521	39	27
% of cases out in 30 days	28%	19%	37%	42%	13.5%	32%	19%	42%		**60%	2	21%	67%
% of cases out in 45 days	79%	71%	81%	82%	1.2%	76%	67%	82%		**85%	4	43%	91%
Case age (avg) in days	31	30	28	28	0.0%	29	23	31		**30	492	30	20
No. Pending Appeals	5960	5923	5392	5025	-6.8%	5,534	5,009	5,997					
Federal Quality Review***			92.50%			94%***					95%	96%	95%

\*\* Per USDOL Guidelines

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



# StateStat

Volume 4 Number 9  
Reporting Period: March, 2011

## Department of Labor, Licensing and Regulation Unemployment Insurance Higher Appeals

HIGHER APPEALS	REPORTING PERIODS				% Change	Fiscal Year To Date					FY COMPARISON		
	Dec-10	Jan-11	Feb-11	Mar-11		Avg	Min	Max	Total	Target	FY08	FY09	FY10
U.I. Appeals Recieved	733	702	713	858	20.3%	721	571	858	6,492		3,717	4,655	7,580
Claimant Appeals	627	586	621	729	17.4%	618	494	729	5,559			***2748	6324
Employer Appeals	104	112	89	126	41.6%	100	74	126	898			***513	1225
Agency Appeals	0	0	1	0	-100.0%	1	0	6	8			***9	5
Other	2	4	2	3	50.0%	3	0	5	24				24
Decisions Mailed	653	711	697	757	8.6%	641	507	757	5,772		3,576	4,294	6477
Disposition - Affirmed	329	327	353	405	14.7%	318	262	405	2,866		1,772	2,330	2801
Disposition -Affirmed w/comment	202	237	219	220	0.5%	213	154	257	1,913		542	1,705	2740
Disposition - Reversed	48	50	47	40	-14.9%	29	9	50	259		62	170	238
Disposition - Remanded	64	95	63	73	15.9%	70	51	95	628		292	343	553
Disposition - Modified	6	1	5	10	100.0%	3	0	10	31		19	39	28
Disposition-Other	3	1	4	7	75.0%	5	1	9	45				87
Disposition - Unnecessary	1	0	6	2	-66.7%	3	0	8	30		9	23	29
Pending UI Appeals	2337	2328	2344	2445	4.3%	2,274	1,953	2,445					
E.A. Appeals Received	14	24	9	46	411.1%	20	7	46	181				338
E.A. Decisions Mailed	4	9	15	5	-66.7%	10	2	19	93				163
E.A. Dismissals Mailed	0	2	3	2	-33.3%	2	0	6	20				30
E.A. Withdrawals	2	2	4	13	225.0%	5	2	13	49				
Pending E.A. Appeals	224	235	222	248	11.7%	236	216	248					
% of cases out in 45 days	21%	14%	19%	15%	-21.1%	23%	14%	38%		50%*	86%	73%	53%
% of cases out in 75 days	62%	59%	62%	54%	-12.9%	63%	54%	75%		80%*	96%	92%	84%
Case age (avg)	120	87	78	65	-16.7%	80	38	120		40**			47

\*USDOL Time Lapse Standards

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

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



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Racing Commission**

RACING COMMISSION					Fiscal Year to Date					FISCAL YEAR COMPARISON		
	Nov-10	Dec-10	Jan-11	Feb11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
<b>RACES</b>												
Live racedays - thoroughbred	16	11	15	15	0.0%	13	0	18	103	169	160	146
Live Race Days-harness	0	0	0	0	0.0%	0	0	0	0	81	40	42
Wagering - thoroughbred	17,646,015	14,929,637	15,491,648	16,751,406	8.1%	\$17,278,509	\$14,929,637	\$19,200,695	\$138,228,075	\$314,234,024	\$248,766,485	223,211,738
Wagering - harness	1,059,156	761,208	805,110	865,101	7.5%	\$1,147,525	\$761,208	\$1,785,764	\$9,180,197	\$94,057,104	\$87,342,172	44,547,600
Wagering - total	\$18,705,171	\$15,690,845	\$16,296,758	\$17,616,507	8.1%	\$18,426,034	\$15,690,845	\$20,737,657	\$147,408,272	\$408,291,128	\$336,108,657	267,759,338
<b>TESTING AND SUPERVISION</b>												
Equine - Blood/gas tests	0	0	0	18	100%	2	0	18	18	274	90	62
Equine - Blood/gas overages	0	0	0	0	0.0%	0	0	0	0	0	0	-
Equine - specimen testing	547	416	481	543	12.9%	451	0	640	3,605	9,981	6,246	5,941
Equine - violations	1	1	2	4	100.0%	2	0	4	15	22	36	42
Human testing	0	0	0	1	100%	0	0	1	2	52	12	34
Confirmations (+/-)	0	0	0	1	100%	0	0	1	2	32	19	-
Rulings issued - thoroughbred	17	10	6	12	100.0%	13	0	25	105	226	197	121
Rulings issued - harness	0	0	0	0	0.0%	0	0	0	0	46	42	31
Rulings issued - total	17	10	6	12	100.0%	13	0	25	105	235	239	152
<b>THOROUGHBRED LICENSING</b>												
Original Owner	49	22	37	61	64.9%	43	0	64	340	459	390	489
Renewal Owner	40	329	502	139	-72.3%	148	5	502	1,181	1,805	1,587	1,512
Owners licenses total	89	351	539	200	-62.9%	190	0	539	1,516	2,264	1,977	2,001
Original Trainer	6	4	7	8	14.3%	6	0	13	49	49	60	55
Renewal Trainer	3	24	59	21	-64.4%	19	0	59	152	195	184	212
Assistant Trainer	4	6	23	7	-69.6%	7	0	23	59	114	110	111
Owner/Trainer	6	71	111	36	-67.6%	33	0	111	263	333	324	336
Jockey	5	20	46	26	-43.5%	19	0	46	152	239	250	252
Jockey Agent	0	11	5	1	-80.0%	2	0	11	18	26	34	26
Veterinarian	0	0	1	0	-100.0%	2	0	7	12	29	26	26
Farrier	3	2	1	1	0.0%	3	0	9	25	36	38	32
Stable Employee & Ex. Rider	52	34	32	36	12.5%	82	1	309	658	1,083	1,145	782
Mutual Employee	8	0	0	0	0.0%	14	0	81	109	471	505	507
Vendor	4	0	4	2	-50.0%	6	0	14	45	155	154	128
Exercise Rider	0	0	0	0	0.0%	15	0	57	121	263	260	217
Track Employee	9	0	0	0	0.0%	20	0	66	157	313	314	306
<b>Total Licenses</b>	189	523	828	338	-59.2%	432	7	841	3,455	5,570	5,381	6,992
<b>THOROUGHBRED REGISTRATIONS</b>												
Authorized Agent	0	2	10	4	-60.0%	3	0	10	21	55	25	41
Assumed Name	33	113	174	85	-51.1%	62	1	174	496	812	724	712
<b>Total Registrations</b>	33	115	184	89	-51.6%	65	1	184	517	867	749	753
<b>HARNNESS LICENSING</b>												
Original Owner	1	0	0	0	0.0%	2	0	12	14	168	123	112
Renewal Owner	0	39	17	5	-70.6%	14	0	39	114	629	348	278
Original Trainer	0	0	0	0	0.0%	0	0	2	2	11	9	2
Renewal Trainer	0	1	1	0	-100.0%	2	0	10	16	74	43	25
Driver	0	0	0	0	0.0%	1	0	7	10	45	32	22
Trainer/Driver	0	1	0	0	0.0%	2	0	11	13	57	48	19
Owner/Trainer	0	2	2	1	-50.0%	3	0	11	24	195	124	87
Owner/Trainer/Driver	0	2	1	1	0.0%	1	0	2	5	171	92	49
Owner/Driver	0	1	1	1	0.0%	0	0	1	3	19	13	6
Veterinarian	0	0	0	0	0.0%	1	0	5	5	11	8	3
Stable Employee	0	0	0	1	100%	0	0	1	1	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	-
<b>Total Licenses</b>	1	46	22	9	-59.1%	26	0	89	209	1,898	1,228	846
<b>HARNNESS REGISTRATIONS</b>												
Authorized Agent	0	0	0	0	0.0%	0	0	0	0	3	0	1
Assumed Name	0	4	0	0	0.0%	2	0	12	18	56	46	44
<b>Total Registrations</b>	0	4	0	0	0.0%	3	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								
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Maryland Workforce Exchange (MWE):														
# of MWE WEB Hits (duplicated)	1,065,433	871,572	931,918	949,454	1.9%	850,660	703,140	1,065,433	6,805,283				4,980,314	11,125,380
# New customers enrolled/registered in MWE (self enrolled included)	7,237	6,305	8,305	6,923	-16.6%	7,879	6,305	9,225	63,029				111,953	112,809
# New customers enrolled/registered at a One-Stop Center (self enrolled not included) YTD Figures	6,405	5,498	7,056	6,559	-7.0%	6,796	5,498	7,562	54,370		66,730	64,859	93,829	102,158
Anne Arundel WIA	548	571	502	645	28.5%	691	502	869	5,524				8,304	10,525
Baltimore City WIA	980	839	1,001	974	-2.7%	1,050	839	1,245	8,402				16,870	16,028
Baltimore County WIA	919	660	952	741	-22.2%	995	660	1,453	7,958				14,368	16,806
Frederick County WIA	229	227	288	279	-3.1%	261	227	297	2,089				3,513	4,068
Lower Shore WIA	210	174	251	160	-36.3%	198	160	251	1,587				3,158	2,949
Mid Maryland WIA	472	403	587	581	-1.0%	517	403	587	4,132				7,620	7,537
Montgomery County WIA	626	398	695	623	-10.4%	589	398	729	4,714				7,887	8,398
Prince Georges County WIA	1049	859	949	941	-0.8%	988	859	1,114	7,904				12,346	14,349
Southern Maryland WIA	305	287	460	377	-18.0%	354	287	460	2,834				5,573	5,139
Susquehanna Region WIA	355	254	374	285	-23.8%	342	254	425	2,733				4,735	4,744
Upper Shore WIA	242	177	332	256	-22.9%	257	177	332	2,055				3,190	3,249
Western Maryland WIA	236	233	359	330	-8.1%	304	233	359	2,430				4,882	4,760
# New (initial) UI Claimants enrolled/registered in MWE (self enrolled included)	3,479	3,069	4,094	3,274	-20.0%	3,778	3,069	4,406	30,226				56,214	56,119



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

	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Customers who received new intensive and or training services (YTD)	606	539	663	664	0.2%	699	539	892	5,592		5,953	5,719	6,493	9,423
# Customers who received new intensive and or training services (Month Service Started)	881	688	919	858	-6.6%	961	688	1,317	7,690					
Access Point	0	0	0	0	0.0%	0	0	1	2					
Allegany County One Stop Center (Cumberland)	6	12	9	2	-77.8%	5	1	12	43					
Anne Arundel County One Stop Center (Arnold Station)	5	0	1	2	100.0%	5	0	11	39					
Anne Arundel County One Stop Center (Glen Burnie)	4	42	39	64	64.1%	31	4	64	246					
Anne Arundel Job Center Annapolis	0	0	0	0	0.0%	0	0	1	2					
Arundel Mills Sales and Service Training Center	8	6	10	1	-90.0%	8	1	20	65					
Baltimore City One Stop Center (Eastside)	14	17	9	9	0.0%	24	9	44	189					
Baltimore City One Stop Center (Eutaw Street)	44	55	40	31	-22.5%	54	31	77	431					
Baltimore City One Stop Center (Northwest/Re-entry Center)	26	23	24	27	12.5%	24	17	31	195					
Baltimore County One Stop Center (Eastpoint)	30	38	24	16	-33.3%	49	16	92	391					
Baltimore County One Stop Center (Hunt Valley)	63	35	62	36	-41.9%	62	35	83	494					
Calvert County One Stop Center (Prince Frederick)	1	1	1	3	200.0%	2	1	3	15					
Carroll County Business & Employment Resource Center	54	36	35	30	-14.3%	44	30	64	350					
Carroll County One Stop Center (Westminster)	5	4	2	6	200.0%	4	0	7	31					
Cecil County One Stop Center (Elkton)	15	6	9	11	22.2%	12	6	20	98					
Charles County One Stop Center (Waldorf)	7	1	5	4	-20.0%	8	1	24	65					
Crossroads Youth Opportunity Center	0	0	0	0	0.0%	0	0	1	1					
Dorchester County One Stop Center (Cambridge)	0	0	0	0	0.0%	1	0	3	6					
Frederick County One Stop Center (Frederick)	30	15	25	37	48.0%	27	15	37	215					
Ft. Meade Outreach Center	0	0	5	2	-60.0%	1	0	5	7					
Garrett County One Stop Center (Oakland)	0	0	0	0	0.0%	0	0	0	0					
Harford County One Stop Center (Aberdeen)	4	0	2	4	100.0%	4	0	11	31					
Harford County One Stop Center (Bel Air)	3	5	8	7	-12.5%	6	3	8	46					
Howard County Office of Workforce Development	13	16	27	48	77.8%	35	13	65	280					
Howard County One Stop Center (Columbia)	4	9	9	7	-22.2%	9	4	13	71					
Kent County One Stop Center (Chestertown)	0	1	2	0	-100.0%	0	0	2	3					
MOED Administrative Office	13	0	8	0	-100.0%	17	0	87	133					
MOED Youth Services Administrative Office	0	0	1	0	-100.0%	0	0	1	2					
Montgomery County One Stop Center (Wheaton)	41	19	22	19	-13.6%	43	19	79	344					
Montgomery County One Stop Center (Germantown)	0	0	0	0	0.0%	0	0	2	3					
Office of Employment Services - Central	1	0	0	0	0.0%	1	0	3	4					
Prince George's County One Stop Center (Largo)	103	48	125	65	-48.0%	69	40	125	555					
Professional Outplacement Assistance Center	308	258	297	329	10.8%	299	254	412	2,391					
Queen Anne's County One Stop Center (Centreville)	21	12	25	59	136.0%	42	12	101	337					
St Mary's One Stop Center (Leonardtown)	19	11	24	16	-33.3%	21	11	32	171					
Talbot County One Stop Center (Easton)	0	0	0	0	0.0%	0	0	0	0					
Washington County One Stop Center (Hagerstown)	4	1	0	1	0.0%	6	0	15	48					
Western MD Consortium (Hagerstown)	16	6	37	3	-91.9%	19	3	37	153					
Western MD Consortium (Oakland)	1	2	8	5	-37.5%	4	1	8	33					
Western MD Consortium (Cumberland)	8	5	20	7	-65.0%	9	5	20	73					
Wicomico County One Stop Center (Salisbury)	8	4	4	7	75.0%	16	4	39	125					
Workforce Reception Center	2	0	0	0	0.0%	0	0	2	2					



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

	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Customers who received new occupational skills training	160	120	171	230	34.5%	164	100	256	1,312		1,187	1,557	1,525	2,162
Occupational Skills Training By Local Office: (Active in Training)	1,675	1,765	1,916	2,141	11.7%	1,545	1,070	2,141					2,111	1,168
Anne Arundel WIA	76	78	80	88	10.0%	67	50	88					109	60
Baltimore County WIA	326	358	408	425	4.2%	305	175	425					147	213
Baltimore City WIA	312	328	326	358	9.8%	279	191	358					505	223
Frederick County WIA	72	74	81	95	17.3%	68	51	95					106	44
Lower Shore WIA	105	112	113	143	26.5%	94	61	143					213	76
Montgomery County WIA	103	112	122	143	17.2%	89	46	143					92	59
Mid Maryland WIA	163	181	190	221	16.3%	143	66	221					33	62
Prince Georges County WIA	174	171	181	200	10.5%	176	167	200					381	179
Southern Maryland WIA	39	41	42	44	4.8%	35	21	44					6	20
Susquehanna Region WIA	42	47	54	61	13.0%	41	26	61					51	35
Upper Shore WIA	113	114	126	161	27.8%	102	54	161					206	51
Western Maryland WIA	150	149	193	202	4.7%	147	110	202					262	146
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Early Intervention Workshop Completers	2,047	1,589	1,333	1,714	28.6%	1,897	1,333	2,437	15,173		14,411	16,896	20,734	31,006
Baltimore City One Stop Center (Eutaw Street)	40	67	11	64	481.8%	61	11	92	490					1111
Baltimore City One Stop Center (Southwest)	34	74	37	37	0.0%	58	22	115	461					770
Baltimore City One Stop Center (Eastside)	28	90	47	47	0.0%	78	28	141	626					1126
Baltimore City One Stop Center (Northwest/Re-entry)	12	3	0	32	0.0%	7	0	32	57					591
Baltimore County One Stop Center (Eastpoint)	194	76	70	2	-97.1%	152	2	283	1,216					3188
Baltimore County One Stop Center (Hunt Valley)	146	125	81	97	19.8%	146	81	246	1,168					2946
Anne Arundel County One Stop Center (Glen Burnie)	129	93	0	1	0.0%	92	0	142	736					1730
Anne Arundel County One Stop Center (Severna Park)	85	112	28	24	-14.3%	98	24	160	783					1567
Howard County One Stop Center (Columbia)	159	115	118	120	1.7%	130	92	196	1,042					1800
St Mary's One Stop Center (Leonardtown)	31	30	47	36	-23.4%	33	20	47	263					572
Charles County One Stop Center (Waldorf)	88	61	105	95	-9.5%	89	61	105	711					1424
Calvert County One Stop Center (Prince Frederick)	41	14	19	36	89.5%	32	14	48	253					521
Harford County One Stop Center (Bel Air)	93	55	34	58	70.6%	68	34	104	542					743
Cecil County One Stop Center (Elkton)	28	27	0	24	0.0%	24	0	35	194					388
Carroll County One Stop Center (Westminster)	87	71	109	168	54.1%	89	39	168	709					1276
Dorchester County One Stop Center (Cambridge)	56	59	46	73	58.7%	47	17	73	376					513
Kent County One Stop Center (Chestertown)	33	35	30	43	43.3%	33	23	43	267					447
Talbot County One Stop Center (Easton)	20	27	27	26	-3.7%	21	13	27	164					304
Wicomico County One Stop Center (Salisbury)	90	61	64	90	40.6%	80	61	95	639					1018
Maryland Job Service Laurel Business Center	167	128	105	157	49.5%	135	105	167	1,078					2176
Allegany County One Stop Center (Cumberland)	46	44	57	22	-61.4%	42	22	62	333					531
Frederick County One Stop Center (Frederick)	147	70	63	54	-14.3%	87	54	147	698					1595
Washington County One Stop Center (Hagerstown)	35	1	0	84	0.0%	45	0	84	356					929
Garrett County One Stop Center (Oakland)	12	18	15	19	26.7%	15	10	19	117					193
Prince George's County One Stop Center (Largo)	86	75	137	138	0.7%	105	43	138	843					1671
Montgomery County One Stop Center (Wheaton)	160	58	83	167	101.2%	131	58	167	1,051					1876



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

	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Job Orders- Year to Date (YTD figure)	3,146	2,640	2,822	3,076	9.0%	3,066	2,640	3,350	24,531		27,115	28,274	23,521	26,901
Job Orders By Local Office: (Month Job Order Opened)														
*** Virtual Service Location ***	1608	1077	1185	1165	-1.7%	1,176	836	1,608	9,404				9,573	9,695
Allegany County One Stop Center (Cumberland)	51	48	51	72	41.2%	73	48	155	585				784	756
Anne Arundel County One Stop Center (Glen Burnie)	4	1	2	2	0.0%	3	0	7	21				18	83
Anne Arundel Job Center Annapolis	69	76	38	39	2.6%	66	38	86	529				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	33	3	15	23	53.3%	30	3	65	239				335	194
Baltimore City One Stop Center (Eastside)	10	13	19	19	0.0%	15	10	21	122				210	168
Baltimore City One Stop Center (Eutaw Street)	94	61	75	26	-65.3%	112	26	216	893				727	1,274
Baltimore City One Stop Center (Northwest/Re-entry Center)	3	0	1	28	2700.0%	4	0	28	32				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)	42	38	22	49	122.7%	46	22	61	371				798	607
Baltimore County One Stop Center (Hunt Valley)	14	13	37	34	-8.1%	28	13	46	223				182	373
Baltimore County One Stop Center (Randallstown)	0	0	1	1	0.0%	0	0	1	2				0	0
BWI Thurgood Marshall Int'l Airport One Stop	44	25	15	24	60.0%	26	5	44	207				107	246
Calvert County One Stop Center (Prince Frederick)	8	12	22	17	-22.7%	11	3	22	89				142	329
Caroline County One Stop Center (Denton)	17	18	26	31	19.2%	20	11	31	161				45	139
Carroll County Business & Employment Resource Center	5	3	5	11	120.0%	7	3	11	54				688	418
Carroll County One Stop Center (Westminster)	0	0	2	0	-100.0%	1	0	2	4				3	7
Cecil County One Stop Center (Elkton)	13	9	13	42	223.1%	25	9	47	196				379	367
Charles County One Stop Center (Waldorf)	16	11	23	5	-78.3%	21	5	67	166				282	307
Dorchester County One Stop Center (Cambridge)	0	1	2	5	150.0%	2	0	5	12				65	35
Employ Baltimore	0	0	0	0	0.0%	0	0	2	3				1	4
Frederick County One Stop Center (Frederick)	168	197	100	201	101.0%	162	100	201	1,293				1,304	1,869
Ft. Meade Outreach Center	59	24	58	58	0.0%	66	24	119	529				541	750
Garrett County One Stop Center (Oakland)	70	49	54	56	3.7%	61	49	76	489				618	641
Harford County One Stop Center (Aberdeen)	3	1	3	4	33.3%	2	1	4	18				15	16
Harford County One Stop Center (Bel Air)	16	12	13	17	30.8%	17	12	24	138				224	240
Howard County Office of Workforce Development	1	0	0	0	0.0%	0	0	1	1				6	5
Howard County One Stop Center (Columbia)	107	107	159	138	-13.2%	134	107	161	1,075				736	1,066
Kent County One Stop Center (Chestertown)	4	4	4	5	25.0%	6	4	10	44				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)	216	225	203	207	2.0%	233	203	296	1,862				673	1,392
Montgomery County One Stop Center (Gaithersburg)	0	0	0	0	0.0%	0	0	0	0				14	2
Montgomery County One Stop Center (Germantown)	0	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	60	62	119	80	-32.8%	120	46	331	963				246	888
Office of Employment Training - Central	34	3	1	28	2700.0%	19	0	57	149				0	10
OIT Process	144	225	168	113	-32.7%	152	113	225	1,219				0	1,237
Prince George's County One Stop Center (Largo)	205	232	362	429	18.5%	300	205	429	2,397				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)	12	25	24	13	-45.8%	24	12	46	194				297	318
Suitland Health and Wellness Center	0	1	1	0	-100.0%	0	0	1	2				0	0
Susquehanna Workforce Network Headquarters	8	10	5	8	60.0%	6	1	10	49				373	337
Talbot County One Stop Center (Easton)	23	25	27	44	63.0%	33	23	46	261				245	478
UpperShore Workforce Investment Board	0	0	0	0	0.0%	0	0	0	0				0	1
Washington County One Stop Center (Hagerstown)	130	128	158	190	20.3%	145	116	190	1,157				843	1,197
Western MD Consortium (Cumberland)	0	0	0	0	0.0%	0	0	0	0				3	0
Western MD Consortium (Hagerstown)	0	0	0	0	0.0%	0	0	0	0				0	5
Westside Youth Opportunity Center (Youth Program)	0	1	0	2	0.0%	1	0	6	10				16	20
Wicomico County One Stop Center (Salisbury)	71	60	77	70	-9.1%	83	60	108	667				1,530	1,153
Workforce Reception Center	0	0	0	35	0.0%	20	0	116	157				58	7



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

Volume 4 Number 8  
 Reporting Period: February, 2011

	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
# Job Openings- (Month Job Order Opened)	11,479	10,581	12,838	11,261	-12.3%	12,261	10,581	17,464	98,090				117,009	115,864
Job Openings By Local Office: (Month Job Order Opened)														
*** Virtual Service Location ***	4985	4370	4920	4187	-14.9%	4,498	3,718	4,985	35,983				44,942	38,815
Allegany County One Stop Center (Cumberland)	172	158	182	133	-26.9%	224	127	431	1,791				3,107	3,870
Anne Arundel County One Stop Center (Glen Burnie)	8	1	6	6	0.0%	7	0	28	59				139	706
Anne Arundel Job Center Annapolis	234	256	255	303	18.8%	263	209	314	2,105				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	136	11	38	115	202.6%	161	11	474	1,290				4,705	3,245
Baltimore City One Stop Center (Eastside)	10	105	84	32	-61.9%	51	10	105	405				1,353	776
Baltimore City One Stop Center (Eutaw Street)	214	106	220	96	-56.4%	270	96	433	2,156				2,406	3,117
Baltimore City One Stop Center (Northwest/Re-entry Center)	27	0	5	77	1440.0%	14	0	77	109				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)	250	60	74	122	64.9%	114	60	250	909				4,618	2,865
Baltimore County One Stop Center (Hunt Valley)	38	28	205	164	-20.0%	147	28	267	1,178				855	1,226
Baltimore County One Stop Center (Randallstown)	0	0	1	1	0.0%	0	0	1	2				0	0
BWI Thurgood Marshall Int'l Airport One Stop	468	200	232	198	-14.7%	214	5	468	1,708				1,816	1,687
Calvert County One Stop Center (Prince Frederick)	12	38	29	41	41.4%	28	3	60	222				1,341	825
Caroline County One Stop Center (Denton)	25	26	226	58	-74.3%	81	11	226	649				262	384
Carroll County Business & Employment Resource Center	8	4	5	21	320.0%	9	4	21	73				907	502
Carroll County One Stop Center (Westminster)	0	0	6	0	-100.0%	1	0	6	9				27	16
Cecil County One Stop Center (Elkton)	105	20	32	47	46.9%	84	20	264	674				893	1,190
Charles County One Stop Center (Waldorf)	57	15	77	9	-88.3%	154	9	946	1,232				992	1,156
Dorchester County One Stop Center (Cambridge)	0	20	26	37	42.3%	12	0	37	94				235	156
Employ Baltimore	0	0	0	0	0.0%	1	0	3	5				11	25
Frederick County One Stop Center (Frederick)	343	357	304	344	13.2%	393	244	783	3,142				3,139	4,029
Ft. Meade Outreach Center	336	201	465	220	-52.7%	652	167	3,045	5,213				7,402	6,075
Garrett County One Stop Center (Oakland)	124	234	124	178	43.5%	141	94	234	1,128				1,339	1,379
Harford County One Stop Center (Aberdeen)	80	1	4	16	300.0%	27	1	80	212				64	18
Harford County One Stop Center (Bel Air)	63	32	486	613	26.1%	184	32	613	1,475				1,359	1,287
Howard County Office of Workforce Development	1	0	0	0	0.0%	0	0	1	1				17	20
Howard County One Stop Center (Columbia)	278	263	380	1127	196.6%	426	203	1,127	3,409				3,211	3,330
Kent County One Stop Center (Chestertown)	4	49	49	29	-40.8%	37	4	70	294				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)	367	284	253	227	-10.3%	358	227	571	2,864				2,017	2,277
Montgomery County One Stop Center (Gaithersburg)	0	0	0	0	0.0%	0	0	0	0				0	2
Montgomery County One Stop Center (Germantown)	0	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	752	974	554	322	-41.9%	1,059	188	3,994	8,473				1,427	6,168
Office of Employment Training - Central	115	4	1	104	10300.0%	115	0	552	921				0	27
OIT Process	759	1360	1335	321	-76.0%	689	187	1,360	5,515				0	5,048
Prince George's County One Stop Center (Largo)	508	448	1004	712	-29.1%	704	448	1,091	5,629				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)	19	34	35	18	-48.6%	59	18	148	474				663	647
Suitland Health and Wellness Center	0	1	1	0	-100.0%	0	0	1	2				0	0
Susquehanna Workforce Network Headquarters	17	16	5	10	100.0%	11	1	17	85				785	1,003
Talbot County One Stop Center (Easton)	49	38	104	79	-24.0%	97	38	170	776				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)	505	392	341	698	104.7%	447	270	698	3,576				3,305	4,455
Western MD Consortium (Cumberland)	0	0	0	0	0.0%	0	0	0	0				34	0
Western MD Consortium (Hagerstown)	0	0	0	0	0.0%	0	0	0	0				0	5
Westside Youth Opportunity Center (Youth Program)	0	1	0	2	0.0%	1	0	6	10				18	29
Wicomico County One Stop Center (Salisbury)	410	474	770	554	-28.1%	499	406	770	3,992				8,009	5,625
Workforce Reception Center	0	0	0	40	0.0%	31	0	154	245				211	66



**StateStat**  
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**Division of Workforce Development Monthly Reporting**

	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Employer Receiving Services (YTD)	265	350	387	357	-7.8%	570	265	1,536	4,559				7,761	6,931
Employer Services Provided By Local Office: (Month Service Started)	2,693	3,613	3,869	3,906	1.0%	3,283	2,693	3,906	26,263				28,655	34,896
*** Virtual Service Location ***	1100	1596	1486	1564	5.2%	1,355	1,100	1,596	10,841				12,830	14,014
Allegany County One Stop Center (Cumberland)	51	63	50	67	34.0%	70	50	113	562				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)	24	13	28	28	0.0%	20	5	28	156				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	10	2	9	4	-55.6%	12	2	22	97				306	314
Anne Arundel Workforce Development Corporation	0	3	0	5	0.0%	1	0	5	8				3	8
Arundel Mills Sales and Service Training Center	0	0	0	0	0.0%	1	0	3	4				1	0
Baltimore City One Stop Center (Eastside)	8	20	16	41	156.3%	29	8	51	233				1,044	509
Baltimore City One Stop Center (Eutaw Street)	31	45	53	34	-35.8%	55	31	97	440				598	775
Baltimore City One Stop Center (Northwest/Re-entry Cente	0	0	1	33	3200.0%	7	0	33	57				74	53
Baltimore City One Stop Center (Southwest)	0	0	0	0	0.0%	1	0	5	10				7	14
Baltimore County One Stop Center (Eastpoint)	15	57	31	39	25.8%	38	15	68	301				2,143	686
Baltimore County One Stop Center (Hunt Valley)	21	21	16	30	87.5%	36	16	68	284				302	637
BWI Thurgood Marshall Int'l Airport One Stop	37	11	23	54	134.8%	29	11	54	235				277	262
Calvert County One Stop Center (Prince Frederick)	10	105	126	103	-18.3%	47	0	126	379				75	81
Caroline County One Stop Center (Denton)	26	15	25	30	20.0%	23	15	30	180				39	154
Carroll County Business & Employment Resource Center	0	14	0	0	0.0%	3	0	14	22				291	97
Carroll County One Stop Center (Westminster)	0	0	0	4	0.0%	1	0	4	4				0	5
Cecil County One Stop Center (Elkton)	0	0	1	2	100.0%	1	0	5	8				9	3
Charles County One Stop Center (Waldorf)	17	64	145	81	-44.1%	63	9	145	505				186	922
Dorchester County One Stop Center (Cambridge)	0	0	0	1	0.0%	1	0	4	7				21	17
Employ Baltimore	0	0	0	0	0.0%	1	0	5	6				6	3
Frederick County One Stop Center (Frederick)	52	119	42	120	185.7%	78	42	120	626				525	844
Ft. Meade Outreach Center	53	69	84	96	14.3%	64	26	96	512				663	814
Garrett County One Stop Center (Oakland)	88	68	73	63	-13.7%	90	63	126	723				1,221	1,294
Harford County One Stop Center (Aberdeen)	6	24	15	1	-93.3%	8	0	24	63				59	110
Harford County One Stop Center (Bel Air)	4	2	0	2	0.0%	6	0	18	47				62	43
Howard County One Stop Center (Columbia)	170	76	63	82	30.2%	79	48	170	635				996	667
Kent County One Stop Center (Chestertown)	0	1	3	1	-66.7%	3	0	8	25				32	78
Maryland Job Service Laurel Business Center	0	0	0	0	0.0%	0	0	0	0				0	0
Montgomery County One Stop Center (Wheaton)	27	18	39	9	-76.9%	23	9	39	183				450	291
Office of Employment Services - Central	80	4	1	10	900.0%	37	1	85	295				486	435
Office of Employment Training - Central	0	0	0	0	0.0%	0	0	1	1				2	0
Prince George's County One Stop Center (Largo)	608	922	1092	889	-18.6%	733	416	1,092	5,867				1,700	6,374
Somerset County One Stop Center (Princess Anne)	4	0	4	2	-50.0%	4	0	12	32				8	37
St Mary's One Stop Center (Leonardtown)	27	56	135	195	44.4%	70	22	195	556				256	465
Suitland Health and Wellness Center	0	14	0	0	0.0%	2	0	14	14				0	0
Susquehanna Workforce Network Headquarters	0	2	0	0	0.0%	1	0	6	9				86	71
Talbot County One Stop Center (Easton)	13	26	33	28	-15.2%	20	9	33	163				181	271
Washington County One Stop Center (Hagerstown)	51	54	102	115	12.7%	109	51	150	871				1,174	1,709
Westside Youth Opportunity Center (Youth Program)	0	7	0	0	0.0%	1	0	7	7				9	13
Wicomico County One Stop Center (Salisbury)	160	122	173	173	0.0%	162	122	176	1,294				1,605	1,858
Worcester County One Stop Center (Ocean City)	0	0	0	0	0.0%	0	0	0	0				1	14
<b>Labor Related Economic Indicators</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>%Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Target</b>	<b>FY07</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
# Worker Adjustment and Retraining Notification Act (WARN) notices w/layoffs	2	2	3	0	-100.0%	3	0	5	23		39	43	79	41
# Employees impacted by WARN notices	1,087	130	123	0	-100.0%	495	0	1,288	3,956		4,051	4,463	6,004	4,586



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Maryland															
Labor Related Economic Indicators	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	2,979,190	2,979,485	2,976,053		-100.0%	2,978,298	2,976,053	2,979,485	20,848,087		#####	36,342,958	36,300,771	35,809,296	
Employment	2,759,123	2,759,783	2,760,824		-100.0%	2,758,907	2,757,580	2,760,824	19,312,349		#####	34,987,404	34,142,544	33,122,630	
Unemployment	220,067	219,702	215,229		-100.0%	219,391	215,229	220,578	1,535,738		#####	1,355,554	2,158,227	2,686,666	
Rate	7.4	7.4	7.2		-100.0%	7.4	7.2	7.4				3.9	3.7	5.9	7.5
Anne Arundel															
Labor Related Economic Indicators	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	278,252	277,307	278,027		-100.0%	278,272	277,168	280,309	1,947,903				3,399,565	3,334,281	
Employment	259,913	259,811	259,212		-100.0%	259,821	259,046	260,939	1,818,749				3,220,220	3,107,385	
Unemployment	18,339	17,496	18,815		-100.0%	18,451	17,204	19,793	129,154				179,345	226,896	
Rate	6.6	6.3	6.8		-100.0%	6.6	6.2	7.1					5.3	6.8	
Baltimore City															
Labor Related Economic Indicators	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	278,330	277,005	273,762		-100.0%	277,911	273,762	280,625	1,945,377				3,370,124	3,321,127	
Employment	248,371	248,274	243,891		-100.0%	247,739	243,891	249,351	1,734,174				3,077,218	2,969,396	
Unemployment	29,959	28,731	29,871		-100.0%	30,172	28,591	32,334	211,203				292,906	351,731	
Rate	10.8	10.4	10.9		-100.0%	10.9	10.3	11.5					8.7	10.6	
Baltimore County															
Labor Related Economic Indicators	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	426,392	425,201	421,325		-100.0%	425,212	421,325	427,366	2,976,487				5,177,741	5,084,749	
Employment	392,208	392,055	386,889		-100.0%	391,461	386,889	393,757	2,740,230				4,859,308	4,689,044	
Unemployment	34,184	33,146	34,436		-100.0%	33,751	32,201	34,436	236,257				318,433	395,705	
Rate	8.0	7.8	8.2		-100.0%	7.9	7.6	8.2					6.2	7.8	
Frederick															
Labor Related Economic Indicators	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	123,261	123,225	122,689		-100.0%	123,171	122,343	124,298	862,195				1,490,786	1,475,094	
Employment	115,505	115,736	114,517		-100.0%	115,438	114,517	116,188	808,065				1,413,936	1,379,593	
Unemployment	7,756	7,489	8,172		-100.0%	7,733	7,259	8,172	54,130				76,850	95,501	
Rate	6.3	6.1	6.7		-100.0%	6.3	5.9	6.7					5.2	6.5	
Lower Shore (Includes Somerset, Wicomico, and Worcester Counties)															
Somerset County															
Labor Related Economic Indicators	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	10,772	10,732	10,747		-100.0%	10,895	10,732	11,113	76,267				134,923	131,507	
Employment	9,678	9,653	9,516		-100.0%	9,782	9,516	9,933	68,477				123,858	118,281	
Unemployment	1,094	1,079	1,231		-100.0%	1,113	1,034	1,231	7,790				11,065	13,226	
Rate	10.2	10.1	11.5		-100.0%	10.2	9.4	11.5					8.2	10.1	
Wicomico County															
Labor Related Economic Indicators	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	50,428	50,301	50,468		-100.0%	50,839	50,301	51,340	355,872				632,792	614,224	
Employment	45,908	45,788	45,502		-100.0%	46,455	45,502	47,117	325,183				587,543	561,087	
Unemployment	4,520	4,513	4,966		-100.0%	4,384	3,990	4,966	30,689				45,249	53,137	
Rate	9.0	9.0	9.8		-100.0%	8.6	7.8	9.8					7.2	8.7	
Worcester County															
Labor Related Economic Indicators	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10	
Labor Force	25,114	24,809	24,851		-100.0%	27,647	24,809	31,839	193,529				333,831	328,479	
Employment	21,381	20,764	20,378		-100.0%	24,475	20,378	29,340	171,326				301,797	290,373	
Unemployment	3,733	4,045	4,473		-100.0%	3,172	2,385	4,473	22,203				32,034	38,106	
Rate	14.9	16.3	18.0		-100.0%	11.8	7.8	18.0					9.9	12.0	



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**Mid-Maryland (Includes Carroll and Howard Counties)**

<b>Carroll County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	93,089	92,778	92,412		-100.0%	93,072	92,412	93,861	651,505				1,142,761	1,118,713
Employment	87,311	87,277	86,042		-100.0%	87,133	86,042	87,656	609,929				1,081,750	1,043,845
Unemployment	5,778	5,501	6,370		-100.0%	5,939	5,491	6,370	41,576				61,011	74,868
Rate	6.2	5.9	6.9		-100.0%	6.4	5.9	6.9					5.4	6.7
<b>Howard County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	157,628	157,071	158,223		-100.0%	157,725	157,071	158,533	1,104,075				1,930,705	1,885,787
Employment	149,109	149,050	149,969		-100.0%	149,236	148,611	149,969	1,044,654				1,847,396	1,782,664
Unemployment	8,519	8,021	8,254		-100.0%	8,489	8,021	9,079	59,421				83,309	103,123
Rate	5.4	5.1	5.2		-100.0%	5.4	5.1	5.7					4.3	5.5
<b>Montgomery County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	513,229	512,600	514,135		-100.0%	513,536	510,666	517,439	3,594,751				6,212,973	6,137,870
Employment	485,230	486,201	486,794		-100.0%	485,765	482,459	488,100	3,400,354				5,939,876	5,795,590
Unemployment	27,999	26,399	27,341		-100.0%	27,771	26,399	29,339	194,397				273,097	342,280
Rate	5.5	5.2	5.3		-100.0%	5.4	5.2	5.7					4.4	5.6
<b>Prince George's County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	449,805	447,269	445,395		-100.0%	449,264	445,395	456,342	3,144,846				5,446,374	5,368,425
Employment	416,685	415,884	413,146		-100.0%	416,367	413,146	421,872	2,914,567				5,127,071	4,977,121
Unemployment	33,120	31,385	32,249		-100.0%	32,897	31,385	34,470	230,279				319,303	391,304
Rate	7.4	7.0	7.2		-100.0%	7.3	7.0	7.6					5.9	7.3

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

<b>Calvert County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	48,304	48,111	47,490		-100.0%	48,288	47,490	49,330	338,018				589,232	579,868
Employment	45,575	45,487	44,703		-100.0%	45,471	44,703	46,142	318,294				560,771	544,369
Unemployment	2,729	2,624	2,787		-100.0%	2,818	2,591	3,188	19,724				28,461	35,499
Rate	5.6	5.5	5.9		-100.0%	5.8	5.4	6.5					4.8	6.1
<b>Charles County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	76,881	76,591	75,950		-100.0%	76,862	75,950	78,311	538,037				936,434	920,973
Employment	72,376	72,236	71,315		-100.0%	72,256	71,315	73,276	505,795				890,542	864,495
Unemployment	4,505	4,355	4,635		-100.0%	4,606	4,295	5,035	32,242				45,892	56,478
Rate	5.9	5.7	6.1		-100.0%	6.0	5.6	6.4					4.9	6.1
<b>St. Mary's County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	53,254	53,113	52,759		-100.0%	53,211	52,689	53,820	372,477				624,615	619,885
Employment	50,086	50,098	49,452		-100.0%	49,986	49,452	50,357	349,904				594,320	582,068
Unemployment	3,168	3,015	3,307		-100.0%	3,225	3,015	3,519	22,573				30,295	37,817
Rate	5.9	5.7	6.3		-100.0%	6.1	5.7	6.5					4.9	6.1

**Susquehanna (Includes Cecil and Harford Counties)**

<b>Cecil County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	49,895	49,745	49,917		-100.0%	50,006	49,745	50,480	350,045				618,631	603,504
Employment	45,424	45,305	44,651		-100.0%	45,270	44,651	45,508	316,890				572,534	546,550
Unemployment	4,471	4,440	5,266		-100.0%	4,736	4,440	5,298	33,155				46,097	56,954
Rate	9.0	8.9	10.5		-100.0%	9.5	8.9	10.5					7.5	9.4
<b>Harford County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	131,243	131,059	130,682		-100.0%	131,244	130,682	132,289	918,705				1,605,222	1,575,432
Employment	121,906	121,858	120,690		-100.0%	121,736	120,690	122,387	852,154				1,510,367	1,457,445
Unemployment	9,337	9,201	9,992		-100.0%	9,507	8,823	10,100	66,551				94,855	117,987
Rate	7.1	7.0	7.6		-100.0%	7.2	6.7	7.6					5.9	7.5



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

<b>Caroline County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	15,839	15,793	16,245		-100.0%	16,090	15,793	16,388	112,630				198,525	195,144
Employment	14,366	14,349	14,616		-100.0%	14,626	14,349	14,925	102,384				183,782	176,816
Unemployment	1,473	1,444	1,629		-100.0%	1,464	1,353	1,629	10,246				14,743	18,328
Rate	9.3	9.1	10.0		-100.0%	9.1	8.3	10.0					7.5	9.4
<b>Dorchester County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	16,297	16,144	16,359		-100.0%	16,486	16,144	16,768	115,403				200,742	198,527
Employment	14,599	14,368	14,449		-100.0%	14,775	14,368	15,212	103,422				183,013	176,541
Unemployment	1,698	1,776	1,910		-100.0%	1,712	1,556	1,910	11,981				17,729	21,986
Rate	10.4	11.0	11.7		-100.0%	10.4	9.3	11.7					8.8	11.1
<b>Kent County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	10,520	10,456	10,500		-100.0%	10,761	10,456	11,149	75,328				132,146	129,178
Employment	9,681	9,641	9,523		-100.0%	9,907	9,523	10,255	69,351				123,714	118,739
Unemployment	839	815	977		-100.0%	854	776	977	5,977				8,432	10,439
Rate	8.0	7.8	9.3		-100.0%	7.9	7.1	9.3					6.4	8.1
<b>Queen Anne's County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	26,068	26,073	26,334		-100.0%	26,101	25,883	26,334	182,709				320,333	313,826
Employment	24,393	24,383	24,374		-100.0%	24,391	24,312	24,489	170,737				302,219	291,629
Unemployment	1,675	1,690	1,960		-100.0%	1,710	1,518	1,960	11,972				18,114	22,197
Rate	6.4	6.5	7.4		-100.0%	6.5	5.8	7.4					5.7	7.1
<b>Talbot County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	18,049	18,036	18,149		-100.0%	18,339	18,036	18,790	128,376				230,952	223,577
Employment	16,656	16,622	16,554		-100.0%	16,959	16,554	17,413	118,711				217,379	206,602
Unemployment	1,393	1,414	1,595		-100.0%	1,381	1,240	1,595	9,665				13,573	16,975
Rate	7.7	7.8	8.8		-100.0%	7.5	6.7	8.8					5.9	7.6
<b>Western Maryland (Includes Allegany, Garrett, and Washington Counties)</b>														
<b>Allegany County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	34,125	34,237	35,499		-100.0%	34,296	33,598	35,499	240,073				428,373	421,371
Employment	31,157	31,079	31,934		-100.0%	31,186	30,675	31,934	218,300				396,377	383,600
Unemployment	2,968	3,158	3,565		-100.0%	3,110	2,877	3,565	21,773				31,996	37,771
Rate	8.7	9.2	10.0		-100.0%	9.1	8.5	10.0					7.5	9.0
<b>Garrett County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	15,938	16,121	16,765		-100.0%	16,442	15,938	16,945	115,094				201,788	198,574
Employment	14,714	14,790	15,269		-100.0%	15,180	14,714	15,640	106,258				188,469	182,144
Unemployment	1,224	1,331	1,496		-100.0%	1,262	1,092	1,496	8,836				13,319	16,430
Rate	7.7	8.3	8.9		-100.0%	7.7	6.7	8.9					6.6	8.3
<b>Washington County</b>														
	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
Labor Force	65,968	66,449	67,687		-100.0%	66,566	65,968	67,687	465,962				816,609	804,781
Employment	59,482	59,720	60,493		-100.0%	59,856	59,458	60,493	418,991				750,944	723,802
Unemployment	6,486	6,729	7,194		-100.0%	6,710	6,224	7,194	46,971				65,665	80,979
Rate	9.8	10.1	10.6		-100.0%	10.1	9.4	10.6					8.0	10.1
*Labor Related Economic Indicators by county are not seasonally adjusted.														



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**Incumbent Worker Training Maryland Business Works (MBW)**

	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
<b>MBW Indicators</b>														
Award Amount	\$139,292	\$55,769	\$95,415	\$60,284	-36.8%	\$105,973	\$55,769	\$195,537	\$847,782				\$651,121	\$1,210,799
Fully Canceled Projects	0	0	1	0	-100.0%	0	0	1	1					30
Approved Projects	45	36	71	72	1.4%	55	36	72	437				453	700
# Employers	22	20	43	28	-34.9%	31	20	44	249				235	312
# Trainees	356	115	276	293	6.2%	354	115	577	2,830				2,096	5,093
Average Cost	\$391	\$485	\$346	\$206	-40.5%	\$318	\$206	\$485	\$300				\$311	\$238
<b>Biotech:</b>														
Award Amount	\$2,747	\$0	\$0	\$0	0.0%	\$3,851	\$0	\$17,331	\$30,810				\$7,253	\$8,292
Approved Projects	1	0	0	0	0.0%	1	0	3	7				7	6
# Employers	1	0	0	0	0.0%	1	0	2	5				3	4
# Trainees	4	0	0	0	0.0%	12	0	76	97				52	15
Average Cost	\$687	\$0	\$0	\$0	0.0%	\$268	\$0	\$687	\$318				\$139	\$553
<b>Construction:</b>														
Award Amount	\$2,735	\$1,403	\$3,126	\$2,558	-18.2%	\$5,707	\$0	\$26,454	\$45,653				\$33,970	\$56,352
Approved Projects	6	2	7	7	0.0%	5	0	11	39				51	31
# Employers	4	2	5	3	-40.0%	3	0	9	27				29	22
# Trainees	9	3	11	19	72.7%	15	0	66	121				86	103
Average Cost	\$304	\$468	\$284	\$135	-52.5%	\$354	\$0	\$728	\$377				\$395	\$547
<b>Education:</b>														
Award Amount	\$0	\$181	\$481	\$528	9.8%	\$681	\$0	\$3,889	\$5,447					\$12,520
Approved Projects	0	1	2	2	0.0%	1	0	2	8					12
# Employers	0	1	2	1	-50.0%	1	0	2	7					10
# Trainees	0	5	4	8	100.0%	3	0	8	25					32
Average Cost	\$0	\$36	\$120	\$66	-45.1%	\$155	\$0	\$648	\$218					\$391
<b>Finance/Insurance:</b>														
Award Amount	\$689	\$1,592	\$1,233	\$1,436	16.5%	\$1,831	\$689	\$4,745	\$14,644					\$32,779
Approved Projects	2	2	3	4	33.3%	3	2	4	24					54
# Employers	1	2	3	2	-33.3%	2	1	3	15					17
# Trainees	4	11	14	9	-35.7%	10	3	17	80					95
Average Cost	\$172	\$145	\$88	\$160	81.7%	\$186	\$88	\$279	\$183					\$345
<b>Green Industry:</b>														
Award Amount	\$0	\$2,131	\$775	\$36	-95.4%	\$1,857	\$0	\$11,306	\$14,859				0	\$41,264
Approved Projects	0	2	1	1	0.0%	1	0	2	8				0	42
# Employers	0	1	1	1	0.0%	1	0	2	7				0	26
# Trainees	0	2	1	1	0.0%	2	0	10	16				0	70
Average Cost	\$0	\$1,066	\$775	\$36	-95.4%	\$452	\$0	\$1,131	\$929				0.0	\$589



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

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MBW Indicators	Nov-10	Dec-10	Jan-11	Feb-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09	FY10
<b>Healthcare:</b>														
Award Amount	\$11,262	\$9,985	\$12,668	\$16,019	26.5%	\$21,068	\$3,191	\$60,129	\$168,543				\$189,985	\$266,337
Approved Projects	12	10	19	21	10.5%	17	10	23	133				172	225
# Employers	2	3	5	5	0.0%	6	2	13	49				53	63
# Trainees	44	30	54	97	79.6%	116	30	275	928				864	3146
Average Cost	\$256	\$333	\$235	\$165	-29.7%	\$202	\$54	\$333	\$182				\$220	\$85
<b>Hospitality/Tourism:</b>														
Award Amount	\$1,028	\$0	\$554	\$3,848	594.6%	\$698	\$0	\$3,848	\$5,581					\$3,875
Approved Projects	1	0	2	4	100.0%	1	0	4	8					6
# Employers	1	0	2	3	50.0%	1	0	3	7					5
# Trainees	20	0	4	18	350.0%	5	0	20	43					21
Average Cost	\$51	\$0	\$139	\$214	54.5%	\$139	\$51	\$214	\$130					\$185
<b>IT:</b>														
Award Amount	\$22,688	\$3,470	\$6,387	\$3,461	-45.8%	\$19,955	\$2,161	\$103,601	\$159,642				\$57,641	\$152,468
Approved Projects	3	2	3	5	66.7%	5	2	12	36				42	76
# Employers	2	2	2	2	0.0%	3	2	9	27				27	37
# Trainees	15	2	4	6	50.0%	17	2	74	139				91	199
Average Cost	\$1,513	\$1,735	\$1,597	\$577	-63.9%	\$1,120	\$480	\$1,735	\$1,149				\$633	\$766
<b>Manufacturing:</b>														
Award Amount	\$68,461	\$23,443	\$21,644	\$27,940	29.1%	\$30,435	\$17,377	\$68,461	\$243,479				\$234,131	\$472,046
Approved Projects	9	7	12	16	33.3%	11	7	16	88				133	139
# Employers	4	5	7	5	-28.6%	6	4	8	48				33	54
# Trainees	139	27	18	105	483.3%	88	18	214	706				605	982
Average Cost	\$493	\$868	\$1,202	\$266	-77.9%	\$537	\$96	\$1,202	\$345				\$387	\$481
<b>Other:</b>														
Award Amount	\$11,491	\$13,475	\$39,033	\$2,717	-93.0%	\$13,942	\$2,717	\$39,033	\$111,536				\$128,141	\$117,018
Approved Projects	8	9	15	6	-60.0%	7	3	15	56				48	58
# Employers	4	3	10	4	-60.0%	4	1	10	33				90	40
# Trainees	70	34	118	15	-87.3%	58	10	118	466				398	323
Average Cost	\$164	\$396	\$331	\$181	-45.3%	\$246	\$93	\$396	\$239				\$322	\$362
<b>Professional/Business Services:</b>														
Award Amount	\$2,658	\$99	\$2,016	\$519	-74.3%	\$1,136	\$0	\$2,658	\$9,087					\$33,494
Approved Projects	2	1	2	2	0.0%	1	0	2	10					38
# Employers	2	1	2	1	-50.0%	1	0	2	8					27
# Trainees	7	1	2	11	450.0%	9	0	46	70					49
Average Cost	\$380	\$99	\$1,008	\$47	-95.3%	\$334	\$47	\$1,008	\$130					\$684
<b>Transportation/Warehousing:</b>														
Award Amount	\$15,533	\$0	\$7,498	\$1,222	-83.7%	\$4,814	\$0	\$15,533	\$38,511					\$14,354
Approved Projects	1	0	5	4	-20.0%	3	0	6	20					13
# Employers	1	0	4	1	-75.0%	2	0	5	14					7
# Trainees	44	0	46	4	-91.3%	17	0	46	139					58
Average Cost	\$353	\$0	\$163	\$306	87.7%	\$341	\$163	\$450	\$277					\$247



**StateStat**  
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WORKFORCE DEVELOPMENT	Quarterly Reporting Periods					Fiscal Year to Date			Fiscal Comparison					
	Q3-10	Q4-10	Q1-11	Q2-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
<b>Federal Reporting Performance Indicators:</b>														
<b>Entered Employment Actuals</b>														
Economically Disadvantaged Adults Numerator	957	990	968	1,036	7.0%	1,002	968	1,036				875	883	996
Economically Disadvantaged (# of exiters)	1,274	1,289	1,285	1,367	6.4%	1,326	1,285	1,367				1,052	1,135	1,289
Dislocated Workers Numerator	886	1,002	1,098	1,240	12.9%	1,169	1,098	1,240				868	967	1,011
Dislocated Workers Denominator (# of Exiters)	1,079	1,194	1,293	1,444	11.7%	1,369	1,293	1,444				986	1,101	1,189
Labor Exchange Numerator	66,967	64,574	66,051	65,722	-0.5%	65,887	65,722	66,051				57,419	62,562	64,574
Labor Exchange Denominator (# of Exiters)	132,425	130,968	141,426	143,897	1.7%	142,662	141,426	143,897				89,963	105,007	130,968
<b>Entered Employment Rate %</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Low Target</b>	<b>High Target</b>	<b>FY08</b>	<b>FY-09</b>	<b>FY-10</b>
Economically Disadvantaged Adults	75.1%	76.8%	75.3%	75.8%	0.7%	75.6%	75.3%	75.8%				84%	83.2%	77.3%
Dislocated Workers	82.1%	83.9%	84.9%	85.9%	1.2%	85.4%	84.9%	85.9%				91%	88.0%	87.8%
Labor Exchange	51.0%	49%	47.0%	46.0%	-2.1%	46.5%	46.0%	47.0%				61%	64.0%	60.0%
<b>LX Entered Employment Data (By LWIA)</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Target</b>		<b>FY08</b>	<b>FY-09</b>	<b>FY-10</b>
<b>Anne Arundel (AA)</b>														
Numerator	4,014	3,789	3,963	4,404	11.1%	4,184	3,963	4,404				3,549	3,498	3,789
Denominator	7,909	8,027	8,831	9,962	12.8%	9,397	8,831	9,962				5,590	5,606	8,027
Rate	51%	47%	45%	44%	-1.5%	45%	45%	44%				63%	62%	47%
<b>Baltimore City (BM)</b>														
Numerator	10,656	9,703	9,927	9,372	-5.6%	9,650	9,372	9,927				11,959	11,484	9,703
Denominator	22,850	22,549	24,272	23,627	-2.7%	23,950	23,627	24,272				20,277	20,702	22,549
Rate	47%	43%	41%	40%	-3.0%	40%	40%	41%				59%	55%	43%
<b>Baltimore County (BA)</b>														
Numerator	7,495	6,930	7,277	7,122	-2.1%	7,200	7,122	7,277				6,719	6,992	6,930
Denominator	14,459	13,903	15,318	15,705	2.5%	15,512	15,318	15,705				10,013	11,198	13,903
Rate	52%	50%	48%	45%	-4.5%	46%	46%	46%				67%	62%	50%
<b>Frederick (FR)</b>														
Numerator	1,732	1,766	1,880	1,865	-0.8%	1,873	1,865	1,880				1,752	1,746	1,766
Denominator	3,214	3,418	3,936	3,989	1.3%	3,963	3,936	3,989				2,518	2,717	3,418
Rate	54%	52%	48%	47%	-2.1%	47%	47%	47%				70%	64%	52%
<b>Lower Shore (LS)</b>														
Numerator	2,765	2,571	2,523	2,349	-6.9%	2,436	2,349	2,523				2,458	2,799	2,571
Denominator	5,185	4,780	5,237	5,011	-4.3%	5,124	5,011	5,237				3,853	4,636	4,780
Rate	53%	54%	48%	47%	-2.7%	48%	47%	48%				64%	60%	54%
<b>Montgomery County (MG)</b>														
Numerator	6,043	6,115	6,083	5,767	-5.2%	5,925	5,767	6,083				5,212	5,510	6,115
Denominator	12,080	12,081	12,736	12,559	-1.4%	12,648	12,559	12,736				8,293	9,313	12,081
Rate	50%	51%	48%	46%	-3.9%	47%	46%	48%				63%	59%	51%
<b>Mid Maryland (MM)</b>														
Numerator	4,577	3,818	3,955	3,999	1.1%	3,977	3,955	3,999				3,643	3,794	3,818
Denominator	8,604	7,651	8,165	8,306	1.7%	8,236	8,165	8,306				5,218	6,004	7,651
Rate	53%	50%	48%	48%	-0.6%	48%	48%	48%				70%	63%	50%
<b>Prince George's County (PG)</b>														
Numerator	5,652	5,718	6,178	6,106	-1.2%	6,142	6,106	6,178				4,318	5,217	5,718
Denominator	11,446	11,483	13,097	13,371	2.1%	13,234	13,097	13,371				6,945	8,880	11,483
Rate	49%	50%	47%	46%	-3.2%	46%	47%	46%				62%	59%	50%
<b>Southern Maryland (SM)</b>														
Numerator	3,259	3,024	3,088	2,852	-7.6%	2,970	2,852	3,088				2,655	3,122	3,024
Denominator	6,462	5,980	6,646	6,287	-5.4%	6,467	6,287	6,646				3,991	5,217	5,980
Rate	50%	51%	46%	45%	-2.4%	46%	45%	46%				67%	60%	51%
<b>Susquehanna (SQ)</b>														
Numerator	2,718	2,641	2,815	2,670	-5.2%	2,743	2,670	2,815				2,968	3,125	2,641
Denominator	5,171	5,058	5,750	5,520	-4.0%	5,635	5,520	5,750				4,300	4,888	5,058
Rate	53%	52%	49%	48%	-1.2%	49%	48%	49%				69%	64%	52%
<b>Upper Shore (US)</b>														
Numerator	1,920	1,808	1,830	1,679	-8.3%	1,755	1,679	1,830				1,479	1,691	1,808
Denominator	3,898	3,569	3,843	3,711	-3.4%	3,777	3,711	3,843				2,369	2,998	3,569
Rate	49%	51%	48%	45%	-5.0%	46%	45%	48%				62%	56%	51%
<b>Western Maryland (WM)</b>														
Numerator	5,289	5,071	5,091	4,976	-2.3%	5,034	4,976	5,091				4,838	5,475	5,071
Denominator	10,375	9,898	10,364	10,414	0.5%	10,389	10,364	10,414				7,369	9,025	9,898
Rate	51%	51%	49%	48%	-2.7%	48%	48%	49%				66%	61%	51%
<b>Virtual Office (VO)</b>														
Numerator	10,847	11,620	11,441	12,561	9.8%	12,001	11,441	12,561				5,869	8,109	11,620
Denominator	20,772	22,571	23,231	25,435	9.5%	24,333	23,231	25,435				9,227	13,823	22,571
Rate	52%	51%	49%	49%	0.3%	49%	49%	49%				64%	59%	51%



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Employment Retention Actuals	Q3-10	Q4-10	Q1-11	Q2-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Economically Disadvantaged Adults Numerator	1,092	1,120	1,128	1,144	1.4%	1,136	1,128	1,144				1,023	1,063	1,125
Exiters	1,279	1,292	1,300	1,308	0.6%	1,304	1,300	1,308				1,251	1,228	1,293
Dislocated Workers Numerator	913	894	859	984	14.6%	922	859	984				945	901	901
Dislocated Workers Denominator (# Employed at Exit)	1,029	991	947	1,073	13.3%	1,010	947	1,073				1,065	998	993
Labor Exchange Numerator	64,346	59,546	61,857	65,385	5.7%	63,621	61,857	65,385				63,271	64,546	59,546
Labor Exchange Denominator (# Employed at Exit)	83,047	77,241	80,635	83,895	4.0%	82,265	80,635	83,895				77,030	81,066	77,241
<b>Employment Retention Rate %</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Low Target</b>	<b>High Target</b>	<b>FY08</b>	<b>FY-09</b>	<b>FY-10</b>
Economically Disadvantaged Adults	85.4%	86.7%	86.8%	87.5%	0.8%	87.2%	86.8%	87.5%		67%	84%	81.8%	86.6%	87.0%
Dislocated Workers	88.7%	90.2%	90.7%	91.7%	1.1%	91.2%	90.7%	91.7%		71%	89%	88.7%	90.3%	90.7%
Labor Exchange	78.0%	77.0%	77.0%	78.0%	1.3%	77.5%	77.0%	78.0%		65%	81%	82.0%	80.0%	77.0%
<b>LX Employment Retention (by LWIA)</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Target</b>		<b>FY08</b>	<b>FY-09</b>	<b>FY-10</b>
Anne Arundel (AA)														
Numerator	3,285	3,069	3,161	3,605	14.0%	3,383	3,161	3,605				3,452	3,366	3,069
Denominator	4,370	4,117	4,244	4,720	11.2%	4,482	4,244	4,720				4,186	4,238	4,117
Rate	75%	75%	74%	76%	2.5%	75%	74%	76%				82%	79%	75%
Baltimore City (BM)														
Numerator	9,659	8,360	8,778	8,656	-1.4%	8,717	8,656	8,778				12,264	11,473	8,360
Denominator	13,265	11,707	12,287	11,829	-3.7%	12,058	11,829	12,287				15,805	15,287	11,707
Rate	73%	71%	71%	73%	2.4%	72%	73%	71%				78%	75%	71%
Baltimore County (BA)														
Numerator	6,454	5,431	5,868	6,515	11.0%	6,192	5,868	6,515				6,649	6,688	5,431
Denominator	8,123	6,915	7,479	8,193	9.5%	7,836	7,479	8,193				7,800	8,039	6,915
Rate	79%	79%	78%	80%	1.4%	79%	78%	80%				85%	83%	79%
Frederick (FR)														
Numerator	1,737	1,515	1,484	1,692	14.0%	1,588	1,484	1,692				1,832	1,975	1,515
Denominator	2,154	1,880	1,856	2,107	13.5%	1,982	1,856	2,107				2,160	2,393	1,880
Rate	81%	81%	80%	80%	0.4%	80%	80%	80%				85%	83%	81%
Lower Shore (LS)														
Numerator	2,972	2,793	2,698	2,638	-2.2%	2,668	2,638	2,698				2,991	2,842	2,793
Denominator	3,908	3,704	3,676	3,521	-4.2%	3,599	3,521	3,676				3,742	3,678	3,704
Rate	76%	75%	73%	75%	2.1%	74%	75%	73%				80%	77%	75%
Montgomery County (MG)														
Numerator	5,625	5,412	5,710	5,849	2.4%	5,780	5,710	5,849				5,893	5,355	5,412
Denominator	7,222	6,951	7,355	7,399	0.6%	7,377	7,355	7,399				7,124	6,698	6,951
Rate	78%	78%	78%	79%	1.8%	78%	78%	79%				83%	80%	78%
Mid Maryland (MM)														
Numerator	3,994	3,274	3,378	3,762	11.4%	3,570	3,378	3,762				4,511	3,766	3,274
Denominator	4,861	4,043	4,207	4,656	10.7%	4,432	4,207	4,656				5,246	4,452	4,043
Rate	82%	81%	80%	81%	0.6%	81%	80%	81%				86%	85%	81%
Prince George's County (PG)														
Numerator	5,251	4,868	4,979	5,409	8.6%	5,194	4,979	5,409				3,640	4,858	4,868
Denominator	6,780	6,359	6,434	7,028	9.2%	6,731	6,434	7,028				4,421	6,093	6,359
Rate	77%	77%	77%	77%	-0.5%	77%	77%	77%				82%	80%	77%
Southern Maryland (SM)														
Numerator	3,039	2,731	2,772	2,814	1.5%	2,793	2,772	2,814				2,720	2,925	2,731
Denominator	3,866	3,504	3,553	3,599	1.3%	3,576	3,553	3,599				3,256	3,626	3,504
Rate	79%	78%	78%	78%	0.2%	78%	78%	78%				84%	81%	78%
Susquehanna (SQ)														
Numerator	2,827	2,340	2,514	2,547	1.3%	2,531	2,514	2,547				3,568	3,381	2,340
Denominator	3,614	3,033	3,262	3,254	-0.2%	3,258	3,254	3,262				4,285	4,149	3,033
Rate	78%	77%	77%	78%	1.6%	78%	77%	78%				83%	81%	77%
Upper Shore (US)														
Numerator	1,556	1,442	1,515	1,600	5.6%	1,558	1,515	1,600				1,466	1,795	1,442
Denominator	2,037	1,868	1,997	2,117	6.0%	2,057	1,997	2,117				1,802	2,337	1,868
Rate	76%	77%	76%	76%	-0.4%	76%	76%	76%				81%	77%	77%
Western Maryland (WM)														
Numerator	5,830	5,479	5,672	5,632	-0.7%	5,652	5,632	5,672				5,636	6,125	5,479
Denominator	7,640	7,144	7,373	7,207	-2.3%	7,290	7,207	7,373				6,860	7,708	7,144
Rate	76%	77%	77%	78%	1.6%	78%	78%	77%				82%	79%	77%
Virtual Office (VO)														
Numerator	12,119	12,832	13,328	14,666	10.0%	13,997	13,328	14,666				8,649	9,997	12,832
Denominator	15,207	16,016	16,912	18,265	8.0%	17,589	16,912	18,265				10,343	12,368	16,016
Rate	80%	80%	79%	80%	1.9%	80%	79%	80%				84%	81%	80%



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

Average Six Month Earnings	Q3-10	Q4-10	Q1-11	Q2-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Economically disadvantaged adults numerator	14,865,941	15,663,149	15,759,261	16,927,199	7.4%	16,343,230	15,759,261	16,927,199				11,852,905	14,495,872	15,677,405
Employed at Exit)	1,041	1,059	1,045	1,072	2.6%	1,059	1,045	1,072				968	1,027	1,060
Dislocated Workers Numerator	13,949,754	14,149,086	13,880,747	16,791,884	21.0%	15,336,316	13,880,747	16,791,884				13,953,199	14,330,794	14,186,040
Dislocated Workers Denominator (# Employed at Exit)	870	850	808	940	16.3%	874	808	940				888	877	852
Labor Exchange Numerator	928,328,116	838,392,348	865,845,026	1,003,688,604	15.9%	934,766,815	865,845,026	1,003,688,604				870,937,474	905,330,501	838,392,348
Labor Exchange Denominator (# Employed at Exit)	64,211	59,408	61,690	65,385	6.0%	63,538	61,690	65,385				63,160	64,387	59,408
<b>Average Six Month Earnings</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Low Target</b>	<b>High Target</b>	<b>FY08</b>	<b>FY-09</b>	<b>FY-10</b>
Economically Disadvantaged Adults	\$14,280	\$14,791	\$15,081	\$15,790	4.7%	15,435	15,081	15,790		\$10,480	\$13,100	\$12,245	\$14,115	\$14,790
Dislocated Workers	\$16,034	\$16,646	\$17,179	\$17,864	4.0%	17,521	17,179	17,864		\$13,268	\$16,585	\$15,731	\$16,341	\$16,650
Labor Exchange	\$14,458	\$14,112	\$14,035	\$15,384	9.6%	14,709	14,035	15,384		\$10,800	\$13,500	\$13,789	\$14,061	\$14,112
<b>LX Average Six Month Earnings (By LWIA)</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Low Target</b>	<b>High Target</b>	<b>FY08</b>	<b>FY-09</b>	<b>FY-10</b>
Anne Arundel (AA)	\$13,692	\$13,389	\$13,528	\$15,036	11.1%	14,282	13,528	15,036				\$15,142	\$14,821	\$13,389
Baltimore City (BM)	\$11,434	\$10,937	\$11,121	\$11,550	3.9%	11,336	11,121	11,550				\$10,514	\$10,970	\$10,937
Baltimore County (BA)	\$15,695	\$14,884	\$15,232	\$15,868	4.2%	15,550	15,232	15,868				\$15,395	\$15,831	\$14,884
Frederick (FR)	\$16,362	\$16,144	\$16,324	\$17,428	6.8%	16,876	16,324	17,428				\$16,529	\$16,584	\$16,144
Lower Shore (LS)	\$10,071	\$9,879	\$9,623	\$10,307	7.1%	9,965	9,623	10,307				\$10,006	\$9,715	\$9,879
Montgomery County (MG)	\$16,177	\$15,224	\$15,105	\$18,197	20.5%	16,651	15,105	18,197				\$16,461	\$15,749	\$15,224
Mid Maryland (MM)	\$19,772	\$19,099	\$19,599	\$20,965	7.0%	20,282	19,599	20,965				\$18,867	\$20,201	\$19,099
Prince George's County (PG)	\$16,347	\$16,154	\$15,416	\$18,483	19.9%	16,949	15,416	18,483				\$15,384	\$15,546	\$16,154
Southern Maryland (SM)	\$15,949	\$15,086	\$14,800	\$15,773	6.6%	15,287	14,800	15,773				\$14,930	\$15,200	\$15,086
Susquehanna (SQ)	\$15,645	\$15,004	\$14,313	\$14,811	3.5%	14,562	14,313	14,811				\$14,690	\$15,205	\$15,004
Upper Shore (US)	\$12,414	\$12,347	\$11,629	\$12,583	8.2%	12,106	11,629	12,583				\$11,285	\$12,168	\$12,347
Western Maryland (WM)	\$11,155	\$11,011	\$10,780	\$11,226	4.1%	11,003	10,780	11,226				\$10,638	\$11,017	\$11,011
Virtual Office (VO)	\$15,056	\$15,348	\$15,253	\$16,427	7.7%	15,840	15,253	16,427				\$13,989	\$14,455	\$15,348
<b>Youth Focused Goals</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Low Target</b>	<b>High Target</b>	<b>FY08</b>	<b>FY-09</b>	<b>FY-10</b>
Attainment of a High School Diploma, Degree, or Certificate	71.0%	73.8%	69.0%	70.1%	1.6%	69.55%	69.00%	70.10%		42%	52%	73.9%	71.5%	75.0%
Placement in Unsubsidized Employment or Education	69.0%	67.5%	63.4%	65.9%	3.9%	64.65%	63.40%	65.90%		54%	67%	72.2%	71.2%	67.8%
<b>One-Stop Demographics</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Target</b>		<b>FY08</b>	<b>FY-09</b>	<b>FY-10</b>
Total Maryland residents who received workforce services	213,251	195,196	189,045	181,693	-3.9%	185,369	181,693	189,045				137,840	179,688	195,196
Anne Arundel (AA)	15,869	14,116	13,577	12,616	-7.1%	13,097	12,616	13,577				6,706	11,099	14,116
Baltimore City (BM)	32,683	30,468	28,997	26,202	-9.6%	27,600	26,202	28,997				27,064	29,534	30,468
Baltimore County (BA)	23,784	21,360	20,705	19,280	-6.9%	19,993	19,280	20,705				13,384	18,305	21,360
Frederick (FR)	6,228	5,450	5,285	4,855	-8.1%	5,070	4,855	5,285				4,085	4,295	5,450
Lower Shore (LS)	7,916	7,336	7,297	6,837	-6.3%	7,067	6,837	7,297				6,113	7,177	7,336
Montgomery County (MG)	16,746	14,583	14,451	13,768	-4.7%	14,110	13,768	14,451				11,678	15,296	14,583
Mid Maryland (MM)	13,364	10,962	10,381	9,910	-4.5%	10,146	9,910	10,381				7,339	11,234	10,962
Prince George's County (PG)	19,703	18,325	18,237	17,646	-3.2%	17,942	17,646	18,237				11,212	14,900	18,325
Southern Maryland (SM)	9,174	8,002	7,901	7,052	-10.7%	7,477	7,052	7,901				6,413	8,258	8,002
Susquehanna (SQ)	7,943	7,218	7,481	6,734	-10.0%	7,108	6,734	7,481				6,494	6,725	7,218
Upper Shore (US)	6,377	5,926	6,019	6,068	0.8%	6,044	6,019	6,068				3,770	4,682	5,926
Western Maryland (WM)	15,763	14,555	14,776	13,877	-6.1%	14,327	13,877	14,776				13,076	15,108	14,555
Virtual Office (VO)	37,701	36,895	33,938	36,848	8.6%	35,393	33,938	36,848				20,506	33,075	36,895
<b>One-Stop Demographics</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Target</b>		<b>FY08</b>	<b>FY-09</b>	<b>FY-10</b>
Total Maryland residents who received staff assisted services	171,924	146,940	146,462	137,504	-6.1%	141,983	137,504	146,462				115,077	141,701	146,940
Anne Arundel (AA)	15,603	12,964	12,619	11,852	-6.1%	12,236	11,852	12,619				6,609	10,800	12,964
Baltimore City (BM)	31,892	27,018	27,717	25,143	-9.3%	26,430	25,143	27,717				26,399	28,492	27,018
Baltimore County (BA)	23,375	19,817	19,366	18,349	-5.3%	18,858	18,349	19,366				13,231	17,853	19,817
Frederick (FR)	6,087	5,122	4,938	4,581	-7.2%	4,760	4,581	4,938				3,960	4,063	5,122
Lower Shore (LS)	7,768	7,108	7,101	6,590	-7.2%	6,846	6,590	7,101				5,960	6,816	7,108
Montgomery County (MG)	16,388	13,964	13,616	13,228	-2.8%	13,422	13,228	13,616				11,583	14,962	13,964
Mid Maryland (MM)	13,224	10,337	9,799	9,338	-4.7%	9,569	9,338	9,799				7,251	10,999	10,337
Prince George's County (PG)	19,097	16,845	16,975	16,333	-3.8%	16,654	16,333	16,975				10,984	14,309	16,845
Southern Maryland (SM)	9,032	7,492	7,465	6,638	-11.1%	7,052	6,638	7,465				6,287	8,023	7,492
Susquehanna (SQ)	7,590	6,731	6,916	6,280	-9.2%	6,598	6,280	6,916				6,248	6,186	6,731
Upper Shore (US)	6,248	5,609	5,722	5,758	0.6%	5,740	5,722	5,758				3,659	4,524	5,609
Western Maryland (WM)	15,620	13,933	14,228	13,414	-5.7%	13,821	13,414	14,228				12,906	14,674	13,933
Total Eligible Claimants		49,343	48,515	45,976	-5.2%	47,246	45,976	48,515				24,143	31,953	49,343
Total Veterans receiving workforce services	16,676	15,928	15,358	15,065	-1.9%	15,212	15,065	15,358				12,795	15,264	15,928
Disclosed)	11,536	11,469	11,216	11,038	-1.6%	11,127	11,038	11,216				8,990	10,189	11,469



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

GENDER	Q3-10	Q4-10	Q1-11	Q2-11	% Change	Avg	Min	Max	Total	Target	FY08	FY-09	FY-10
Male	106,355	97,960	94,208	90,562	-3.9%	92,385	90,562	94,208			60,979	81,696	97,960
Female	99,999	93,170	91,365	88,111	-3.6%	89,738	88,111	91,365			60,471	77,771	93,170
Blank	6,897	4,066	3,472	3,020	-13.0%	3,246	3,020	3,472			16,390	20,221	4,066
RACE	Q3-10	Q4-10	Q1-11	Q2-11	% Change	Avg	Min	Max	Total	Target	FY08	FY-09	FY-10
African American	79,556	78,094	75,479	73,613	-2.5%	74,546	73,613	75,479			57,456	68,008	78,094
White	72,644	68,804	66,906	64,234	-4.0%	65,570	64,234	66,906			40,133	60,139	68,804
Hispanic	7,981	7,531	7,332	7,053	-3.8%	7,193	7,053	7,332			6,009	7,362	7,531
Pacific Islander	493	472	442	447	1.1%	445	442	447			289	399	472
Asian	3,491	3,362	3,296	3,267	-0.9%	3,282	3,267	3,296			1,799	2,889	3,362
Other	6,190	6,009	5,877	5,792	-1.4%	5,835	5,792	5,877			3,502	5,130	6,009
EDUCATION	Q3-10	Q4-10	Q1-11	Q2-11	% Change	Avg	Min	Max	Total	Target	FY08	FY-09	FY-10
No School	697	680	681	678	-0.4%	680	678	681			580	601	680
Elementary School	21,912	20,182	17,088	16,351	-4.3%	16,720	16,351	17,088			15,202	17,874	20,182
Some College/Vocational/Technical School	53,256	48,970	48,126	46,357	-3.7%	47,242	46,357	48,126			29,903	44,049	48,970
BA\BS Degree	28,301	24,998	24,577	23,599	-4.0%	24,088	23,599	24,577			13,113	22,941	24,998
Some Graduate School	10,962	9,678	9,608	9,255	-3.7%	9,432	9,255	9,608			4,807	8,724	9,678
High School Diploma	71,263	65,417	63,894	60,997	-4.5%	62,446	60,997	63,894			47,458	62,665	65,417
GED	14,301	13,640	13,505	13,236	-2.0%	13,371	13,236	13,505			8,211	12,121	13,640
AA Degree	11,094	10,258	10,255	10,006	-2.4%	10,131	10,006	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 date of 1st youth service) + Number of youth who exit before completing a year of participation



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

Volume 4 Number 8  
 Reporting Period February, 2011

UNEMPLOYMENT INSURANCE FOR 2-28-11	Reporting Periods					Fiscal Year To Date							
	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
<b>ISSUANCES AND DETERMINATIONS</b>													
New Claims Filed - Total	30,296	37,702	38,587	25,996	-32.6%	31,288	25,996	38,587	250,305			379,609	407,026
New Claims Filed - UI	29,903	37,284	37,987	25,574	-32.7%	30,801	25,574	37,987	246,408		243,281	375,917	402,813
New Claims Filed - UCFE	240	265	434	277	-36.2%	319	203	434	2,550			2,251	2,541
New Claims Filed - UCX	153	153	166	145	-12.7%	168	145	203	1,347			1,441	1,672
Persons Currently Drawing UI Benefits	57,040	60,429	68,354	66,547	-2.6%	61,866	55,687	68,354			41,309	67,919	63,104
New EUC Claims Filed - Total	6520	6705	7621	6580	-13.7%	7,720	6,520	11,291	61,757				98,585
Dollars Paid in Benefits (in millions \$\$\$)	72.6	66.6	89.9	75.2	-16.4%	70.9	59.0	89.9	567.5		507	918	990
Trust Fund Balance (in million \$\$\$)	393	200	141	138	-2.1%	323	138	469	435	900	986	288	456
FUA Loan Advance to Trust Fund (in millions \$\$\$)	134	0	0	0	0.0%	84	0	134	0				134
# of First UI Checks issued - Regular UI	11,449	13,414	20,479	12,999	-36.5%	13,015	9,932	20,479	104,116		103,693	175,340	166,666
# of First UI Checks issued - Ex. Fed Employees	100	90	222	109	-50.9%	121	69	222	967		504	293	660
# of First UI Checks issued - Ex Military	118	78	94	92	-2.1%	102	78	131	813		723	815	969
% of claims filed via the Internet	42%	45%	45%	42%	-6.7%	41.9%	40.0%	45.0%	41.9%		18.5%	42.7%	45.2%
Final Payments	6,853	5,464	7,744	5,406	-30.2%	6,604	5,406	7,744	52,829		35,502	65,162	97,855
% of First UI Checks Issued <21 days – Regular UI <b>DLA = 87%</b>	86.0%	88.0%	94.0%	91.0%	-3.2%	86.6%	80.0%	94.0%	86.6%	87%	93.7%	91.2%	86.7%
% of First UI Checks Issued <21 days – Ex-Fed. Emp. <b>DLA = 70%</b>	70.0%	80.0%	97.0%	91.0%	-6.2%	84.9%	70.0%	97.0%	84.9%	70%	91.3%	84.6%	77.9%
% of First UI Checks Issued <21 days – Ex-Military <b>DLA = 87%</b>	91.0%	96.0%	95.0%	97.0%	2.1%	94.9%	91.0%	97.0%	94.9%	87%	93.8%	96.0%	93.4%
# Determinations [nonmonetary e.g. quit/fired]	12,404	14,576	14,187	13,859	-2.3%	15,904	12,404	24,972	127,233		315,707	405,532	365,474
% of Determinations issued in 21 days of issue detection <b>DLA =</b>	63.0%	65.0%	82.0%	87.3%	6.5%	68.1%	54.4%	87.3%	68.1%	80%	88.4%	84.7%	83.4%
# Open Employer Accounts	136,684	136,519	136,950	137,459	0.4%	136,793	135,941	138,748	136,793				139,244



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

UNEMPLOYMENT INSURANCE FOR 2-28-11	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%	50.6%	-0.8%	50.8%	50.6%	51.0%			33.6%	41.8%	50.2%	
Average duration of receipt of benefits (in weeks)	17.6	19.6	19.5	18.9	18.9	0.0%	18.9	18.9	18.9			15.2	15.6	18.3	
% of determinations passing Federal Review - quality/accuracy <b>DLA = 75%</b>	85.0%	81.0%	74.0%	83.0%	83.0%	0.0%	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 <b>DLA = 80%</b>	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 <b>DLA = 55%</b>	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 2-28-11						Fiscal Year To Date								
	ISSUANCES AND DETERMINATIONS	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
<b>Towson Claim Center - UI - First Pays</b>	1,297	1,501	2,206	1,313	-40.5%	1,872	1,297	2,543	14,977					32,875
UI - Claims Paid< 21 Days	1,066	1,316	2,101	1,203	-42.7%	1,629	1,066	2,162	13,031					28,995
UI - %	82%	88%	95%	92%	-3.8%	86.9%	81.2%	95.2%	87.0%	87%				88.2%
UCFE - First Pays	3	1	23	6	-73.9%	9	1	23	71					90
UCFE - Claims Paid< 21 Days	2	1	22	6	-72.7%	8	1	22	61					67
UCFE - %	67%	100%	96%	100%	4.5%	85.0%	66.7%	100.0%	85.9%	70%				74.4%
UCX - First Pays	8	4	5	8	60.0%	9	4	14	69					166
UCX - Claims Paid< 21 Days	7	4	5	8	60.0%	8	4	14	67					160
UCX - %	88%	100%	100%	100%	0.0%	96.9%	87.5%	100.0%	97.1%	87%				96.4%
<b>College Park Claim Center - UI - First Pays</b>	1,686	1,967	3,291	2,108	-35.9%	2,121	1,577	3,291	16,970					28,207
UI - Claims Paid< 21 Days	1,429	1,727	3,147	1,935	-38.5%	1,868	1,330	3,147	14,942					24,617
UI - %	85%	88%	96%	92%	-4.0%	87.3%	81.1%	95.6%	88.0%	87%				87.3%
UCFE - First Pays	9	5	11	9	-18.2%	7	1	12	54					49
UCFE - Claims Paid< 21 Days	7	4	11	8	-27.3%	6	1	11	49					36
UCFE - %	78%	80%	100%	89%	-11.1%	92.3%	77.8%	100.0%	90.7%	70%				73.5%
UCX - First Pays	21	13	17	19	11.8%	16	7	21	131					169
UCX - Claims Paid< 21 Days	17	11	17	18	5.9%	16	7	19	124					160
UCX - %	81%	85%	100%	95%	-5.3%	95.0%	81.0%	100.0%	94.7%	87%				94.7%
<b>Cumberland Claim Center - UI - First Pays</b>	2,759	3,448	5,060	3,088	-39.0%	2,804	1,639	5,060	22,432					28,270
UI - Claims Paid< 21 Days	2,464	3,180	4,772	2,830	-40.7%	2,529	1,383	4,772	20,232					24,584
UI - %	89%	92%	94%	92%	-2.8%	89.1%	82.1%	94.3%	90.2%	87%				87.0%
UCFE - First Pays	43	37	87	36	-58.6%	48	24	87	384					213
UCFE - Claims Paid< 21 Days	29	30	85	33	-61.2%	43	22	85	342					168
UCFE - %	67%	81%	98%	92%	-6.2%	87.9%	67.4%	97.7%	89.1%	70%				78.9%
UCX - First Pays	47	23	26	28	7.7%	31	23	47	251					246
UCX - Claims Paid< 21 Days	44	23	24	26	8.3%	30	23	44	239					227
UCX - %	94%	100%	92%	93%	0.6%	95.4%	92.3%	100.0%	95.2%	87%				92.3%
<b>Balt. Metro Claim Center - UI - First Pays</b>	1,319	1,582	2,748	1,699	-38.2%	1,690	1,319	2,748	13,520					24,262
UI - Claims Paid< 21 Days	1,065	1,337	2,607	1,516	-41.8%	1,422	1,024	2,607	11,378					20,542
UI - %	81%	85%	95%	89%	-5.9%	82.8%	71.9%	94.9%	84.2%	87%				84.7%
UCFE - First Pays	8	14	26	14	-46.2%	15	3	26	116					89
UCFE - Claims Paid< 21 Days	8	10	25	14	-44.0%	13	2	25	102					72
UCFE - %	100%	71%	96%	100%	4.0%	83.2%	44.4%	100.0%	87.9%	70%				80.9%
UCX - First Pays	11	11	13	10	-23.1%	14	10	20	108					176
UCX - Claims Paid< 21 Days	11	10	13	10	-23.1%	13	10	20	103					167
UCX - %	100%	91%	100%	100%	0.0%	95.3%	78.6%	100.0%	95.4%	87%				94.9%
<b>Salisbury Claim Center - UI - First Pays</b>	2,273	2,840	4,311	2,584	-40.1%	2,363	1,433	4,311	18,907					24,799
UI - Claims Paid< 21 Days	1,971	2,434	3,965	2,327	-41.3%	2,040	1,072	3,965	16,319					21,382
UI - %	87%	86%	92%	90%	-2.1%	84.8%	74.8%	92.0%	86.3%	87%				86.2%
UCFE - First Pays	20	22	60	33	-45.0%	29	14	60	230					125
UCFE - Claims Paid< 21 Days	12	18	57	28	-50.9%	24	10	57	193					101
UCFE - %	60%	82%	95%	85%	-10.7%	79.6%	60.0%	95.0%	83.9%	70%				80.8%
UCX - First Pays	19	16	24	21	-12.5%	22	16	28	173					149
UCX - Claims Paid< 21 Days	17	16	22	21	-4.5%	20	14	24	159					134
UCX - %	89%	100%	92%	100%	9.1%	92.3%	85.7%	100.0%	91.9%	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
	Nov-10	Dec-10	Jan-11	Feb-11	%	Avg	Min	Max	Total	Target	FY10
<b>Stakeholders Participating</b>											
<b>Total #</b>	<b>195</b>	<b>58</b>	<b>370</b>	<b>293</b>	<b>-20.8%</b>	<b>123.8</b>	<b>0</b>	<b>370</b>	<b>1486</b>	<b>1497</b>	<b>2693</b>
Aerospace	17	7	5	7	40.0%	10.5	5	22	84	75	112
Bioscience	0	0	0	0	0.0%	0.0	0	0	0	20	0
Construction	60	11	17	35	105.9%	35.4	11	60	283	150	166
Education	0	0	0	0	0.0%	0.0	0	0	0	0	4
Energy	3	0	7	6	-14.3%	12.5	0	33	100	250	572
Hospitality and Tourism	3	0	0	0	0.0%	0.8	0	3	6	20	2
Healthcare	60	35	31	88	183.9%	42.4	0	88	339	200	304
Information Technology	45	0	250	150	-40.0%	68.1	0	250	545	200	315
Manufacturing	7	5	10	5	-50.0%	9.6	0	26	77	250	465
Retail trade											
Transportation/ warehousing	0	0	50	2	-96.0%	6.5	0	50	52	20	43
GWIB Conferences	0	0	0		0%	0.0	0	0	0	312	710
<b>Industry Initiatives</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>%</b>						
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%
<b>Outreach</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>%</b>						
# of planning/policy/advocacy engagements	18	15	25	15	-40.0%	19.7	12	26	138	300	301
# of TA consultations provided to	13	16	3	12	300.0%	16.7	3	22	117	200	210
# of new industry sector training initiatives											
<b>Governance</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>%</b>						
% of board vacancies	6.0%	6.0%	16.0%	16.0%	0.0%	8%	3%	16%			5.0%
<b>Governance Quarterly</b>	<b>tr3 FY10</b>	<b>tr4 FY10</b>	<b>tr1 FY11</b>	<b>tr2 FY11</b>	<b>%</b>						
% of board participation	70.0%	58.0%	43.0%	60.0%	39.5%	52%	43%	60%			80.0%
<b>Governance (Certification) Biennial</b>											
# 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	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Press hits (print)	35	25	23	22	-4.3%	34.0	22	52	272		284	203	329
Press Hits (web only pubs)					0.0%	4.1	0	9	33				67
Interviews (radio)	1	7	0	0	0.0%	2.0	0	7	16		26	25	29
Interviews (television)	1	4	3	2	-33.3%	6.6	1	19	53		62	44	66
Press releases issued	4	0	2	0	-100.0%	3.0	0	6	24		65	62	64
Outreach	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Public speaking	1	2	1	4	300.0%	3.3	1	7	26		208	98	57
Governance	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Board Appointments Completed	4	7	7	7	0.0%	6.9	1	24	55		99	62	70
Board vacancies	24	21	21	21	0.0%	19.6	14	24					
Board positions	241	241	241	241	0.0%	240.3	239	241					
Departmental Legislation	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
Legislation Introduced			14	3	-78.6%	8.5	3	14	17		5	19	19
Legislation passed			0	0	0.0%	0.0	0	0	0		4	14	17
FAIR PRACTICES	MONTHLY REPORTING PERIODS					Fiscal Year To Date					FY COMPARISON		
Language accessibility	Nov-10	Dec-10	Jan-11	Feb-11	% 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	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
# of minority employees	817	815	801	809	1.0%	809.4	801	817				778	
% minority employees	50%	50%	49%	50%	0.6%	50%	49%	50%				49.0%	
# of minority managers	54	54	52	55	5.8%	51.9	46	55				46	
% minority managers	31%	31%	30%	31%	4.0%	30%	29%	31%				27%	
DLLR Minorities by Job Families	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Avg	Min	Max	Total	Target	FY08	FY09	FY10
# of Officials & Administrators (A)	54	54	52	55	5.8%	52.0	47	55					
% Officials & Administrators	6.61%	6.63%	6.49%	31.43%	384.1%	10%	6%	31%					
# of Professionals (B)	475	474	464	470	1.3%	465.4	428	475					
% Professionals	58.14%	58.16%	57.93%	268.57%	363.6%	84%	53%	269%					
# of Technicians (C.)	41	40	40	38	-5.0%	39.4	33	41					
% Technicians	5.02%	4.91%	4.99%	21.71%	334.8%	7%	4%	22%					
# of Protective Service Workers (D)	18	18	18	18	0.0%	17.0	15	18					
% Protective Service Workers	2.20%	2.21%	2.25%	10.29%	357.7%	3%	2%	10%					
# of Paraprofessionals (E)	117	117	116	114	-1.7%	116.0	112	118					
% Paraprofessionals	14.32%	14.36%	14.48%	65.14%	349.8%	21%	14%	65%					
# of Administrative Support (including clerical & sales)	99	100	98	99	1.0%	99.4	98	101					
% Administrative Support (including clerical & sales)	12.12%	12.27%	12.23%	56.57%	362.4%	18%	12%	57%					
# of Skilled Craft Workers (G)	11	10	9	10	11.1%	10.5	9	11					
% Skilled Craft Workers	1.35%	1.23%	1.12%	5.71%	408.6%	2%	1%	6%					
# of Service-Maintenance (H)	1	1	1	1	0.0%	0.9	0	1					
% Service-Maintenance	0.12%	0.12%	0.12%	0.57%	357.9%	0%	0%	1%					



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

<b>DISCRIMINATION COMPLAINTS (Internal)</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Target</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
# of Disparate Treatment Complaints	0	0	3	4	33.3%	1.0	0	4	8				4
# of Sexual Harassment	1	0	0	0	0.0%	0.1	0	1	1				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%	0.1	0	1	1				3
EEO Complaints against DLLR	0	0	3	4	33.3%	1.0	0	4	8				5
EEO Investigations completed	1	0	0	0	0.0%	0.9	0	6	7				5
<b>Total EEO Complaints rec'd</b>	1	0	3	4	33.3%	1.3	0	4	10				11
<b>DISCRIMINATION CLAIMS (External)</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Target</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
EEOC Decisions Pending	2	3	3	4	33.3%	2.9	2	4	23				34
EEOC Decisions	1	0	0	0	0.0%	0.1	0	1	1				2
EEOC/MCHR withdrawal	0	0	0	0	0.0%	0.1	0	1	1				1
<b>MEDIATIONS</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Target</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Mediation	1	1	0	0	0.0%	0.4	0	1	5				0
<b>TRAININGS</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>Target</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Diversity Awareness Attendees	0	0	0	0	0.0%	0.0	0	0	0				0
Fair Practices Management Attendees	0	0	0	0	0.0%	40.4	0	124	323				524
Sexual Harassment Attendees	0	0	0	0	0.0%	0.0	0	0	0				0
<b>Total # of Trainings</b>	0	0	0	0	0.0%	1.5	0	6	12				34



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

Maryland

Source: Literacy Works Information System

Services Delivered	Q1-10	Q2-10	Q3-10	Q4-10	Q1-11	Q2-11	FY10	FY11
New individuals enrolled	21688	6042	10842	4189	20504	5266	42761	25770
Retention by quarter	16940	16942	22664	20824	16080	17083		
<b>Services Delivered - Federal</b>	<b>Q1-10</b>	<b>Q2-10</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>FY10</b>	<b>FY11</b>
New individuals with 12 or more hours	16473	4411	9696	3362	14939	3025	33942	17964
Retention by quarter - 12 or more hours	15817	16005	21399	19908	13158	12735		
<b>Federal Performance Indicators</b>	<b>Q1-10</b>	<b>Q2-10</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>FY10</b>	<b>FY11</b>
ABE - new individuals enrolled	7934	2476	4032	1582	6428	1240	16024	7668
ABE - retention by quarter	6870	7216	9543	8763	5440	4963		
ABE - learners post tested	5457	1843	3636	1227	3773	562	12163	4335
ABE - total learners who advanced a literacy level	2877	879	1693	533	1948	247	5982	2195
ABE - percent of post tested learners who advanced a literacy level	53%	48%	47%	43%	52%	44%	49%	51%
ABE - total post tests administered	11749	3943	8622	2967	6578	1059	27281	7637
ABE - total literacy levels gained	4720	1397	2652	772	2941	337	9541	3278
ASE - new Individuals Enrolled	1779	892	971	775	1447	378	4417	1825
ASE - Retention by quarter	1293	1489	1854	1792	1028	912		
ASE - learners post tested	716	287	501	354	589	115	1858	704
ASE - total learners who advanced a literacy level	421	244	193	138	155	15	996	170
ASE - percent of post tested learners who advanced a literacy level	59%	85%	39%	39%	26%	13%	54%	24%
ASE - total post tests administered	1243	492	1139	829	918	205	3703	918
ASE - total literacy levels gained	1221	939	957	858	771	270	3975	771
ELL - new individuals enrolled	8398	1303	3818	891	7264	1245	14410	8509
ELL - retention by quarter	7851	7547	10451	9842	6678	6773		
ELL - learners post tested	6525	927	2482	619	4908	680	10553	5588
ELL - total learners who advanced a literacy level	3451	543	1456	352	2598	347	5802	2945
ELL - percent of post tested learners who advanced a literacy level	53%	59%	59%	57%	53%	51%	55%	53%
ELL - total post tests administered	13917	1789	4085	1038	8391	1013	20829	9404
ELL - total literacy levels gained	4669	734	1948	450	3480	450	7801	3930
<b>Federal Performance Indicators - Ed Gains</b>								
Total ABE, ASE & ELL learners post tested	12698	3057	6619	2200	9270	1357	24574	10627
Total ABE, ASE & ELL post tested learners who advanced a literacy level	6749	1666	3342	1023	4701	609	12780	5310
Percent of ABE, ASE & ELL post tested learners who advanced a literacy level	53%	54%	50%	47%	51%	45%	52%	50%
<b>Program Demographics</b>								
<b>GENDER</b>	<b>Q1-10</b>	<b>Q2-10</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>FY10</b>	<b>FY11</b>
Male	10920	3183	5721	2196	10444	2728	22020	13172
Female	10768	2859	5121	1993	10060	2538	20741	12598
<b>RACE</b>	<b>Q1-10</b>	<b>Q2-10</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>FY10</b>	<b>FY11</b>
American Indian/Alaskan Native	157	81	105	65	102	38	408	140
Asian	1748	259	693	196	1647	174	2896	1821
Black/African American	8400	2936	4298	1910	8324	2447	17544	10771
Hispanic/Latino	7825	1214	3686	840	6833	1303	13565	8136
Native Hawaiian/Pacific Islander	37	7	17	8	37	7	69	44
White	3521	1545	2043	1170	3384	1242	8279	4626
Two or More Races	NA	NA	NA	NA	177	55	NA	232
<b>EDUCATION AT ENROLLMENT</b>	<b>Q1-10</b>	<b>Q2-10</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>FY10</b>	<b>FY11</b>
U.S.: No School - Grade 5	759	216	237	88	429	84	1300	513
U.S.: Grade 6 - Grade 8	1405	552	715	417	1617	476	3089	2093
U.S.:Grade 9 - Grade 12	8074	3423	4641	2359	8193	2812	18497	11005
U.S.:Special Education	631	244	303	161	618	221	1339	839
Foreign: No School - Grade 5	1174	187	505	83	1015	190	1949	1205
Foreign: Grade 6 - Grade 8	1893	307	934	164	1680	304	3298	1984
Foreign: Grade 9 - Grade 12	5207	734	2352	544	4649	827	8837	5476
Foreign : 13 - 16+	2545	379	1155	373	2303	352	4452	2655
<b>AGE AT ENROLLMENT</b>	<b>Q1-10</b>	<b>Q2-10</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>FY10</b>	<b>FY11</b>
16-18	954	385	861	405	1773	568	2605	2341
19-24	5425	1797	3003	1174	4894	1417	11399	6311
25-44	11100	2928	5424	1932	10081	2564	21384	12645
45-59	3481	797	1305	584	3099	643	6167	3742
60+	728	135	249	94	656	74	1206	730
<b>EMPLOYMENT STATUS AT ENTRY</b>	<b>Q1-10</b>	<b>Q2-10</b>	<b>Q3-10</b>	<b>Q4-10</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>FY10</b>	<b>FY11</b>
Employed	9139	2015	4184	1493	8117	1855	16831	9972
Unemployed	7055	2613	4274	1684	8133	2064	15626	10197
Not in Labor Force	5494	1414	2384	1012	3825	897	10304	4722

**Maryland Secondary School Diploma**

Learner Activity - FY10	Q1 FY 10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Total	Percent
Enrolled with diploma goal	2550							
Q1 enrollees earned diploma	144	419	331	281	148	48	1371	54%
Learner Activity - FY10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Total	Percent
Enrolled with diploma goal	1096							
Q2 enrollees earned diploma	129	208	211	72	45		665	61%
Learner Activity - FY10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Total	Percent
Enrolled with diploma goal	1317							
Q3 enrollees earned diploma	88	291	142	55			576	44%
Learner Activity - FY10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Total	Percent
Enrolled with diploma goal	632							
Q4 enrollees earned diploma	100	128	92				320	51%
<b>Total Diplomas Awarded</b>							<b>2932</b>	<b>52%</b>

**Maryland Secondary School Diploma**

Learner Activity - FY11	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Total	Percent
Enrolled with diploma goal	2260							
Q1 enrollees earned diploma	181	0	0	0			181	8%
Learner Activity - FY11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Q3 FY 12	Total	Percent
Enrolled with diploma goal	696							
Q2 enrollees earned diploma	9	0	0				9	1%
Learner Activity - FY11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Q3 FY 12	Q4 FY 12	Total	Percent
Enrolled with diploma goal	0							
Q3 enrollees earned diploma	0	0					0	#DIV/0!
Learner Activity - FY11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Q3 FY 12	Q4 FY 12	Q1 FY 13	Total	Percent
Enrolled with diploma goal	0							
Q4 enrollees earned diploma	0						0	#DIV/0!
<b>Total Diplomas Awarded</b>							<b>190</b>	<b>6%</b>

**GED Pass Rate**

Learner Activity - FY11	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Total	Percent
Total enrolled learners who took the GED	737	126	0	0	863	
Total enrolled learners who took the GED and passed	500	59	0	0	559	
Percent of enrolled learners who took the GED passed	68%	47%	#DIV/0!	#DIV/0!		<b>65%</b>

**Entered Employment – Unemployed at Entry**

Learner Activity - FY10	Q1 FY 10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Total	Percent
Enrollees unemployed at entry	7055							
Q1 enrollees who got a job	1008	572	270	475	180		2505	36%
Learner Activity - FY10	Q2 FY 10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Total	Percent
Enrollees unemployed at entry	2613							
Q2 enrollees who got a job	147	114	189	95			545	21%
Learner Activity - FY10	Q3 FY 10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Total	Percent
Enrollees unemployed at entry	4274							
Q3 enrollees who got a job	143	409	99				651	15%
Learner Activity - FY10	Q4 FY 10	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Total	Percent
Enrollees unemployed at entry	1684							
Q4 enrollees who got a job	120	65					185	11%
<b>Total Learners Employed</b>							<b>3821</b>	<b>24%</b>

Learner Activity - FY11	Q1 FY 11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Total	Percent
Enrollees unemployed at entry	8133						8133	
Q1 enrollees who got a job	1096						1096	13%
Learner Activity - FY11	Q2 FY 11	Q3 FY 11	Q4 FY 11	Q1 FY 12	Q2 FY 12	Q3 FY 12	Total	Percent
Enrollees unemployed at entry								
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	Q4 FY 12	Total	Percent
Enrollees unemployed at entry								
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	Q1 FY 13	Total	Percent
Enrollees unemployed at entry								
Q4 enrollees who got a job							0	#DIV/0!
<b>Total Learners Employed</b>							<b>1096</b>	<b>13%</b>

**Retained Employment – Employed at Entry**

<b>Learner Activity - FY10</b>	<b>Q1 FY 10</b>	<b>Q2 FY 10</b>	<b>Q3 FY 10</b>	<b>Q4 FY 10</b>	<b>Q1 FY 11</b>	<b>Q2 FY 11</b>	<b>Total</b>	<b>Percent</b>
Enrollees employed at entry	9139						9139	
Q1 enrollees who retained job	3474	3373	3129	3412	3131		3474	38%
<b>Learner Activity - FY10</b>	<b>Q2 FY 10</b>	<b>Q3 FY 10</b>	<b>Q4 FY 10</b>	<b>Q1 FY 11</b>	<b>Q2 FY 11</b>	<b>Q3 FY 11</b>	<b>Total</b>	<b>Percent</b>
Enrollees employed at entry	2015						2015	
Q2 enrollees who retained job	1157	1058	1171	1117			1157	57%
<b>Learner Activity - FY10</b>	<b>Q3 FY 10</b>	<b>Q4 FY 10</b>	<b>Q1 FY 11</b>	<b>Q2 FY 11</b>	<b>Q3 FY 11</b>	<b>Q4 FY 11</b>	<b>Total</b>	<b>Percent</b>
Enrollees employed at entry	4184						4184	
Q3 enrollees who retained job	2282	2523	2346				2282	55%
<b>Learner Activity - FY10</b>	<b>Q4 FY 10</b>	<b>Q1 FY 11</b>	<b>Q2 FY 11</b>	<b>Q3 FY 11</b>	<b>Q4 FY 11</b>	<b>Q1 FY 12</b>	<b>Total</b>	<b>Percent</b>
Enrollees employed at entry	1490						1490	
Q4 enrollees who retained job	1107	1098					1107	74%
<b>Total Learners Retained Employment</b>							<b>8020</b>	<b>48%</b>
<b>Learner Activity - FY11</b>	<b>Q1 FY 11</b>	<b>Q2 FY 11</b>	<b>Q3 FY 11</b>	<b>Q4 FY 11</b>	<b>Q1 FY 12</b>	<b>Q2 FY 12</b>	<b>Total</b>	<b>Percent</b>
Enrollees employed at entry	8117						8117	
Q1 enrollees who retained job	2645						2645	33%
<b>Learner Activity - FY11</b>	<b>Q2 FY 11</b>	<b>Q3 FY 11</b>	<b>Q4 FY 11</b>	<b>Q1 FY 12</b>	<b>Q2 FY 12</b>	<b>Q3 FY 12</b>	<b>Total</b>	<b>Percent</b>
Enrollees employed at entry							0	
Q2 enrollees who retained job							0	#DIV/0!
<b>Learner Activity - FY11</b>	<b>Q3 FY 11</b>	<b>Q4 FY 11</b>	<b>Q1 FY 12</b>	<b>Q2 FY 12</b>	<b>Q3 FY 12</b>	<b>Q4 FY 12</b>	<b>Total</b>	<b>Percent</b>
Enrollees employed at entry							0	
Q3 enrollees who retained job							0	#DIV/0!
<b>Learner Activity - FY11</b>	<b>Q4 FY 11</b>	<b>Q1 FY 12</b>	<b>Q2 FY 12</b>	<b>Q3 FY 12</b>	<b>Q4 FY 12</b>	<b>Q1 FY 13</b>	<b>Total</b>	<b>Percent</b>
Enrollees employed at entry							0	
Q4 enrollees who retained job							0	#DIV/0!
<b>Total Learners Retained Employment</b>								

**Entered Post Secondary Education or Training**

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