



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



**Alexander Sanchez**  
Secretary  
Appointed: September 2009

**Management Team**

Deputy Secretary: Leonard J. Howie III  
Acting Chief of Procurement: Latesa Thomas  
MBE Liaison Officer: Allan Robinson

**Administrations:**

Workforce Development & Adult Learning: Paulette Francois, Acting Assistant Secretary  
Occupational and Professional Licensing: Stanley Botts, Commissioner  
Labor and Industry: Ron DeJulius, 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 (August, 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>	\$2,013,835.00	\$206,047.26 10.23%	\$53,255.07 2.64%	\$7,079.24 0.35%	\$266,381.57	13.23%	\$2,917,545.00	\$623,364.30 21.37%	\$106,032.04 3.63%	\$83,685.23 2.87%	\$813,081.57	27.87%
<b>Awards Totals</b>	\$745,824.00	\$19,566.00 2.62%	\$167,959.00 22.52%	\$3,978.00 0.53%	\$191,503.00	25.68%	\$1,181,475.00	\$35,665.00 3.02%	\$180,328.00 15.26%	\$26,596.00 2.25%	\$242,589.00	20.53%
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	\$126,055.00	\$14,950.00	\$330.00		\$15,280.00	12.12%	\$246,904.00	\$24,850.00	\$3,055.00	\$14,721.00	\$42,626.00	17.26%
Supplies and Equipment	\$31,908.00		\$8,021.00		\$8,021.00	25.14%	\$35,487.00	\$0.00	\$9,382.00	\$0.00	\$9,382.00	26.44%
IT Services	\$83,293.00	\$688.00			\$688.00	0.83%	\$130,793.00	\$688.00	\$0.00	\$0.00	\$688.00	0.53%
IT Supplies and Equipment	\$193,515.00	\$2,886.00	\$139,405.00		\$142,291.00	73.53%	\$226,228.00	\$2,886.00	\$140,802.00	\$0.00	\$143,688.00	63.51%
Human, Cultural, Social & Educational	\$0.00				\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Corporate Credit Card	\$202,983.00	\$1,042.00	\$20,203.00	\$3,978.00	\$25,223.00	12.43%	\$334,747.00	\$7,241.00	\$27,089.00	\$11,875.00	\$46,205.00	13.80%
Direct Vouchers	\$108,070.00				\$0.00	0.00%	\$207,316.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%

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 Procurements	%	Agency Total	Total SBR	# Designated Procurements	%
<b>Payment Totals</b>	\$3,088,146	\$224,407	1	7.27%	\$4,044,848	\$424,906	1	10.50%



**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>MAY-11</b>	<b>JUN-11</b>	<b>JUL-11</b>	<b>AUG-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY09</b>	<b>FY10</b>	<b>FY11</b>
Office of the Secretary	48,645	41,616	38,235	44,265	15.8%	41,250	38,235	44,265	82,500	72,020	344,205	457,846
Administration	5,455	5,081	3,688	5,988	62.3%	4,838	3,688	5,988	9,676	78,103	52,103	59,060
Financial Regulation	228	470	215	282	31.3%	249	215	282	497	30,992	32,281	24,678
Labor and Industry	24,122	22,563	13,985	25,889	85.1%	19,937	13,985	25,889	39,874	87,119	107,732	143,447
Racing Commission	-	-	-	-	0.0%	-	-	-	0	-	-	-
Occupational and Professional Licensing	257	722	-	31	100.0%	16	-	31	31	3,552	3,396	3,287
Workforce Development	1,801	2,394	1,095	2,253	105.7%	1,674	1,095	2,253	3,348	21,722	34,916	19,097
Unemployment Insurance	27,745	26,818	346	1,171	238.0%	759	346	1,171	1,518	615,620	538,345	501,370
<b>Total</b>	<b>108,253</b>	<b>99,666</b>	<b>57,566</b>	<b>79,878</b>	<b>38.8%</b>	<b>68,722</b>	<b>57,566</b>	<b>79,878</b>	<b>137,444</b>	<b>909,128</b>	<b>1,112,978</b>	<b>1,208,785</b>
<b>Overtime (days)</b>	<b>MAY-11</b>	<b>JUN-11</b>	<b>JUL-11</b>	<b>AUG-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY09</b>	<b>FY10</b>	<b>FY11</b>
Office of the Secretary	1,466.0	1,175.3	1,092.6	1,245.3	14.0%	1,169.0	1,092.6	1,245.3	2,337.9	2,555	11,430	13,886.1
Administration	206.6	201.5	153.0	248.9	62.7%	201.0	153.0	248.9	401.9	3,014	2,054	2,192.2
Financial Regulation	8.5	17.5	8.0	10.5	31.3%	9.3	8.0	10.5	18.5	1,113	1,112	802.8
Labor and Industry	685.0	638.9	405.2	777.8	92.0%	591.5	405.2	777.8	1,183.0	2,205	2,836	3,987.4
Racing Commission	-	-	-	-	0.0%	-	-	-	0.0	-	-	-
Occupational and Professional Licensing	11.0	28.8	-	-	0.0%	-	-	-	0.0	110	117	118.9
Workforce Development	59.1	93.0	37.9	71.0	87.3%	54.5	37.9	71.0	108.9	796	1,388	688.4
Unemployment Insurance	1,015.5	947.8	14.1	46.5	229.8%	30.3	14.1	46.5	60.6	21,890	19,205	17,927.4
<b>Total</b>	<b>3,451.7</b>	<b>3,102.8</b>	<b>1,710.8</b>	<b>2,400.0</b>	<b>40.3%</b>	<b>2,055.4</b>	<b>1,710.8</b>	<b>2,400.0</b>	<b>4,110.8</b>	<b>31,683</b>	<b>38,143</b>	<b>39,603.2</b>
<b>SICK LEAVE (DAYS)</b>	<b>7/12/2011</b>	<b>7/26/2011</b>	<b>8/9/2011</b>	<b>8/23/2011</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	55.4	57.6	55.8	57.9	3.7%	56.7	55.4	57.9	226.7	1,098	1,306.5	1,042.9
Administration	66.9	100.5	114.7	89.0	-22.4%	92.8	66.9	114.7	371.0	2,222	2,462.6	1,957.8
Financial Regulation	30.7	34.1	34.6	45.9	32.6%	36.3	30.7	45.9	145.3	952	843.2	926.9
Labor and Industry	73.5	80.9	56.5	79.2	40.2%	72.5	56.5	80.9	290.1	2,013	2,164.7	1,877.4
O & P Licensing	32.4	32.5	45.8	35.4	-22.7%	36.5	32.4	45.8	146.2	787	1,142.3	1,032.2
Racing Commission	5.3	0.7	2.7	7.8	190.7%	4.1	0.7	7.8	16.5	612	515.0	272.4
Unemployment Insurance	242.8	276.7	243.2	248.4	2.1%	252.8	242.8	276.7	1,011.1	6,690	7,403.0	7,654.2
Workforce Development	157.8	214.0	234.7	244.8	4.3%	212.8	157.8	244.8	851.3	3,136	2,755.8	5,001.4
<b>Total</b>	<b>664.8</b>	<b>797.0</b>	<b>788.0</b>	<b>808.3</b>	<b>2.6%</b>	<b>764.5</b>	<b>664.8</b>	<b>808.3</b>	<b>3,058.1</b>	<b>17,329</b>	<b>18,593.0</b>	<b>19,765.1</b>
<b>COMP TIME (DAYS)</b>	<b>7/12/2011</b>	<b>7/26/2011</b>	<b>8/9/2011</b>	<b>8/23/2011</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	14.8	9.5	6.2	4.4	-29.1%	8.7	4.4	14.8	34.8	294	303	403.1
Administration	7.5	12.8	13.0	15.3	18.2%	12.2	7.5	15.3	48.6	601	391	277.1
Financial Regulation	10.9	17.7	16.3	12.1	-25.4%	14.2	10.9	17.7	57.0	482	473	540.2
Labor and Industry	18.1	13.1	19.5	21.7	11.2%	18.1	13.1	21.7	72.4	391	458	423.3
O & P Licensing	0.0	0.6	0.7	2.3	210.3%	0.9	0.0	2.3	3.6	176	72	97.9
Racing Commission	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	202	189	157.9
Unemployment Insurance	30.0	41.1	46.6	90.8	94.9%	52.1	30.0	90.8	208.5	686	1,206	1,203.8
Workforce Development	19.1	23.3	14.3	1.9	-86.9%	14.7	1.9	23.3	58.6	573	625	665.9
<b>Total</b>	<b>100.4</b>	<b>118.1</b>	<b>116.6</b>	<b>148.5</b>	<b>27.4%</b>	<b>120.9</b>	<b>100.4</b>	<b>148.5</b>	<b>483.5</b>	<b>3,254</b>	<b>3,703</b>	<b>3,769.1</b>



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

Volume 5 Number 2  
 Reporting Period August, 2011

HUMAN RESOURCES												
ACCIDENT LEAVE (DAYS)	7/12/2011	7/26/2011	8/9/2011	8/23/2011	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	13	0	0.0
Administration	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	8.5	0	0.0
Financial Regulation	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	0	1	0.0
Labor and Industry	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	4.4	50	0.0
O & P Licensing	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	0	0	0.0
Racing Commission	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	0	0	0.0
Unemployment Insurance	0.2	0.0	0.0	0.0	0.0%	0.0	0.0	0.2	0.2	0.4	78	8.1
Workforce Development	0.0	0.0	0.0	4.2	100%	1.1	0.0	4.2	4.2	10.75	1	45.5
<b>Total</b>	0.2	0.0	0.0	4.2	100%	1.1	0.0	4.2	4.4	36.6	130	53.5
UNSCHEDULED LEAVE (DAYS)	7/12/2011	7/26/2011	8/9/2011	8/23/2011	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	1.1	1.8	1.4	2.0	39.1%	1.6	1.1	2.0	6.3	78.0	78.1	62.9
Administration	13.0	3.0	4.3	9.2	113.0%	7.4	3.0	13.0	29.5	178.4	194.5	155.6
Financial Regulation	1.1	0.8	0.7	3.1	363.0%	1.4	0.7	3.1	5.7	45.0	68.6	61.3
Labor and Industry	5.0	5.0	7.2	3.0	-58.1%	5.0	3.0	7.2	20.2	217.4	190.1	154.3
O & P Licensing	3.8	2.7	0.8	8.5	1033.3%	3.9	0.8	8.5	15.8	89.9	93.4	116.8
Racing Commission	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	3.7	9.5	0.0
Unemployment Insurance	24.6	33.1	27.1	34.6	27.6%	29.9	24.6	34.6	119.4	658.0	636.1	709.3
Workforce Development	13.5	10.5	8.0	15.4	92.5%	11.9	8.0	15.4	47.4	197.5	229.5	349.9
<b>Total</b>	62.1	56.9	49.5	75.8	53.3%	61.1	49.5	75.8	244.3	1,467.1	1499.7	1610.1
TELECOMMUTING (DAYS)	7/12/2011	7/26/2011	8/9/2011	8/23/2011	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	74.2	103.5	97.1	115.3	18.8%	97.5	74.2	115.3	390.1	103.8	262	452.2
Administration	4.0	2.3	5.1	6.3	24.4%	4.4	2.3	6.3	17.7	64.0	27	10.7
Financial Regulation	25.1	21.4	41.1	26.4	-35.8%	28.5	21.4	41.1	114.0	832.3	831	747.7
Labor and Industry	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	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	2.5	10.3	7.4	12.8	73.6%	8.2	2.5	12.8	33.0	228.3	176	0.0
Workforce Development	0.0	0.0	0.3	0.0	-100.0%	0.1	0.0	0.3	0.3	17.6	0	15.2
<b>Total</b>	105.8	137.5	150.9	160.8	6.6%	138.7	105.8	160.8	555.0	1,529.2	1490	1310.7
<b>Total # of Teleworking Personnel</b>	43	43	53	49	-7.5%	47.0	43.0	53.0				
TRAINING (DAYS)	7/12/2011	7/26/2011	8/9/2011	8/23/2011	% Change	Average	Minimum	Maximum	Total	FY08	FY09	FY10
Office of the Secretary	10.0	8.0	3.0	0.0	-100.0%	5.3	0.0	10.0	21.0	0.0	25.9	9.5
Administration	0.0	0.4	0.0	1.0	100%	0.4	0.0	1.0	1.4	52.9	86.0	81.0
Financial Regulation	1.7	9.2	16.4	6.1	-62.7%	8.3	1.7	16.4	33.4	94.3	137.7	147.6
Labor and Industry	0.0	13.8	8.8	1.8	-79.4%	6.1	0.0	13.8	24.4	20.4	52.8	86.9
O & P Licensing	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	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	0.0	0.3	0.0	2.0	100%	0.6	0.0	2.0	2.3	73.0	133.7	215.5
Workforce Development	8.0	10.4	10.5	9.7	-7.6%	9.7	8.0	10.5	38.6	333.5	433.2	395.1
<b>Total</b>	19.7	42.1	38.6	20.6	-46.7%	30.3	19.7	42.1	121.0	553.5	883.8	968.0





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

<b>HUMAN RESOURCES</b>												
<b>PINS</b>	<b>MAY2011</b>	<b>JUN2011</b>	<b>JULY2011</b>	<b>AUG2011</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	115	115	112	111	-0.9%	111.5	111.0	112.0		106	101.9	118
Administration	176	176	176	175	-0.6%	175.5	175.0	176.0		184.8	175.7	169
Financial Regulation	75	75	76	76	0.0%	76.0	76.0	76.0		94.3	84.3	79
Labor and Industry	183	185	181	180	-0.6%	180.5	180.0	181.0		190	170	170
O & P Licensing	60	61	61	62	1.6%	61.5	61.0	62.0		78.2	77.8	67
Racing Commission	7	7	7	7	0.0%	7.0	7.0	7.0		15	15.2	8
Unemployment Insurance	551	554	546	545	-0.2%	545.5	545.0	546.0		525.7	509.7	542
Workforce Development	379	381	383	380	-0.8%	381.5	380.0	383.0		261.9	237.3	392
<b>Total</b>	<b>1,546</b>	<b>1,554</b>	<b>1,542</b>	<b>1,536</b>	<b>-0.4%</b>	<b>1,539.0</b>	<b>1,536.0</b>	<b>1,542.0</b>		<b>1455.9</b>	<b>1371.9</b>	<b>1,544</b>
<b>VACANCIES</b>	<b>MAY2011</b>	<b>JUN2011</b>	<b>JULY2011</b>	<b>AUG2011</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	7	10	11	10.0%	10.5	10.0	11.0		3.5	3.5	4
Administration	4	4	5	6	20.0%	5.5	5.0	6.0		9.2	8	13
Financial Regulation	8	8	7	7	0.0%	7.0	7.0	7.0		10.4	10.6	7
Labor and Industry	13	11	15	17	13.3%	16.0	15.0	17.0		16	22	29
O & P Licensing	8	7	9	8	-11.1%	8.5	8.0	9.0		5.65	2.7	4
Racing Commission	0	0	0	0	0.0%	0.0	0.0	0.0		0	1	0
Unemployment Insurance	16	13	21	22	4.8%	21.5	21.0	22.0		14.48	17.7	26
Workforce Development	42	40	39	42	7.7%	40.5	39.0	42.0		30	29	34
<b>Total</b>	<b>98</b>	<b>90</b>	<b>106</b>	<b>113</b>	<b>6.6%</b>	<b>109.5</b>	<b>106.0</b>	<b>113.0</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**

Volume 5 Number 2  
 Reporting Period August, 2011

GENERAL SERVICES	Reporting Period					Fiscal Year To Date					FY 08	FY 09	FY 10
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target			
<b>Energy Footprint - Utilities</b>	<b>154,239</b>	<b>197,949</b>	<b>202,361</b>	<b>145,444</b>	-28.1%	173,903	145,444	202,361	347,805	4,075,834	4,465,761	4,499,611	4,670,800
<b>Electricity Use-Owned Properties (KwH)</b>	<b>40,320</b>	<b>58,560</b>	<b>52,992</b>	<b>51,840</b>	-2.2%	52,416	51,840	52,992	104,832		470,784	461,185	481,712
Cumberland-128 Baltimore St.	240	571	600	458	-23.7%	529	458	600	1,058				
Total Degree Days	1,344	1,775	1,893	1,788	-5.5%	1,841	1,788	1,893	3,681				
Averages Per Day (KwH)	14,500	18,600	19,700		0.0%	19,700	19,700	19,700	19,700		157,200	163,900	166,000
Baltimore-2800 W. Patapsco Ave.	376	620	847	643	-24.1%	745	643	847	1,490				
Total Degree Days	500	600	635		0.0%	635	635	635	635				
Averages Per Day (KwH)	24,539	39,293	38,693	35,700	-7.7%	37,197	35,700	38,693	74,393		267,624	268,868	287,141
Towson-300/308 Towsontowne Blvd.	376	622	847	643	-24.1%	745	643	847	1,490				
Total Degree Days	860	1,168	1,331	1,231	-7.5%	1,281	1,231	1,331	2,562				
Averages Per Day (KwH)	12,960	16,360	18,640	17,680	-5.2%	18,160	17,680	18,640	36,320		168,520	171,280	170,960
Waldorf-175 Post Office Road	291	571	768	623	-18.9%	696	623	768	1,391				
Total Degree Days	447	545	643	631	-1.9%	637	631	643	1,274				
Averages Per Day (KwH)	23,040	24,240	31,440		0.0%	31,440	31,440	31,440	31,440		293,040	284,880	260,600
College Park-9829 Rhode Island Ave.	291	571	768	623	-18.9%	696	623	768	1,391				
Total Degree Days	688	866	983		0.0%	983	983	983	983				
Averages Per Day (KwH)					0.0%	0	0	0	0		3,108,593	3,149,497	3,280,195
Baltimore-1100 N. Eutaw St. (see note)	376	620	847	643	-24.1%	745	643	847	1,490				
Total Degree Days					0.0%	0	0	0	0				
Averages Per Day (KwH)	38,880	40,896	40,896	40,224	-1.6%	40,560	40,224	40,896	81,120				24,192
Salisbury - 1790 Westwood Drive	267	486	675	530	-21.5%	603	530	675	1,205				
Total Degree Days	1,254	1,319	1,319	1,387	5.2%	1,353	1,319	1,387	2,706				
Averages Per Day (KwH)	<b>35,397</b>	<b>41,429</b>	<b>47,835</b>	<b>50,784</b>	6.2%	49,310	47,835	50,784	98,619		497,484	467,197	470,173
<b>Electricity Use - Leased Space (KwH)</b>	<b>6,226</b>	<b>7,080</b>	<b>6,871</b>	<b>8,667</b>	26.1%	7,769	6,871	8,667	15,538		82,388	90,406	96,769
Easton-301 Bay Street (Suite 301)	289	522	689	551	-20.0%	620	551	689	1,240				
Total Degree Days	215	214	245	280	14.3%	263	245	280	525				
Averages Per Day (KwH)	1,582	2,271	2,570	3,167	23.2%	2,869	2,570	3,167	5,737		43,344	38,364	32,651
Easton-301 Bay Street (Suite 203)	289	522	689	551	-20.0%	620	551	689	1,240				
Total Degree Days	55	69	92	102	10.9%	97	92	102	194				
Averages Per Day (KwH)	11,520	13,360	17,600	16,320	-7.3%	16,960	16,320	17,600	33,920		146,640	133,600	134,720
Hagerstown-14 N. Potomac (front)	233	412	627	459	-26.8%	543	459	627	1,086				
Total Degree Days	349	461	587	526	-10.4%	557	526	587	1,113				
Averages Per Day (KwH)	1,819	1,887	2,006	2,048	2.1%	2,027	2,006	2,048	4,054		28,342	27,095	27,810
Hagerstown-14 N. Potomac (rear)	233	412	627	459	-26.8%	543	459	627	1,086				
Total Degree Days	55	65	67	66	-1.5%	67	66	67	133				
Averages Per Day (KwH)	11,700	14,300	15,600	16,800	7.7%	16,200	15,600	16,800	32,400		163,400	146,400	148,500
Columbia-7161 Columbia Gateway	270	478	681	501	-26.4%	591	501	681	1,182				
Total Degree Days	377	461	487	579	18.9%	533	487	579	1,066				
Averages Per Day (KwH)	2,550	2,531	3,188	3,782	18.6%	3,485	3,188	3,782	6,970		33,370	31,332	29,723
Oakland-221 S. Third Street	238	315	510	392	-23.1%	451	392	510	902				
Total Degree Days	85	77	97	130	34.0%	114	97	130	227				
Averages Per Day (KwH)					0.0%								



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

Volume 5 Number 2  
 Reporting Period August, 2011

<b>Gas Use - Owned Space (Therms)</b>	<b>1,769</b>	<b>1,517</b>	<b>1,143</b>	<b>959</b>	-16.1%	1,051	959	1,143	2,102	125,118	106,528	103,096	99,982
Cumberland-128 Baltimore St.	901	1,128	1,102	951	-13.7%	1,027	951	1,102	2,053		10,902	8,195	7,600
Averages Per Day (Therms)	28	38	37	33	-10.8%	35	33	37	70				
Baltimore-2800 W. Patapsco Ave	134	11	21		0.0%	21	21	21	21		2,758	3,048	3,505
Averages Per Day (Therms)	5.00	1.00	0.68		0.0%	1	1	1	1				
Towson-300/308 Towsontowne Blvd.	84	97	13		0.0%	13	13	13	13		9,591	9,690	8,005
Averages Per Day (Therms)	3	3.0	0.4		0.0%	0	0	0	0				
Waldorf-175 Post Office Road	27	7	7	7	0.0%	7	7	7	14		1,853	2,437	2,481
Averages Per Day (Therms)	1.00	0.20	0.21	0.23	9.5%	0	0	0	0				
College Park-9829 Rhode Island Ave.	329	55	0	1	100%	1	0	1	1		4,592	5,621	4,771
Averages Per Day (Therms)	11	2	0	0	100%	0	0	0	0				
Baltimore-1100 N. Eutaw St. (see note)	294	219			0.0%	0	0	0	0		76,832	74,105	73,615
Averages Per Day (Therms)	10	8			0.0%	0	0	0	0				
Salisbury - 1790 Westwood Drive	0	0	0	0	0.0%	0	0	0	0				5
Averages Per Day (Therms)	0	0	0	0	0.0%	0	0	0	0				
<b>Gas Use - Leased Space (Therms)</b>	<b>179</b>	<b>36</b>	<b>36</b>	<b>5</b>	-86.1%	21	5	36	41		8,704	8,016	7,965
Hagerstown-14 N. Potomac (front)	0	0	0	0	0.0%	0	0	0	0		3,698	3,557	4,204
Averages Per Day (Therms)	0.0	0.0	0.0	0.0	0.0%	0	0	0	0				
Columbia-7161 Columbia Gateway	155	36	35	5	-85.7%	0	5	35	40		3,329	2,814	2,064
Averages Per Day (Therms)	5.0	1.0	1.0	0.2	-80.0%	0	0	1	1				
Oakland-221 S. Third Street	24	0	1	0	0.0%	1	0	1	1		1,677	1,645	1,697
Averages Per Day (Therms)	1.0	0.0	0.0	0.0	0.0%	0	0	0	0				
	<b>FY11 Q1</b>	<b>FY11 Q2</b>	<b>FY11 Q3</b>	<b>FY11 Q4</b>									
<b>Water Use - Owned Space (000 Gallons) Qtrly Report</b>	<b>4,727.0</b>	<b>3,322.0</b>	<b>1,683.0</b>	<b>219.0</b>	-87.0%	2,488	219	4,727	9,951				0
Cumberland-128 Baltimore St.	66.0	58.0	53.0	58.0	9.4%	59	53	66	235				
Baltimore-2800 W. Patapsco Ave	25.0	30.0	28.0	41.0	46.4%	31	28	41	124				
Towson-300/308 Towsontowne Blvd.	16.0	10.0	37.0	37.0	0.0%	25	37	37	100				
Waldorf-175 Post Office Road		31.0	28.0	34.0	21.4%	31	28	34	93				
College Park-9829 Rhode Island Ave.	60.0	40.0	45.0	49.0	8.9%	49	45	60	194				
Baltimore-1100 N. Eutaw St.	4,560.0	3,153.0	1,492.0		0.0%	3,068	1,492	4,560	9,205				
Salisbury - 1790 Westwood Drive (new facility opened)					0.0%								
<b>Footprint - Vehicles</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-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	75	75	75	0.0%	75	75	77			70	73	77
Miles driven	93,544	86,117	77,910	81,553	4.7%	0	77,910	81,553	159,463		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>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-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)	181,601	181,601	181,601	181,601	0.0%	181,601	181,601	181,601			179,585	179,585	179,585
Space occupied - total occupied (SF)	496,282	496,282	496,282	496,282	0.0%	496,282	496,282	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>509,837</b>	<b>509,837</b>	<b>509,837</b>	<b>509,837</b>	<b>0.0%</b>	<b>509,837</b>	<b>509,837</b>	<b>509,837</b>			<b>487,821</b>	<b>487,821</b>	<b>507,821</b>
<b>Building Maintenance Work Orders</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-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	308	305	284	353	24.3%	319	284	353	637		3,364	3,608	3,472
Number of Work Orders Completed in 24 Hours	232	237	229	283	23.6%	256	229	283	512		2,691	2,950	2,792
Percent of Work Orders Completed in 24 Hours	75%	77%	80%	80%	0.0%	80%	80%	80%		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; Awaiting data from DGS for May thru August 2011.



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

Volume 5 Number 2  
 Reporting Period August, 2011

BUDGET AND FINANCE		MONTHLY REPORTING PERIODS					% Change	Fiscal Year to Date				FY Comparison		
		Data				Average		Minimum	Maximum	Total	FY2009	FY2010	FY2011	
DIVISION		MAY-11	JUN-11	JUL-11	AUG-11									
<b>Expenditures</b>														
OFFICE OF THE SECRETARY	PERSONAL SERV	906,895	944,132	848,661	1,370,431	61.5%	1,109,546	848,661	1,370,431	2,219,092	2,219,092	9,790,057	11,218,801	11,664,187
	NON-PERS SERV	97,896	319,003	44,346	77,773	75.4%	61,060	44,346	77,773	122,119	122,119	1,414,014	1,645,882	1,842,470
OFFICE OF THE SECRETARY Total		1,004,791	1,263,135	893,007	1,448,205	62.2%	1,170,606	893,007	1,448,205	2,341,211	2,341,211	11,204,071	12,864,683	13,506,657
DIVISION OF ADMINISTRATION	PERSONAL SERV	1,086,274	1,029,064	1,016,245	1,744,961	71.7%	1,380,603	1,016,245	1,744,961	2,761,205	2,761,205	13,907,189	14,131,306	14,492,225
	NON-PERS SERV	106,923	757,181	25,169	208,688	729.2%	116,928	25,169	208,688	233,856	233,856	2,703,093	2,482,461	2,336,786
DIVISION OF ADMINISTRATION Total		1,193,196	1,786,245	1,041,413	1,953,648	87.6%	1,497,531	1,041,413	1,953,648	2,995,061	2,995,061	16,610,282	16,613,767	16,829,011
FINANCIAL REGULATION	PERSONAL SERV	488,716	532,011	425,260	778,169	83.0%	601,714	425,260	778,169	1,203,429	1,203,429	7,077,944	6,976,241	6,518,056
	NON-PERS SERV	43,896	122,065	34,437	47,863	39.0%	41,150	34,437	47,863	82,299	82,299	984,596	1,004,574	991,853
FINANCIAL REGULATION Total		532,612	654,076	459,697	826,031	79.7%	642,864	459,697	826,031	1,285,728	1,285,728	8,062,540	7,980,815	7,509,910
LABOR AND INDUSTRY	PERSONAL SERV	1,029,730	1,021,088	954,449	1,642,353	72.1%	1,298,401	954,449	1,642,353	2,596,802	2,596,802	12,356,146	12,072,429	12,626,873
	NON-PERS SERV	118,179	443,527	99,348	336,675	238.9%	218,011	99,348	336,675	436,023	436,023	2,543,078	2,312,591	3,354,994
LABOR AND INDUSTRY Total		1,147,909	1,464,615	1,053,798	1,979,027	87.8%	1,516,412	1,053,798	1,979,027	3,032,825	3,032,825	14,899,223	14,385,020	15,981,866
DIVISION OF RACING	PERSONAL SERV	139,314	321,105	140,622	190,055	35.2%	165,338	140,622	190,055	330,677	330,677	2,349,123	2,074,462	1,962,506
	NON-PERS SERV	1,712,850	8,500,227	31,437	2,201,300	690.3%	1,116,369	31,437	2,201,300	2,232,737	2,232,737	2,524,539	1,339,620	18,545,143
DIVISION OF RACING Total		1,852,164	8,821,331	172,059	2,391,355	1289.8%	1,281,707	172,059	2,391,355	2,563,414	2,563,414	4,873,662	3,414,083	20,507,649
O&P LICENSING	PERSONAL SERV	354,134	293,572	333,793	553,540	65.8%	443,666	333,793	553,540	887,333	887,333	4,836,502	5,024,306	4,768,668
	NON-PERS SERV	360,147	406,842	218,395	785,432	259.6%	501,914	218,395	785,432	1,003,827	1,003,827	4,711,476	5,734,652	4,217,593
O&P LICENSING Total		714,282	700,414	552,187	1,338,972	142.5%	945,580	552,187	1,338,972	1,891,160	1,891,160	9,547,978	10,758,958	8,986,261
WORKFORCE DEVELOPMENT AND ADULT	PERSONAL SERV	2,304,186	2,381,797	2,234,876	3,646,890	63.2%	2,940,883	2,234,876	3,646,890	5,881,766	5,881,766	15,493,552	31,761,132	30,508,484
	NON-PERS SERV	9,988,879	7,595,763	4,832,528	7,450,195	54.2%	6,141,362	4,832,528	7,450,195	12,282,723	12,282,723	37,154,112	69,260,372	71,499,258
WORKFORCE DEVELOPMENT AND ADULT LEARNING Total		12,293,065	9,977,559	7,067,405	11,097,085	57.0%	9,082,245	7,067,405	11,097,085	18,164,489	18,164,489	52,647,665	101,021,504	102,007,742
DIVISION OF UNEMPLOYMENT ADMINIST	PERSONAL SERV	3,136,068	3,273,553	2,867,384	4,625,287	61.3%	3,746,336	2,867,384	4,625,287	7,492,671	7,492,671	36,110,543	38,655,752	39,835,544
	NON-PERS SERV	4,014,462	3,549,518	548,145	2,202,332	301.8%	1,375,238	548,145	2,202,332	2,750,477	2,750,477	24,765,343	24,907,212	25,890,491
DIVISION OF UNEMPLOYMENT ADMINISTRATION Total		7,150,531	6,823,070	3,415,529	6,827,620	99.9%	5,121,574	3,415,529	6,827,620	10,243,148	10,243,148	60,875,886	63,562,964	65,726,035
<b>Grand Total</b>		<b>25,888,548</b>	<b>31,490,446</b>	<b>14,655,094</b>	<b>27,861,943</b>	<b>90.1%</b>	<b>21,258,518</b>	<b>14,655,094</b>	<b>27,861,943</b>	<b>42,517,037</b>	<b>42,517,037</b>	<b>#####</b>	<b>230,601,793</b>	<b>251,055,131</b>
<b>Small Procurement Order Time (\$5,000 or less Fill1)</b>														
		MAY-11	JUN-11	JUL-11	AUG-11	% Change	Average	Minimum	Maximum	Total		FY2009	FY2010	FY2011
Late		-	-	-	1	10000.0%	1	-	1	1	176900.0%	74	555	71
Total requisitions processed		318	129	352	461	31.0%	407	352	461	813	92	3,635	4,098	4,169
% of Small Proc. reqs processed within 7 days		100.0%	100.0%	100.0%	99.8%	-0.2%	99.9%	100.0%	99.8%	99.9%	97.9%	86.5%	98.3%	
<b>Late Invoice Payments</b>														
	Fill1	MAY-11	JUN-11	JUL-11	AUG-11	% Change	Average	Minimum	Maximum	Total		FY2009	FY2010	FY2011
LATE INVOICE PAYMENTS		2	1	7	6	-14.3%	7	6	7	13	123	189	305	115
TOTAL INVOICES PAID		1,677	1,629	1,766	1,314	-25.6%	1,540	1,314	1,766	3,080	4,120	16,853	18,004	19,760
PERCENTAGE LATE (INVOICES)		0.1%	0.1%	0.4%	0.5%	15.2%	0.4%	0.5%	0.4%	0.4%	8.9%	1.1%	1.7%	0.6%
<b>Late Invoice Amounts</b>														
	Fill1	MAY-11	JUN-11	JUL-11	AUG-11	% Change	Average	Minimum	Maximum	Total		FY2009	FY2010	FY2011
LATE INVOICE AMOUNTS		849	415	4,454	1,781	-60.0%	3,118	1,781	4,454	6,236	125,785	377,914.81	1,859,736	1,054,174
TOTAL INVOICE AMOUNTS		12,632,049	10,403,351	12,253,666	9,784,119	-20.2%	11,018,893	9,784,119	12,253,666	22,037,785	14,737,449	#####	105,956,817	116,438,113
PERCENTAGE LATE (DOLLARS)		0.007%	0.004%	0.04%	0.02%	-49.9%	0.0%	0.0%	0.0%	0.0%	2.5%	0.5%	1.8%	0.9%



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

Volume 5 Number 2  
 Reporting Period August, 2011

	A	B	C	D	E	F	G	H	I	J	K	L	M	
1	<b>FINANCIAL REGULATION</b>						<b>FISCAL YEAR TO DATE</b>							
2	<b>LICENSING</b>													
3		May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total		FY09	FY10	
4	<b>Depository Totals</b>	64	64	64	64	0.0%	65	64	65			65	65	
5	Bank Charters & Trust Institutions	53	53	53	53	0.0%	54	53	54			54	54	
6	Credit Union Charters	11	11	11	11	0.0%	11	11	11			11	11	
7	<b>Non-Depository Totals</b>	9,192	9,383	9,500	9,604	1.1%	9,552	9,500	9,604			11,278	9,373	
8	Check Cashier Licenses	456	492	495	495	0.0%	495	495	495			493	517	
9	Collection Agency Licenses	1502	1515	1528	1525	-0.2%	1,527	1,525	1,528			1,457	1,442	
10	Consumer Lender Licenses	149	147	146	120	-17.8%	133	120	146			171	129	
11	Debt Management Licenses	30	35	35	35	0.0%	35	35	35			35	33	
12	Installment Lender Licenses	119	120	120	120	0.0%	120	120	120			122	112	
13	Money Transmitter licenses	78	79	79	81	2.5%	80	79	81			75	70	
14	Mortgage Lender Licenses	1304	1353	1357	1374	1.3%	1,366	1,357	1,374			2,437	1,478	
15	Mortgage Originator Licenses	4979	5078	5179	5271	1.8%	5,225	5,179	5,271			5,900	5,007	
16	Affiliated Ins. Producer-Mortgage Loan Originator	35	38	38	41	7.9%	40	38	41				35	
17	Credit Services Businesses	11	11	11	13	18.2%	12	11	13				5	
18	Sales Finance Company Licenses	529	515	512	529	3.3%	521	512	529			588	545	
19	<b>Renewal Issuance Totals</b>	142	162	84	101	20.2%	93	84	101	185		4,932	4,796	
20	Check Cashier Licenses	40	52	9	15	66.7%	12	9	15	24		329	76	
21	Collection Agency Licenses	43	56	40	47	17.5%	44	40	47	87		638	527	
22	Consumer Loan Licenses	3	2	1	5	400.0%	3	1	5	6		40	99	
23	Debt Management Licenses	0	5	0	0	0.0%	0	0	0	0		4	28	
24	Installment Lender Licenses	25	1	0	1	100.0%	1	0	1	1		140	24	
25	Money Transmitter Licenses	2	0	0	1	100.0%	1	0	1	1		0	85	
26	Mortgage Lender Licenses	5	0	7	0	-100.0%	4	0	7	7		920	1,051	
27	Mortgage Originator Licenses	3	1	5	0	-100.0%	3	0	5	5		2,632	2,652	
28	Affiliated Ins. Producer-Mortgage Loan Originator	0	0	0	0	0.0%	0	0	0	0				
29	Credit Services Businesses	0	0	0	0	0.0%	0	0	0	0				
30	Sales Finance Company Licenses	21	45	22	32	45.5%	27	22	32	54		229	254	
31	<b>New License Issuance Totals</b>	247	174	134	189	41.0%	162	134	189	323		1964	3,381	
32	Check Cashier Licenses	10	4	1	3	200.0%	2	1	3	4		61	57	
33	Collection Agency Licenses	15	23	8	21	162.5%	15	8	21	29		230	216	
34	Consumer Loan Licenses	10	0	1	1	0.0%	1	1	1	2		13	14	
35	Debt Management Licenses	0	0	0	1	100.0%	1	0	1	1		1	3	
36	Installment Lender Licenses	0	1	2	3	50.0%	3	2	3	5		38	12	
37	Money Transmitter Licenses	0	1	0	1	100.0%	1	0	1	1		3	10	
38	Mortgage Lender licenses	15	47	22	35	59.1%	29	22	35	57		357	406	
39	Mortgage Originator Licenses	188	88	92	105	14.1%	99	92	105	197		1,185	2,570	
40	Affiliated Ins. Producer-Mortgage Loan Originator	1	3	0	3	100.0%	2	0	3	3			9	
41	Credit Services Businesses	1	0	0	2	100.0%	1	0	2	2			5	
42	Sales Finance Company Licenses	7	7	8	14	75.0%	11	8	14	22		76	79	
43	<b>DECISION MEASURES</b>	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	YTD AVG		FY 09 YTD	FY 10	
44	<b>Average Days to Approval on New</b>											AVG	YTD AVG	
45	Check Cashier Licenses	54	109	52	112	115.4%	82	52	112	82		72	68	
46	Collection Agency Licenses	97	119	39	47	20.5%	43	39	47	43		65	75	
47	Consumer Loan Licenses	45		22	27	22.7%	25	22	27	25		55	111	
48	Debt Management Licenses				209	100.0%	209	209	209	209		31	421	
49	Installment Lender Licenses		36	95	62	-34.7%	79	62	95	79		28	68	
50	Money Transmitter Licenses		170		214	100.0%	214	214	214	214		20	269	
51	Mortgage Lender licenses	58	42	62	44	-29.0%	53	44	62	53		65	63	
52	Mortgage Originator Licenses	42	44	49	44	-10.2%	47	44	49	47		65	89	
53	Affiliated Ins. Producer-Mortgage Loan Originator	51	28		13	100.0%	13	13	13	13			79	
54	Credit Services Businesses	79			219	100.0%	219	219	219	219			246	
55	Sales Finance Company Licenses	16	29	71	39	-45.1%	55	39	71	55		31	40	



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

Volume 5 Number 2  
 Reporting Period August, 2011

	A	B	C	D	E	F	G	H	I	J	K	L	M
56	<b>Licensing change decision on completed application - processing (totals)</b>	<b>211</b>	<b>97</b>	<b>86</b>	<b>105</b>	<b>22.1%</b>	<b>96</b>	<b>86</b>	<b>105</b>	<b>191</b>		<b>2,204</b>	<b>1,081</b>
57	Change of control <60days	0	0	3	0	-100.0%	2	0	3	3		6	9
58	Total # of change of controls approved	0	0	3	0	-100.0%	2	0	3	3			13
59	Licensee - Address changes <60days	21	15	26	34	30.8%	30	26	34	60		545	278
60	Licensee - Total # of Address changes approved	21	17	37	37	0.0%	37	37	37	74			391
61	Mortgage Originator - Employer changes <60days	188	80	42	64	52.4%	53	42	64	106		1,653	493
62	Mortgage Originator - Total # of Employer changes approved	190	80	46	68	47.8%	57	46	68	114			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>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>		<b>FY09</b>	<b>FY2010</b>
68	<b>Depository Totals</b>												
69	Number of Bank Exams (State Lead) Scheduled to	1	1	1	3	200.0%	2	1	3	4			17
70	Number of Bank Exams (State Lead) Commenced	1	1	1	3	200.0%	2	1	3	4			17
71	Number of Bank Exams (Federal Lead) Scheduled to	3	1	1	1	0.0%	1	1	1	2			7
72	Number of Bank Exams (Federal Lead) Commenced	3	1	1	1	0.0%	1	1	1	2			7
73	Number of Credit Union Exams Scheduled to Commence	0	1	1	0	-100.0%	1	0	1	1			5
74	Number of Credit Union Exams Commenced	0	1	1	0	-100.0%	1	0	1	1			5
75	<b>Non-Depository Totals</b>												
76	Check Cashier exams completed	14	14	11	11	0.0%	11	11	11	22		81	151
77	Collection Agency exams completed	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
79	Debt Management exams completed	0	0	1	1	0.0%	1	1	1	2		9	12
80	Installment Lender exams completed	0	0	0	0	0.0%	0	0	0	0		0	0
81	Money Transmitter exams completed	2	2	2	2	0.0%	2	2	2	4		12	13
82	Mortgage Lender exams completed	35	45	12	19	58.3%	16	12	19	31		1,276	776
83	Mortgage Lender exams Outstanding	49	57	24	34	41.7%	29	24	34	34		619	63
84	Sales Finance Company exams completed	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>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>		<b>FY09</b>	<b>FY2010</b>
87	Total completed exams (mort & other non-depos.)	51	61	26	33	26.9%	30	26	33	59		1,366	952
88	Avg Days to Completion (mort exams only)	17	9	5	4	-20.0%	5	4	5	4.5		4.4	3.9
89	<b>INVESTIGATION/ENFORCEMENT</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>		<b>FY09</b>	<b>FY2010</b>
90	Investigations initiated - total	22	19	12	30	150.0%	21	12	30	42		245	373
91	Investigations initiated - Mortgage	17	14	7	15	114.3%	11	7	15	22		181	292
92	Investigations initiated - Non-Mortgage	5	5	5	15	200.0%	10	5	15	20		64	81
93	Investigations completed (total)	52	30	17	19	11.8%	18	17	19	36		212	321
94	Investigations completed - Mortgage	23	23	12	11	-8.3%	12	11	12	23			
95	Investigations completed - Non-mortgage	29	7	5	8	60.0%	7	5	8	13			
96	Investigation in Process	294	283	278	289	4.0%	278	278	278	289		263	315
97	Investigations in Process - mortgage	198	189	184	188	2.2%	184	184	184	188			199
98	Investigations in Process - Non-mortgage	96	94	94	101	7.4%	94	94	94	101			116
99	Referrals for Charges	14	10	8	13	62.5%	11	8	13	21		65	137
100	Cease and Desist Order ("C&D")	7	5	9	9	0.0%	9	9	9	18		12	23
101	Charge Letters	0	0	0	0	0.0%	0	0	0	0		3	49
102	Final Order	2	8	2	5	150.0%	4	2	5	7		61	45
103	Revocations	0	1	0	0	0.0%	0	0	0	0		2	14



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

	A	B	C	D	E	F	G	H	I	J	K	L	M
104	<b>FINES, RECOVERIES &amp; COLLECTION (CCU)</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>		<b>FY09</b>	<b>FY2010</b>
105	<b>FINES TOTAL</b>	<b>\$14,700</b>	<b>\$81,060</b>	<b>\$34,500</b>	<b>\$34,620</b>	<b>0.3%</b>	<b>34,560</b>	<b>34,500</b>	<b>34,620</b>	<b>\$69,120</b>		\$1,121,539	\$1,622,895
106	Licensing	\$2,700	\$5,010	\$0	\$2,120	100.0%	1,060	0	2,120	\$2,120		\$106,994	\$248,810
107	Compliance / Examination	\$12,000	\$12,050	\$25,000	\$0	-100.0%	12,500	0	25,000	\$25,000		\$918,945	\$157,475
108	Complaints												
109	Enforcement	\$0	\$64,000	\$9,500	\$32,500	242.1%	21,000	9,500	32,500	\$42,000		\$95,600	\$1,216,610
110	<b>RECOVERIES TOTAL</b>	<b>\$23,994</b>	<b>\$348,341</b>	<b>\$48,505</b>	<b>\$120,248</b>	<b>147.9%</b>	<b>84,377</b>	<b>48,505</b>	<b>120,248</b>	<b>\$168,753</b>		<b>\$2,906,240</b>	<b>\$2,463,899</b>
111	Licensing												
112	Compliance - Total	\$16,198	\$38,114	\$30,305	\$3,761	-87.6%	17,033	3,761	30,305	\$34,066		\$1,641,433	\$1,319,311
113	Compliance - Mortgage	\$16,198	\$38,114	\$30,305	\$3,761	-87.6%	17,033	3,761	30,305	\$34,066		\$1,525,620	\$1,078,289
114	Compliance - Non-mortgage	\$0	\$0	\$0	\$0	0.0%	0	0	0	\$0		\$115,813	\$241,022
115	Complaints - Total	\$7,796	\$261,093	\$16,700	\$113,337	578.7%	65,019	16,700	113,337	\$130,037		\$779,544	\$992,398
116	Complaints - Mortgage	\$0	\$26,130	\$1,148	\$34,393	2895.9%	17,771	1,148	34,393	\$35,541		\$651,325	\$844,879
117	Complaints - Non-Mortgage	\$7,796	\$234,963	\$15,552	\$78,944	407.6%	47,248	15,552	78,944	\$94,496		\$128,220	\$147,519
118	Enforcement	\$0	\$49,134	\$1,500	\$3,150	110.0%	2,325	1,500	3,150	\$4,650		\$485,263	\$152,190
119	<b>CENTRAL COLLECTION UNIT (CCU)</b>					<b>% Change</b>							
120	Submitted (mortgage unit)	\$335,749	\$749,500	\$4,969	\$7,000	40.9%	5,985	4,969	7,000	11,969		135,861	837,960
121	Collected (mortgage unit)	\$1,499	\$841	\$841	\$115	-86.3%	0	115	841	956		2,689	14,090



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

Volume 5 Number 2  
 Reporting Period August, 2011

	A	B	C	D	E	F	G	H	I	J	K	L	M
122	<b>COMPLAINTS</b>												
123		May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total		FY09	FY2010
124	Received in Month	283	201	141	204	44.7%	173	141	204	345		2,676	2,602
125	Closed in Month	173	251	215	243	13.0%	229	215	243	458		2,642	2,782
126	Open at End of Month	500	450	376	337	-10.4%	376	376	376	337		612	438
127	Average time to close (days)	51	69	78	67	-14.1%	73	67	78			65	83
128	<b>Mortgage Complaints</b>												
129						% Change							
130	Received in Month	67	59	28	34	21.4%	31	28	34	62		639	594
131	Closed in Month	36	62	58	54	-6.9%	56	54	58	112		572	696
132	Open at End of Month	142	139	109	89	-18.3%	109	109	109	89		219	117
133	Average time to close (days)	65	77	99	83	-16.2%	91	83	99			93	130
134	<b>Collection Agency Complaints</b>												
135		May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total		FY09	FY2010
136	Received in Month	75	45	32	60	87.5%	46	32	60	92			563
137	Closed in Month	45	56	49	58	18.4%	54	49	58	107			619
138	Open at End of Month	148	137	120	122	1.7%	120	120	120	122			120
139	Average time to close (days)	66	85	90	76	-15.6%	83	76	90				117
140	<b>Credit Bureau &amp; Reassessment Complaints</b>												
141						% Change							
142	Received in Month					-15.6%	30	27	32	59			487
143	Closed in Month	39	38	32	27	26.2%	48	42	53	95			481
144	Open at End of Month	21	46	42	53	-30.2%	86	86	86	60			115
145	Average time to close (days)	104	96	86	60	-28.2%	95	79	110				86
146	<b>Financial Services Complaints (check cashers,</b>												
147		May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total		FY09	FY2010
148	Received in Month	15	14	12	22	83.3%	17	12	22	34			196
149	Closed in Month	14	18	12	25	108.3%	19	12	25	37			214
150	Open at End of Month	37	33	33	30	-9.1%	33	33	33	30			48
151	Average time to close (days)	63	85	91	69	-24.2%	80	69	91				104
152	<b>Other (Non-Jurisdiction and insufficient information complaints)</b>												
153						% Change							
154	Received in Month	87	45	37	61	64.9%	49	37	61	98			762
155	Closed in Month	57	69	54	53	-1.9%	54	53	54	107			772
156	Open at End of Month	69	45	28	36	28.6%	28	28	28	36			38
157	Average time to close (days)	20	34	19	26	36.8%	23	19	26				22
158	<b>OUTREACH</b>												
159		May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total		FY09	FY2010
160	Depository institution events	24	45	42	32	-23.8%	37	32	42	74		174	295
161	Community outreach events	23	36	15	30	100.0%	23	15	30	45		143	155
162	Notice of Intent ("Received")	19740	12292	12581	15035	19.5%	13,808	12,581	15,035	27,616		121,887	155,217
163	Notice of Intent (Letters Mailed)	23206	12972	6565	18952	188.7%	12,759	6,565	18,952	25,517		118,390	162,655
163	<b>STAFF INFORMATION</b>												
164		May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total		FY09	FY2010
165	Budgeted Examiner and Investigator positions	54	54	54	53	-1.9%	54	53	54	53		61.0	58
166	Examiners and Investigators on staff	48	48	48	47	-2.1%	48	47	48	47		54.0	52
167	Examiner and Investigator position vacancies	6	6	6	6	0.0%	6	6	6	6		7.0	6
168	Examiners and Investigators attended training	7	8	31	17	-45.2%	24	17	31	48		56	111
169	Hours of training	116	250	374	288	-23.0%	331	288	374	662		2,576	2,834
170	Mortgage Originator Fund Balance (numbers reflect mill)	1.17	0.98	0.96	0.626	-34.8%	0	1	1	0.63		1.6	0.61

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

LABOR AND INDUSTRY	MONTHLY REPORTING PERIODS						FISCAL YEAR TO DATE					FISCAL YEAR COMPARISON		
	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11		
<b>Employment Standards</b>														
# of sufficient wage payment claims received	53	119	74	88	18.9%	81	74	88	162	1691	1458	1,339		
# of deficient claim forms returned		33	39	40	2.6%	40	39	40	79			33		
# of open cases under investigation (work load)	265	240	220	214	-2.7%	217	214	220		511	538	240		
# of cases closed	93	143	94	96	2.1%	95	94	96	190	1436	1432	1,635		
# of cases closed <90 days	62	105	65	69	6.2%	67	65	69	134	885	731	903		
# of cases determined to have employment law violations	51	91	56	65	16.1%	61	56	65	121	941	919	1,018		
# of claims for which wages were recovered	74	37	58	44	-24.1%	51	44	58	102		539	624		
Total wages recovered	\$89,276	\$56,625	\$63,589	\$107,594	69.2%	\$85,592	\$63,589	\$107,594	\$171,184	\$526,804	\$745,739	\$884,189		
Employee wages recovered <90 days	\$36,398	\$52,105	\$42,065	\$80,399	91.1%	\$61,232	\$42,065	\$80,399	\$122,464	\$286,929	\$358,985	\$494,400		
# of cases referred for legal action	12	29	3	15	400.0%	9	3	15	18	491	437	438		
# of finalized orders			0	18	100%	18	18	18	18					
Total hours of inquiry calls	170	186	157	183	16.6%	170	157	183	340	2,661	2,384	2,385		
# of employment law inquiries (Call Center)	3,433	3,679	3,440	3,935	14.4%	3,688	3,440	3,935	7,375	50,412	42,457	43,955		
% Customer inquiries satisfied by ESS (handled internally)	97%	96%	92%	93%	0.8%	93%	92%	93%			96%	96%		
# of misclass referrals from DLI to UI (non-construction, Investigators)	18	19	8	15	87.5%	12	8	15	23		382	535		
	4.55	4.60	3.60	3.35	-6.9%	3.48	3.35	3.60		3.03	4.54	4.60		
<b>Prevailing wage</b>														
New Prevailing Wage projects	7	13	0	17	100%	9	0	17	17	123	89	100		
Closed Prevailing Wage projects	2	4	0	1	100%	1	0	1	1	100	105	50		
Total Prevailing Wage projects	178	187	187	203	8.6%	195	187	203		127	137	187		
Value of current Prevailing Wage projects	\$3,051,253,234	\$3,128,377,291	\$3,128,377,291	\$3,275,401,651	4.7%	\$3,201,889,471	\$3,128,377,291	\$3,275,401,651		\$1,901,626,645	\$2,661,070,869	\$3,128,377,291		
Prevailing Wage investigations	56	66	21	45	114.3%	33	21	45	66	358	375	470		
Employees interviewed	602	587	210	483	130.0%	347	210	483	693	4,001	3,677	5,078		
Amount of Prevailing Wage restitution recovered	\$50,749	\$23,646	\$27,902	\$25,882	-7.2%	\$26,892	\$25,882	\$27,902	\$53,784	\$308,945	\$359,510	\$458,538		
Number of employees restitution collected for	55	30	65	44	-32.3%	55	44	65	109	392	354	620		
Wage determinations issued	16	24	11	18	63.6%	9	0	18	18	293	264	281		
Value of Wage determinations issued	\$255,218,366	\$120,505,067	\$30,327,644	\$200,958,067	562.6%	\$100,479,034	\$0	\$200,958,067	200,958,067	\$1,862,627,775	\$2,033,724,183	\$2,540,005,692		
Liquidated damages collected	\$36,530	\$79,939	\$8,534	\$1,980	-76.8%	\$5,257	\$1,980	\$8,534	\$10,514	\$423,169	\$239,373	\$390,812		
Certified payroll records received	4,914	4,944	4,697	5,296	12.8%	4,997	4,697	5,296	9,993	45,352	41,119	49,103		
Investigators	3.85	3.50	3.00	3.23	7.7%	3.12	3.00	3.23		4.60	1.80	3.50		
<b>Living wage</b>														
New Living Wage service contracts	16	29	30	77	156.7%	54	30	77	107	267	226	150		
Value of new Living Wage service contracts	\$25,607,564	\$20,779,530	\$50,078,725	\$298,005,556	495.1%	\$174,042,141	\$50,078,725	\$298,005,556	\$348,084,281	\$5,903,872,107	\$530,185,158	\$486,801,987		
Closed Contracts	23	56	15	11	-26.7%	13	11	15	26		23	128		
Exempted Contracts	12	15	24	56	133.3%	40	24	56	80		37	102		
Total Active Contracts (overseen/monitored by LW)	634	605	620	697	12.4%	659	620	697			620	605		
Value of all Active LW Contracts	\$6,774,793,037	\$6,769,667,002	\$6,794,852,143	\$7,109,947,812	4.6%	\$6,952,399,978	\$6,794,852,143	\$7,109,947,812			\$6,712,368,250	\$6,769,667,002		
Contracts Under Review (open and not exempt)	371	346	351	386	10.0%	369	351	386			370	346		
Compliance Reviews Completed	46	76	50	73	46.0%	62	50	73	123		147	324		
Employees interviewed	13	21	17	8	-52.9%	13	8	17	25	67	110	197		
Amount of Living Wage restitution recovered	\$0	\$0	\$1,114	\$0	-100.0%	\$57	0	1,114	1,114	\$3,537	\$1,884	\$97,906		
Number of employees receiving restitution	0	0	1	0	-100.0%	1	0	1	1	17	8	296		
Number of employee payroll records entered			1,192	1,932	62.1%	1,562	1,192	1,932	3,124					
Investigators	1.90	2.00	1.80	0.98	-45.6%	1.39	0.98	1.80		1.00	1.25	2		

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

Volume 5 Number 2  
Reporting Period: August, 2011

Safety Inspections - Railroad	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
Track inspections	28	35	26	38	46.2%	32	26	38	64			376
Main line & Yard (miles)	79	180	54	108	100.0%	81	54	108	162			1,000
Short line & Yard (miles)	6	41	37	6	-83.8%	22	6	37	43			306
Private/Excursion/AR (miles)	21.53	8.34	7.79	24.59	215.7%	16	8	25	32			115
Total miles	106.53	229.34	98.79	139	40.3%	119	99	139	237			1,504
Activities	113	155	66	91	37.9%	79	66	91	157			1,275
Defects	76	44	97	175	80.4%	136	97	175	272			1,708
Violations	0	0	0	0	0.0%	0	0	0	0			0
OP inspections	9	14	9	10	11.1%	10	9	10	19	180	147	108
Activities	59	87	110	130	18.2%	120	110	130	240			709
Defects	4	36	23	19	-17.4%	21	19	23	42			109
Violations	0	0	0	0	0.0%	0	0	0	0			2
MP&E inspections	0	0	0	2	100%	1	0	2	2			4
Locomotives	1	0	14	13	-7.1%	14	13	14	27	126	9	16
Rail cars	0	0	0	0	0.0%	0	0	0	0	769	0	4
Activities	0	0	0	54	100%	27	0	54	54			61
Defects	0	0	0	22	100%	11	0	22	22			17
Violations	0	0	0	0	0.0%	0	0	0	0			0
Total Inspections	37	49	35	50	42.9%	43	35	50	85			488
Total Defects identified	80	80	120	216	80.0%	168	120	216	336	1,780	1,199	1,809
Total Violations identified	0	0	0	0	0.0%	0	0	0	0	38	7	2
Complaints	0	2	0	0	0.0%	0	0	0	0	10	2	3
Accidents	0	0	2	1	-50.0%	2	1	2	3	24	20	30
Fatalities	0	0	0	0	0.0%	0	0	0	0	3	6	17
Injuries	0	0	0	2	100%	1	0	2	2	4	6	5
Property damage	0	0	0	0	0.0%	0	0	0	0	17	9	8
Inspector positions authorized	4	4	4	4	0.0%	4	4	4	8	4	4	48
Inspectors	2	2	2	3	50.0%	2	1	2	3	2	2	24
<b>Safety Inspections - Amusement rides</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY09</b>	<b>FY10</b>	<b>FY11</b>
Total inspections	1,324	1,001	806	635	-21.2%	721	635	806	1,441	5,078	4,256	5,466
Certificate inspections	1,050	787	663	504	-24.0%	584	504	663	1,167	4,154	3,661	4,625
Other inspections	274	214	143	131	-8.4%	137	131	143	274	923	595	869
Accidents	0	2	1	1	0.0%	1	1	1	2	2	2	3
Incidents/Complaints	0	6	4	1	-75.0%	3	1	4	5	9	13	15
Fatalities	0	0	0	0	0.0%	0	0	0	0	0	0	0
Positions authorized	8	8	8	8	0.0%	8	8	8	8	7	7	8
Vacant positions	0	0	0	0	0.0%	0	0	0	0	1	1	0
AR inspectors (Inspecting)	5.68	4.44	4.58	4.40	-4.0%	4.49	4.40	4.58				
Elevator inspectors (Inspecting AR's)	1.23	0.88	0.95	0.93	-2.0%	0.94	0.93	0.95				
AR inspectors (Not-Inspecting)	2.29	3.56	3.42	3.60	5.3%	3.51	3.42	3.60				
Avg inspections per inspector	191.5	188.1	145.80	119.19	-18.2%	132.5	119.2	145.8				
Avg inspections per inspector per day	9.6	8.6	7.3	5.2	-28.9%	6.2	5.2	7.3				

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

Safety Inspection - Elevators	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
Total Elevators Registered	21,805	21,780	21,672	21,503	-0.8%	21,588	21,503	21,672		21,445	21,727	21,780
Elevators registered (Private Sector)	17,584	17,565	17,468	17,281	-1.1%	17,375	17,281	17,468			17,519	17,565
Elevators registered (State)	4,221	4,215	4,204	4,222	0.4%	4,213	4,204	4,222			4,208	4,215
Total Elevators past due	1,761	1,715	1,527	1,367	-10.5%	1,447	1,367	1,527		6,000	3,452	1,715
Total elevators past due (Private Sector)	1,694	1,657	1,487	1,308	-12.0%	1,398	1,308	1,487			1,798	1,657
>61 days past due (Private Sector)	1,506	1,469	1,248	1,071	-14.2%	1,160	1,071	1,248			1,357	1,469
Total elevators past due (State)	67	58	40	60	50.0%	50	40	60			479	58
>31 days to 1 year past due (State)	58	52	38	58	52.6%	48	38	58			444	52
1 to 2 years past due (State)	8	6	1	1	0.0%	1	1	1		652	33	6
> 2 years past due (State)	1	0	1	1	0.0%	1	1	1		1	2	0
Number of authorized 3rd party Inspectors	89	88	90	90	0.0%	90	90	90			81	88
Total inspections	2,247	2,603	2,812	3,067	9.1%	2,940	2,812	3,067	5,879	15,901	23,794	30,943
Total inspections (Private Sector)	1,387	1,579	1,841	1,836	-0.3%	1,839	1,836	1,841	3,677		12,877	20,730
Total inspections (State)	860	1,024	971	1,231	26.8%	1,101	971	1,231	2,202		10,917	10,213
Accidents/Incidents	1	0	0	1	100%	1	0	1	1	2	4	4
Complaints	10	15	15	15	0.0%	15	15	15	30	33	50	87
Positions authorized	24	24	24	24	0.0%	24	24	24		26	25	24
Vacant positions	6	3	3	3	0.0%	3	3	3		6	8	3
Elevator inspectors (Inspecting)	12.65	13.98	12.84	13.43	4.6%	13.13	12.84	13.43				
AR inspectors (Inspecting elevators)	0.03	0.00	0.00	0.00	0.0%	0.00	0.00	0.00				
Elevator inspectors (Not-Inspecting)	4.12	6.14	7.21	6.65	-7.8%	6.93	6.65	7.21				
Avg. performance rating	1.29	1.24			0.0%	0.00	0.00	0.00				
Citations	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
Citations Issued	200	200	60		-100.0%	60	60	60	60		315	1,310
Total Citations Issued - running total	1,424	1,624	1,684		-100.0%	1,684	1,684	1,684				1,624
Inspections Performed as a result of citation - running total	964	1,217	1,386		-100.0%	1,386	1,386	1,386				1,217
Citation Effectiveness	67.70%	74.94%	82.30%		-100.0%	82%	82%	82%				74.94%
Settlements Pending - running total	460	407	298		-100.0%	298	298	298				407
% of units pending settlement	32.30%	25.06%	17.70%		-100.0%	17.70%	17.70%	17.70%				25.06%
Boilers and pressure vessels	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
Total BPV registered	53,184	53,083	53,092	53,028	-0.1%	53,060	53,028	53,092		54,763	53,562	53,083
Total BPV past due	3,739	3,375	2,653	2,205	-16.9%	2,429	2,205	2,653		9,570	8,286	3,375
Uninsured past due	2,493	2,061	1,698	1,362	-19.8%	1,530	1,362	1,698		6,337	3,825	2,061
Past due up to 1 year	2,326	2,126	1,548	1,327	-14.3%	1,438	1,327	1,548				2,126
1 to 2 years past due	1,073	916	811	640	-21.1%	726	640	811		1,957	1,558	916
> 2 years past due	340	333	294	244	-17.0%	269	244	294		2,891	1,409	333
Total inspections	3,146	2,882	3,254	3,159	-2.9%	3,207	3,159	3,254	6,413	29,618	24,425	35,285
AIA inspections total	2,508	2,296	2,825	2,572	-9.0%	2,699	2,572	2,825	5,397	21,194	16,150	28,138
State inspections total	638	586	429	587	36.8%	508	429	587	1,016	8,424	8,275	7,147
Accidents/Incidents	0	0	0	0	0.0%	0	0	0	0	2	1	1
Complaints	0	0	0	0	0.0%	0	0	0	0	0	0	0
Positions authorized	11	11	11	11	0.0%	11	11	11		13	13	11
Vacant positions	1	2	3	3	0.0%	3	3	3		5	3	2
BPV inspectors (Inspecting)	7.59	6.17	5.64	5.47	-3.0%	5.55	5.47	5.64				
BPV inspectors (Not-Inspecting)	2.41	2.83	2.36	2.53	7.1%	2.45	2.36	2.53				
Avg inspections per Inspector	83.92	95.04	76.09	107.31	41.0%	91.7	76.1	107.3				
Inspection Import Records Submitted in Time Frame	871	605	0	0	0.0%	0	0	0	0			7,052
Inspection Import Records Rejected in Time Frame	60	52	0	0	0.0%	0	0	0	0			908
Inspection Import Records Pending Admin Review	12	12	12	0	-100.0%	6	0	12	12			1,934
Inspection Import Records Processed (in JO) in Time	828	540	0	0	0.0%	0	0	0	0			6,771

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

Citations	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
Citations Issued					0.0%	0	0	0				
Total Citations Issued - running total					0.0%	0	0	0				
Inspections Performed as a result of citation - running total					0.0%	0	0	0				
Units removed as a result of citation - running total					0.0%	0	0	0				
Units sealed out of service as a result of citation - running					0.0%	0	0	0				
Citation Effectiveness					0.0%	0	0	0				
Settlements Pending - running total					0.0%	0	0	0				
% of units pending settlement					0.0%	0	0	0				
<b>Objects By Company</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>% Change</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>Total</b>	<b>FY09</b>	<b>FY10</b>	<b>FY11</b>
<b>ACE American Insurance</b>												
Inspections conducted	32	11	15	38	153.3%	27	15	38	53			675
Registered units	787	770	783	757	-3.3%	770	757	783		973		770
Past due units	2	0	0	0	0.0%	0	0	0		0	1	0
<b>ARISE Incorporated</b>												
Inspections conducted	94	52	46	70	52.2%	58	46	70	116			2,406
Registered units	2,139	2,158	2,079	2,088	0.4%	2,084	2,079	2,088			4,907	2,158
Past due units	2	13	9	0	-100.0%	5	0	9		173	244	13
<b>Chubb</b>												
Inspections conducted	109	70	151	180	19.2%	166	151	180	331			1,855
Registered units	2,919	2,857	2,868	3,020	5.3%	2,944	2,868	3,020			2,916	2,857
Past due units	54	40	2	6	200.0%	4	2	6		220	145	40
<b>Cincinnati Insurance</b>												
Inspections conducted	7	2	2	0	-100.0%	1	0	2	2			104
Registered units	201	208	207	204	-1.4%	206	204	207			173	208
Past due units	19	27	32	35	9.4%	34	32	35		24	51	27
<b>CNA Insurance Company</b>												
Inspections conducted	144	272	449	245	-45.4%	347	245	449	694			982
Registered units	3,986	3,916	3,937	3,901	-0.9%	3,919	3,901	3,937			1,351	3,916
Past due units	0	18	1	1	0.0%	1	1	1		94	158	18
<b>FM Global</b>												
Inspections conducted	448	427	309	344	11.3%	327	309	344	653			4,846
Registered units	7,697	7,680	7,794	7,787	-0.1%	7,791	7,787	7,794			7,036	7,680
Past due units	29	18	17	28	64.7%	23	17	28		26	9	18
<b>Hartford Steam Boiler</b>												
Inspections conducted	713	629	782	684	-12.5%	733	684	782	1,466			6,440
Registered units	11,228	11,086	11,163	11,331	1.5%	11,247	11,163	11,331			11,528	11,086
Past due units	980	1,001	809	598	-26.1%	704	598	809		1,539	2,236	1,001
<b>Hartford Steam Boiler-CT</b>												
Inspections conducted	0	0	0	0	0.0%	0	0	0	0			3
Registered units	154	197	196	196	0.0%	196	196	196			199	197
Past due units	17	0	1	54	5300.0%	28	1	54		29	176	0
<b>Liberty Mutual Insurance Co</b>												
Inspections conducted	41	21	194	211	8.8%	203	194	211	405			622
Registered units	837	1,234	1,191	1,174	-1.4%	1,183	1,174	1,191			205	1,234
Past due units	5	44	3	4	33.3%	4	3	4			45	44
<b>National Union Fire Insurance</b>												
Inspections conducted	0	0	0	0	0.0%	0	0	0	0			2
Registered units	20	20	20	20	0.0%	20	20	20			20	20
Past due units	0	0	0	0	0.0%	0	0	0		0	0	0
<b>Sasol North America Inc.</b>												
Inspections conducted	0	0	0	0	0.0%	0	0	0	0			2
Registered units	3	3	2	2	0.0%	2	2	2			155	3
Past due units	0	0	0	0	0.0%	0	0	0		5	54	0

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

Volume 5 Number 2  
Reporting Period: August, 2011

<b>XL Insurance America (formerly Seneca)</b>										
Inspections conducted	9	10	55	0	-100.0%	28	0	55	55	
Registered units	281	311	319	319	0.0%	319	319	319		112
Past due units	5	5	6	6	0.0%	6	6	6		279
<b>Travelers</b>										
Inspections conducted	200	163	174	125	-28.2%	150	125	174	299	
Registered units	4,320	4,646	4,337	4,420	1.9%	4,379	4,337	4,420		3,200
Past due units	118	133	67	97	44.8%	82	67	97		4,646
<b>Zurich American Insurance</b>										
Inspections conducted	484	305	429	386	-10.0%	408	386	429	815	
Registered units	6,679	6,694	6,731	6,601	-1.9%	6,666	6,601	6,731		3,679
Past due units	1	9	1	11	1000.0%	6	1	11		6,694
<b>Insparisk - non-insurer</b>										
Inspections conducted	127	261	143	224	56.6%	184	143	224	367	
Registered units	9	7	17	2	-88.2%	10	2	17		1,157
Past due units	3	3	0	0	0.0%	0	0	0		7
<b>OneCIS Insurance Co - non-insurer</b>										
Inspections conducted	0	8	3	0	-100.0%	2	0	3	3	
Registered units	97	98	83	0	-100.0%	42	0	83		271
Past due units	8	2	2	3	50.0%	3	2	3		98
<b>ABS Group, Inc - non-insurer</b>										
Inspections conducted	0	0	0	0	0.0%	0	0	0	0	
Registered units	0	0	0	0	0.0%	0	0	0		0
Past due units	0	0	0	0	0.0%	0	0	0		0
<b>American Boiler Insp Svcs, Inc - non-insurer</b>										
Inspections conducted	30	36	40	61	52.5%	51	40	61	101	
Registered units	2	0	18	21	16.7%	20	18	21		454
Past due units	0	0	0	0	0.0%	0	0	0		0
<b>Mutual Boiler - non-insurer</b>										
Inspections conducted	0	0	0	0	0.0%	0	0	0	0	
Registered units	0	0	0	0	0.0%	0	0	0		0
Past due units	0	0	0	0	0.0%	0	0	0		0
<b>RMF Engineering - non-insurer</b>										
Inspections conducted	29	9	32	4	-87.5%	18	4	32	36	
Registered units	2	0	0	0	0.0%	0	0	0		155
Past due units	0	0	0	0	0.0%	0	0	0		0
<b>Damarc Quality Inspection</b>										
Inspections conducted	0	0	0	0	0.0%	0	0	0	0	
Registered units	6	0	0	0	0.0%	0	0	0		0
Past due units	1	0	0	0	0.0%	0	0	0		0
<b>Atlantic Services - non-insurer</b>										
Inspections conducted	7	1	0	0	0.0%	0	0	0	0	
Registered units	0	0	7	4	-42.9%	6	4	7		18
Past due units	0	0	0	0	0.0%	0	0	0		0

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

MOSH	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
Inspector positions authorized	58	58	60	60	0.0%	60	60	60	120	57	56	683
Inspectors (current)	57	57	56	56	0.0%	56	56	56	112	53	50	632
Voluntary compliance sites	0	0	0	4	100%	2	0	4	4	18	7	5
Investigations/Inspections	157	183	133	123	-7.5%	128	123	133	256	1,598	1,210	1,819
3 year average # of investigations/inspections	127	148	169	170	0.6%	170	169	170				
Monthly goal: # of inspections	90	110	110	110	0.0%	110	110	110				
% of monthly goal completed	174%	166%	121%	112%	-7.4%	117%	112%	121%				
Violations	803	760	635	427	-32.8%	531	427	635	1,062	7,319	5,926	6,837
Training classes	12	7	8	13	62.5%	11	8	13	21	96	95	105
Training participants	256	107	227	240	5.7%	234	227	240	467	2,556	2,222	2,267
Other Persons Affected	209	630	63	508	706.3%	286	63	508	571	5,563	3,136	4,617
% complaints initiated w/in 5 days (maintian at 95%)	100%	100%	100%	100%	0.0%	100%	100%	100%				
Accidents investigated	0	4	5	5	0.0%	5	5	5	10	121	93	55
Fatalities investigated	0	4	2	3	50.0%	3	2	3	5	27	18	21
% fatalities investigated <1 day (maintain at =>95%)	0%	100%	100%	100%	0.0%	100%	100%	100%		100%		
Discrimination complaints completed	5	4	2	0	-100.0%	1	0	2	2	16	22	26
Discrimination complaints completed in 90 days (of those)	4	2	0	0	0.0%	0	0	0	0			11
% Discrimination complaints completed in 90 days	41%	44%	39%	39%	0.0%	39%	39%	39%				
# of discrimination cases open beyond 90 days	20	21	19	19	0.0%	19	19	19	38			194
# of Discrimination Cases Opened with in the month			0	0	0.0%	0	0	0	0			
Total # of Discrimination cases opened			0	21	100%	11	0	21				
Consultation Safety	9	14	16	15	-6.3%	16	15	16	31	160	121	167
Consultation Health	3	1	4	0	-100.0%	2	0	4	4	107	79	75
Apprenticeship and training	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
Active Programs Registered	135	135	136	138	1.5%	137	136	138		185	164	135
Inactive Programs Registered	303	308	299	297	-0.7%	298	297	299		304	324	308
Total Programs Registered	438	438	435	435	0.0%	435	435	435		489	488	438
Programs Cancelled	1	0	6	0	-100.0%	3	0	6	6			58
Program Reviews	9	0	8	0	-100.0%	4	0	8	8	41	50	68
Program Review Benchmark	7	0	7	0	-100.0%	4	0	7	7	9	9	77
Overdue Program Reviews	68	68	60	56	-6.7%	58	56	60	116			438
Participating Employers	3,158	3,155	3,157	3,168	0.3%	3,163	3,157	3,168		3,135	3,165	3,155
Information Referral Services	49	83	88	92	4.5%	90	88	92	180			416
Apprenticeship Sponsor technical assistance	34	63	68	67	-1.5%	68	67	68	135	674	1,044	760
Program Development Projects Initiated	5	8	5	3	-40.0%	4	3	5	8			19
New Programs Registered	3	0	3	0	-100.0%	2	0	3	3			9
New Construction Programs Registered	3	0	3	0	-100.0%	2	0	3	3			7
New Non-Construction Programs Registered	0	0	0	0	0.0%	0	0	0	0			2
Programs Reactivated	0	0	0	0	0.0%	0	0	0	0			0
Program Revisions Registered	3	0	5	3	-40.0%	4	3	5	8			11
Total apprentices registered	8,335	8,065	8,117	8,241	1.5%	8,179	8,117	8,241		9,487	9,209	8,065
Total # minority apprentices	3,021	2,951	2,999	3,008	0.3%	3,004	2,999	3,008		3,623	3,474	2,951
Total # women apprentices	318	318	316	315	-0.3%	316	315	316		446	430	318
New Apprentices Registered	160	139	243	358	47.3%	301	243	358	601			1,922
Total apprentice graduates	34	302	81	47	-42.0%	64	47	81	128	1,044	1,142	1,457
Minority apprentice graduates	24	80	20	17	-15.0%	19	17	20	37	331	402	447
Women apprentice graduates	2	3	0	1	100%	1	0	1	1	34	27	65
Total apprentices cancelled	131	107	110	187	70.0%	149	110	187	297			1,609
Field representatives	1	1	1	1	0.0%	1	1	1		4	2	1
Apprenticeship Sponsor Contacts	21	35	24	32	33.3%	28	24	32	56			205
Local Workforce Contacts	29	61	15	40	166.7%	28	15	40	55			304
All Other Contacts	54	86	62	137	121.0%	100	62	137	199			406
Apprenticeship Sponsor Events	4	3	1	2	100.0%	2	1	2	3			13
Local Workforce Events	4	4	1	6	500.0%	4	1	6	7			26
All Other Events	45	7	2	0	-100.0%	1	0	2	2			93
# of One Stop Customers Referred to Program	8	0	0	6	100%	3	0	6	6			88
# of One Stop Customers Registered in a Program or on a Program Waiting List		0	0	0	0.0%	0	0	0	0			0



StateStat

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

OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
<b>LICENSE TOTALS</b>												
Architects	6,340	6,323	6,315	6,342	0.4%	6,329	6,315	6,342		6,102	6,241	6,323
Athletic	702	705	696	726	4.3%	711	696	726			760	705
Barbers	6,402	6,404	6,368	6,398	0.5%	6,383	6,368	6,398		6,267	6,364	6,404
Bay Pilots	73	73	73	73	0.0%	73	73	73		65	72	73
Cemetery Oversight	1,271	1,266	1,263	1,286	1.8%	1,275	1,263	1,286		1,340	1,328	1,266
Certified Interior Design	319	321	319	316	-0.9%	318	316	319		315	310	321
Certified Public Accountants	20,033	19,991	20,015	20,029	0.1%	20,022	20,015	20,029		19,736	19,922	19,991
Cosmetologists	47,434	47,520	47,529	47,661	0.3%	47,595	47,529	47,661		47,977	47,145	47,520
Stationary Engineers	6,167	6,164	6,145	6,139	-0.1%	6,142	6,139	6,145		6,399	6,160	6,164
Foresters	209	209	209	208	-0.5%	209	208	209		192	200	209
Home Improvement	27,355	27,341	27,237	27,283	0.2%	27,260	27,237	27,283		27,233	27,521	27,341
HVACR Contractors	18,860	18,925	18,882	18,948	0.3%	18,915	18,882	18,948		17,296	17,861	18,925
Landscape Architects	1,002	1,011	1,007	1,004	-0.3%	1,006	1,004	1,007		990	1,006	1,011
Land Surveyors	1,030	1,042	1,044	1,042	-0.2%	1,043	1,042	1,044		997	1,019	1,042
Master Electricians	5,123	5,131	5,131	5,144	0.3%	5,138	5,131	5,144		4,957	5,090	5,131
Plumbers	13,382	13,410	13,314	13,283	-0.2%	13,299	13,283	13,314		13,723	13,430	13,410
Precious Metal Dealers & Pawnbrokers	598	601	604	600	-0.7%	602	600	604		412	550	601
Professional Engineers	21,433	21,643	21,728	21,784	0.3%	21,756	21,728	21,784		19,492	20,744	21,643
Real Estate	41,860	41,499	41,268	41,102	-0.4%	41,185	41,102	41,268		48,920	44,404	41,499
Real Estate Appraisers and Home Inspectors	3,920	3,891	3,875	3,875	0.0%	3,875	3,875	3,875		5,144	4,349	3,891
Sports Agents	28	28	28	28	0.0%	28	28	28			28	28
<b>NEW LICENSES</b>												
Architects	36	28	15	45	200.0%	30	15	45	60	385	365	380
Athletic	87	39	14	17	21.4%	16	14	17	31		201	437
Barbers	60	53	46	57	23.9%	52	46	57	103	550	609	598
Bay Pilots	4	0	3	0	-100.0%	2	0	3	3	12	33	20
Cemetery Oversight	17	30	24	42	75.0%	33	24	42	66	512	320	348
Certified Interior Design	1	1	0	1	0.0%	1	0	1	1	24	24	24
Certified Public Accountants	63	21	57	59	3.5%	58	57	59	116	589	629	614
Cosmetologists	259	392	338	342	1.2%	340	338	342	680	3,855	3,429	3,552
Stationary Engineers	16	27	14	17	21.4%	16	14	17	31	214	201	204
Foresters	2	0	0	1	0.0%	1	0	1	1	9	8	9
Home Improvement	159	207	184	222	20.7%	203	184	222	406	2,992	2,562	2,624
HVACR Contractors	305	290	262	275	5.0%	269	262	275	537	2,612	3,027	3,227
Landscape Architects	1	8	0	0	0.0%	0	0	0	0	57	54	44
Land Surveyors	2	10	1	3	200.0%	2	1	3	4	30	65	48
Master Electricians	11	31	20	24	20.0%	22	20	24	44	307	289	246
Plumbers	149	164	138	144	4.3%	141	138	144	282	1,681	1,626	1,539
Precious Metal Dealers & Pawnbrokers	7	11	11	2	-81.8%	7	2	11	13	123	199	120
Professional Engineers	101	297	112	107	-4.5%	110	107	112	219	1,241	1,688	1,450
Real Estate	263	322	271	331	22.1%	301	271	331	602	6,629	4,356	3,903
Real Estate Appraisers and Home Inspectors	12	11	14	18	28.6%	16	14	18	32	370	233	205
Sports Agents	0	0	0	0	0.0%	0	0	0	0			



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

OCC. & PROF. LICENSING	MONTHLY REPORTING PERIOD					Fiscal Year To Date				FY COMPARISON		
	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
<b>LICENSE RENEWALS - RATE</b>												
Architects	75%	74%	79%	70%	-11.4%	75%	70%	79%				
Barbers	62%	65%	62%	67%	8.1%	65%	62%	67%				
Bay Pilots	0%	0%	0%	0%	0.0%	0%	0%	0%				
Certified Interior Design	67%	78%	87%	57%	-34.5%	72%	57%	87%				
Certified Public Accountants	84%	85%	86%	84%	-2.3%	85%	84%	86%				
Cosmetologists	72%	67%	70%	69%	-1.4%	70%	69%	70%				
Stationary Engineers	77%	79%	79%	81%	2.5%	80%	79%	81%				
Foresters	60%	0%	100%	86%	-14.0%	93%	86%	100%				
Home Improvement	63%	63%	63%	63%	0.0%	63%	63%	63%				
HVACR Contractors	48%	44%	45%	44%	-2.2%	45%	44%	45%				
Landscape Architects	86%	82%	77%	75%	-2.6%	76%	75%	77%				
Land Surveyors	64%	79%	92%	64%	-30.4%	78%	64%	92%				
Master Electricians	75%	73%	78%	77%	-1.3%	78%	77%	78%				
Plumbers	59%	54%	51%	52%	2.0%	52%	51%	52%				
Precious Metal Dealers & Pawnbrokers	59%	63%	52%	59%	13.5%	56%	52%	59%				
Professional Engineers	79%	70%	81%	76%	-6.2%	79%	76%	81%				
Real Estate	62%	60%	65%	64%	-1.5%	65%	64%	65%				
Real Estate Appraisers and Home Inspectors	23%	32%	23%	30%	30.4%	27%	23%	30%				
Cemetery Oversight	27%	18%	14%	27%	92.9%	21%	14%	27%				
<b>LICENSE RENEWALS-RAW DATA</b>												
Architects	252	294	213	249	16.9%	231	213	249	462	2,188	2,889	2,912
Barbers	265	275	245	292	19.2%	269	245	292	537	2,335	2,564	3,086
Bay Pilots	0	0	2	1	-50.0%	2	1	2	3	50	50	0
Certified Interior Design	12	15	13	19	46.2%	16	13	19	32	100	148	138
Certified Public Accountants	823	831	804	826	2.7%	815	804	826	1,630	7,231	9,667	9,781
Cosmetologists	1,973	1,886	1,919	1,951	1.7%	1,935	1,919	1,951	3,870	16,519	21,732	22,115
Stationary Engineers	230	225	238	285	19.7%	262	238	285	523	2,008	3,357	2,568
Foresters	2	3	5	2	-60.0%	4	2	5	7	147	36	149
Home Improvement	1,175	1,180	972	1,098	13.0%	1,035	972	1,098	2,070	10,370	11,556	13,197
HVACR Contractors	609	580	574	1,076	87.5%	825	574	1,076	1,650	4,931	7,426	6,667
Landscape Architects	31	37	29	52	79.3%	41	29	52	81	368	477	462
Land Surveyors	35	43	26	16	-38.5%	21	16	26	42	318	486	433
Master Electricians	232	311	240	218	-9.2%	229	218	240	458	2,131	2,488	2,776
Plumbers	485	526	505	517	2.4%	511	505	517	1,022	4,376	5,598	5,561
Precious Metal Dealers & Pawnbrokers	25	21	21	13	-38.1%	17	13	21	34	93	187	151
Professional Engineers	801	819	602	659	9.5%	631	602	659	1,261	5,821	7,872	8,289
Real Estate	2,191	2,163	2,119	2,124	0.2%	2,122	2,119	2,124	4,243	24,147	27,764	25,953
Real Estate Appraisers and Home Inspectors	61	53	48	55	14.6%	52	48	55	103	629	1,601	1,205
Cemetery Oversight	33	35	12	46	283.3%	29	12	46	58	208	285	363
<b>HOME IMPROVEMENT</b>												
<b>New Complaints and Claims</b>												
Claims Received	25	16	18	23	27.8%	21	18	23	41		325	250
Complaints Received	102	139	105	149	41.9%	127	105	149	254	1,839	1,601	1,504
Licensed	48	82	53	88	66.0%	71	53	88	141	1,046	963	883
Unlicensed	54	57	54	61	13.0%	58	54	61	115	793	638	621



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		
	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
<b>Open Complaints/Claims</b>												
Intake/Pre Investigation	11	23	42	41	-2.4%	42	41	42				
Mediation	17	22	21	18	-14.3%	20	18	21				
Pending Response to Order	25	27	46	40	-13.0%	43	40	46	86			452
Pending Show Cause Hearings	8	10	3	3	0.0%	3	3	3				
No. Show Cause Hearings Held	0	0	0	0	0.0%	0	0	0	0		2	2
Under Investigation	482	415	410	457	11.5%	434	410	457				
Total Through Investigatory Step	543	491	522	559	7.1%	541	522	559				
Post Investigation Claims Review	100	96	68	34	-50.0%	51	34	68				
Waiting To Be Sent to OAH	133	79	109	140	28.4%	125	109	140				
Pending Hearing/Decision At OAH	140	151	152	157	3.3%	155	152	157				
Post OAH	95	67	112	101	-9.8%	107	101	112				
Total Post Investigation lines (102-105)	468	393	441	432	-2.0%	437	432	441				
Total Open Complaints (lines 101 + 106)	1,011	884	963	991	2.9%	977	963	991				
Total Open Claims	601	576	579	582	0.5%	581	579	582				
Average Caseload	69	59	68	76	11.8%	72	68	76				
Number Investigators	7	7	6	6	0.0%	6	6	6				
<b>Closed Investigations</b>												
Investigations completed	152	176	155	108	-30.3%	132	108	155	263	2,606	2,141	1,687
ADR	100	104	117	68	-41.9%	93	68	117	185		878	936
Disciplinary Actions	8	9	4	3	-25.0%	4	3	4	7		70	99
Investigation time to resolution in Days	69	68	58	49	-15.5%	54	49	58				
<b>Criminal Court Activity</b>												
Complaints Referred for Prosecution	18	29	24	10	-58.3%	17	10	24	34		368	331
Prosecutions	72	50	75	46	-38.7%	61	46	75	121		961	864
No. of contractors found guilty	16	14	20	7	-65.0%	14	7	20	27		246	211
No. of contractors ordered pay restitut.	20	21	30	15	-50.0%	23	15	30	45		294	255
<b>Monetary Amounts</b>												
Monetary Settlement by Investigators	\$50,563	\$22,045	\$33,326	\$17,772	-46.7%	25,549	17,772	33,326	51,098		\$328,818	\$224,491
Court-Ordered Restitution	\$151,114	\$119,164	\$155,598	\$79,514	-48.9%	117,556	79,514	155,598	235,112		\$2,348,794	\$1,565,822
Total Monetary Amount	\$201,677	\$141,209	\$188,924	\$97,286	-48.5%	143,105	97,286	188,924	286,210		\$2,677,612	\$1,790,303
<b>Guaranty Fund</b>												
Guaranty Fund Awards	\$111,275	\$148,892	\$82,433	\$72,191	-12.4%	77,312	72,191	82,433	154,624		#####	\$1,697,184
Guaranty Fund Reimbursements (CCU)	\$0	\$4,681	\$3,713	\$5,282	42.3%	4,498	3,713	5,282	8,995		\$105,016	\$89,163
Guaranty Fund Reimbursements (MHIC)	\$36,267	\$0	\$4,300	\$0	-100.0%	2,150	0	4,300	4,300			\$273,296
Guarantee Fund Balance	\$633,554	\$604,493	\$618,374	\$648,397	4.9%	633,386	618,374	648,397				



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		
	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
<b>Licensing Activity</b>												
Current Licenses Total	27,331	27,324	27,220	27,270	0.2%	27,245	27,220	27,270				
Contractor/Salesperson	15,580	15,531	15,459	15,447	-0.1%	15,453	15,447	15,459				
Sub-Contractor	641	642	641	638	-0.5%	640	638	641				
Salesperson	2,283	2,297	2,283	2,302	0.8%	2,293	2,283	2,302				
Contractors/Salesperson (Corp/Part)	7,897	7,910	7,890	7,934	0.6%	7,912	7,890	7,934				
New Applications Received	36	78	36	76	111.1%	56	36	76	112		1,035	914
<b>Examination Results</b>												
# of Exams Taken	225	264	182	187	2.7%	185	182	187	369		3,004	2,725
# of Exams Passed	133	162	108	100	-7.4%	104	100	108	208		1,966	1,683
Pass Rate (%)	59	61	59	53	-10.2%	56	53	59	112			
<b>REAL ESTATE</b>												
Complaints	40	52	32	44	37.5%	38	32	44	76	587	532	496
Total Closed During Month	63	48	41	36	-12.2%	39	36	41	77		598	639
Investigations Completed	15	9	10	11	10.0%	11	10	11	21	155	153	142
Investigation time to resolution in Days	119	117	102	126	23.5%	114	102	126				
ADR	9	2	2	3	50.0%	3	2	3	5	77	46	35
Disciplinary Actions	15	4	4	4	0.0%	4	4	4	8			
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	6	5	6	6	0.0%	6	6	6				
Awaiting Administrative Review	0	0	0	0	0.0%	0	0	0				
Awaiting Assignment to Investigator	19	20	21	30	42.9%	26	21	30				
Under Investigation	32	28	33	32	-3.0%	33	32	33				
Awaiting Panel Review	7	7	34	25	-26.5%	30	25	34				
Total Open (Under REC Control)	130	132	134	147	9.7%	141	134	147				
Post Panel	150	154	138	142	2.9%	140	138	142				
Total Open Complaints	281	286	272	289	6.3%	281	272	289				
Fines Collected	\$5,000	\$2,200	\$1,350	\$500	-63.0%	925	500	1,350	1,850			
<b>Precious Metals / Pawn</b>												
Complaints Rec'd	6	6	2	1	-50.0%	2	1	2	3		100	57
Complaints Closed	5	4	6	4	-33.3%	5	4	6	10		89	72
Settlement/Penalty Ltrs. Tendered	1	1	3	0	-100.0%	2	0	3	3		61	32
Settlement/Penalty Ltrs. Accepted	5	1	1	0	-100.0%	1	0	1	1		41	52
Fines Collected	\$6,500	\$6,350	\$9,000	\$2,900	-67.8%	5,950	2,900	9,000	11,900		\$43,375	\$55,975
Disciplinary Actions	3	1	1	3	200.0%	2	1	3	4		37	38
Precharge Review	7	2	2	0	-100.0%	1	0	2				
Hearing Process	2	7	7	7	0.0%	7	7	7				
Net Complaints Open	23	25	21	18	-14.3%	20	18	21				



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		
	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
<b>DISCIPLINARY ACTIONS</b>												
<b>DESIGN BOARDS</b>												
Complaints Rec'd	2	1	1	0	-100.0%	1	0	1	1			23
Complaints Closed	4	2	4	4	0.0%	4	4	4	8			36
Net Open Complaints	21	22	19	15	-21.1%	17	15	19				
Investigations Completed	0	0	0	0	0.0%	0	0	0	0			16
Avg Time to Complete Investigations	0	0	0	0	0.0%	0	0	0				
Disciplinary Actions	0	0	0	1	0.0%	1	0	1	1			
Fines Collected	\$1,000	\$2,800	\$800	\$0	-100.0%	400	0	800	800			\$ 19,032
<b>BARBERS/COSMETOLOGISTS</b>												
Complaints Rec'd	28	43	24	31	29.2%	28	24	31	55			293
Complaints Closed	8	2	278	0	-100.0%	139	0	278	278			300
Net Open Complaints	450	491	237	268	13.1%	253	237	268				
Inspections Completed	29	30	42	16	-61.9%	29	16	42	58			225
Avg Time to Complete Inspections												
Disciplinary Actions	6	2	2	0	-100.0%	1	0	2	2			104
Fines Collected	\$2,550	\$600	\$2,000	\$0	-100.0%	1,000	0	2,000	2,000			\$ 28,850
<b>MECHANICAL BOARDS</b>												
Complaints Rec'd	2	6	5	19	280.0%	12	5	19	24			104
Complaints Closed	3	4	5	11	120.0%	8	5	11	16			90
Net Open Complaints	351	353	353	361	2.3%	357	353	361				
Investigations Completed	0	0	0	0	0.0%	0	0	0	0			32
Avg Time to Complete Investigations	0	0	0	0	0.0%	0	0	0				
Disciplinary Actions	0	0	0	0	0.0%	0	0	0	0			1
Fines Collected	\$0	\$0	\$0	\$0	0.0%	0	0	0	0			500
<b>PUBLIC ACCOUNTANCY</b>												
Complaints Rec'd	5	2	6	1	-83.3%	4	1	6	7			74
Complaints Closed	7	10	0	16	0.0%	8	0	16	16			75
Net Open Complaints	37	29	35	19	-45.7%	27	19	35				
Investigations Completed	0	0	0	0	0.0%	0	0	0	0			18
Avg Time to Complete Investigations	0	0	0	0	0.0%	0	0	0				
Disciplinary Actions	0	0	0	1	0.0%	1	0	1	1			0
Fines Collected	\$0	\$1,000	\$0	\$3,000	0.0%	1,500	0	3,000	3,000			\$ 16,890
<b>APPRAISERS HOME INSPECTORS</b>												
Complaints Rec'd	3	5	4	8	100.0%	6	4	8	12			80
Complaints Closed	2	8	0	8	0.0%	4	0	8	8			75
Net Open Complaints	77	74	78	78	0.0%	78	78	78				
Investigations Completed	0	0	0	0	0.0%	0	0	0	0			6
Avg Time to Complete Investigations	0	0	0	0	0.0%	0	0	0				
Disciplinary Actions	2	2	0	1	0.0%	1	0	1	1			11
Fines Collected	\$0	\$500	\$0	\$2,000	0.0%	1,000	0	2,000	2,000			\$ 16,000



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		
	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY09	FY10	FY11
<b>INVESTIGATIONS (non MHIC or REC)</b>												
Complaints										664	765	
Investigations Completed	0	0	0	0	0.0%	0	0	0	0	44	109	77
Investigation time to resolution	0	0	0	0	0.0%	0	0	0	0			
ADR	0	0	0	0	0.0%	0	0	0	0	0	3	2
District court	0	0	0	0	0.0%	0	0	0	0	0	4	3
Investigators	0	0	0	0	0.0%	0	0	0	0	0	11	8
Avg. caseload	0	0	0	0	0.0%	0	0	0	0	0		
<b>CALL CENTERS</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY09</b>	<b>FY10</b>	<b>FY11</b>
Call volume	9,056	10,070	8,759	10,099	15.3%	9,429	8,759	10,099	18,858	116,059	109,197	118,156
Avg length of call in min	2.04	1.54	1.54	1.50	-2.6%	2	2	2		1.68		
Resolution of problem on call										N/A		
Transfer to other entity										N/A		
Customer service agents	2.55	2.36	2.4	2.63	9.6%	3	2	3		2.60		
<b>(NEW)</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>% Change</b>	<b>Avg</b>	<b>Min</b>	<b>Max</b>	<b>Total</b>	<b>FY09</b>	<b>FY10</b>	<b>FY10</b>
Architects	9	10	16	17	6.3%	17	16	17				
Certified Interior Design	13	0	3	2	-33.3%	3	2	3				
Certified Public Accountants	31	0	32	14	-56.3%	23	14	32				
Landscape Architects	0	86	22	0	-100.0%	11	0	22				
Land Surveyors	6	0	0	0	0.0%	0	0	0				
Professional Engineers	5	4	3	3	0.0%	3	3	3				
Real Estate	1	1	1	0	-100.0%	1	0	1				
Barbers/Cosmetologists	15	10	13	9	-30.8%	11	9	13				
Real Estate Appraisers	21	0	27	34	25.9%	31	27	34				
<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 5 Number 3  
Reporting Period: September, 2011

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

LOWER APPEALS Case tracking	REPORTING PERIODS					Fiscal Year 2012 To Date					Fiscal Year Comparison		
	Jun-11	Jul-11	Aug-11	Sep-11	% Change	Avg	Min	Max	Total	Target	FY11	FY10	FY09
Total No. U.I Appeals Filed	4097	3792	4243	4154	-2.1%	4,063	3,792	4,243	12,189		50570	52,020	41,997
Disposition - in favor of appellant	1380	1,121	1233	1370	11.1%	1,241	1,121	1,370	3,724		15659	18,327	12,399
Disposition - not in favor of appellant	2973	2,316	2970	2959	-0.4%	2,748	2,316	2,970	8,245		37293	37,293	24,305
Total No. U.I. Decisions	4353	3,437	4203	4329	3.0%	3,990	3,437	4,329	11,969		52952	56,096	35,350
No. U.I. Hearing Examiners	41	45	45	45	0.0%	45	45	45			343	44	39
% of cases out in 30 days	66%	64%	66%	64%	-3.0%	65%	64%	66%		**60%	39%	13%	21%
% of cases out in 45 days	87%	87%	89%	88%	-1.1%	88%	87%	89%		**85%	79%	32%	43%
Case age (avg) in days	28	29	29	26	-10.3%	28	26	29		**30	28	41	30
No. Pending Appeals	3648	3,983	3933	3762	-4.3%	3,893	3,762	3,983			44783		
Quarterly Federal Quality Review	FY 2011	2011	2011	2012									
Federal Quality Review***	95	92.5	92.3	94.7	2.6%	94.70%					92.95%	95%	96%

\*\* Per USDOL Guidelines

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



Department of Labor, Licensing and Regulation  
Unemployment Insurance Higher Appeals

HIGHER APPEALS	REPORTING PERIODS				% Change	Fiscal Year To Date					FY COMPARISON		
	June-11	July-11	Aug-11	Sept-11		Avg	Min	Max	Total	Target	FY09	FY10	FY11
U.I. Appeals Received****	852	551	723	1432	98.1%	902	551	1,432	2,706		4,655	7,580	8,826
Claimant Appeals	759	466	605	560	-7.4%	544	466	759	1,631		***2748	6324	7603
Employer Appeals	90	82	113	94	-16.8%	96	82	126	289		***513	1225	1182
Agency Appeals	0	0	0	3	100%	1	0	6	3		***9	5	8
Other ****	3	3	5	775	15400.0%	261	3	5	783			24	30
Decisions Mailed	739	815	869	877	0.9%	854	815	757	2,561		4,294	6477	7870
Disposition - Affirmed	401	471	411	489	19.0%	457	411	405	1,371		2,330	2801	4036
Disposition -Affirmed w/comme	201	194	252	234	-7.1%	227	194	257	680		1,705	2740	2445
Disposition - Reversed	40	47	92	39	-57.6%	59	39	50	178		170	238	375
Disposition - Remanded	89	85	104	97	-6.7%	95	85	95	286		343	553	854
Disposition - Modified	1	4	2	8	300.0%	5	2	24	14		39	28	59
Disposition-Other	6	4	3	5	66.7%	4	3	13	12			87	64
Disposition - Unnecessary	1	10	5	5	0.0%	7	5	8	20		23	29	37
Pending UI Appeals	2699	2435	2289	2844	24.2%	2,523	2,289	2,699					
E.A. Appeals Received	41	10	21	13	-38.1%	15	10	46	44			338	272
E.A. Decisions Mailed	15	12	9	22	144.4%	14	9	19	43			163	122
E.A. Dismissals Mailed	4	3	5	15	200.0%	8	3	6	23			30	27
E.A. Withdrawals	9	2	7	5	-28.6%	5	2	13	14				
Pending E.A. Appeals	283	276	276	247	-10.5%	266	247	283					
% of cases out in 45 days	15%	19%	25%	26%	4.0%	23%	19%	38%		50%*	53%	53%	21%
% of cases out in 75 days	59%	67%	66%	68%	3.0%	67%	66%	75%		80%*	84%	84%	61%
Case age (avg)	57	83	64	85	32.8%	77	64	120		40**		47	74

\*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.

\*\*\*\*September received numbers include the Verizon Labor Dispute, 764 claimants filed claims.



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

RACING COMMISSION					Fiscal Year to Date					FISCAL YEAR COMPARISON		
	May-11	June-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	FY08	FY09	FY10
<b>RACES</b>												
Live racedays - thoroughbred	12	0	0	2	100%	1	0	2	2	169	160	146
Live Race Days-harness	0	7	16	14	-12.5%	15	14	16	30	81	40	42
Wagering - thoroughbred	28,669,988	16,562,164	18,204,762	15,608,070	-14.3%	16,906,416	15,608,070	18,204,762	33,812,832	\$314,234,024	\$248,766,485	223,211,738
Wagering - harness	1,521,410	1,269,063	2,097,638	1,635,925	-22.0%	1,866,782	1,635,925	2,097,638	3,733,563	\$94,057,104	\$87,342,172	44,547,600
Wagering - total	\$30,191,398	\$17,831,227	\$20,302,400	\$17,243,995	-15.1%	18,773,198	17,243,995	20,302,400	37,546,395	\$408,291,128	\$336,108,657	267,759,338
<b>TESTING AND SUPERVISION</b>												
Equine - Blood/gas tests	55	0	0	0	0.0%	0	0	0	0	274	90	62
Equine - Blood/gas overages	0	0	0	0	0.0%	0	0	0	0	0	0	-
Equine - specimen testing	474	130	255	376	47.5%	316	255	376	631	9,981	6,246	5,941
Equine - violations	2	0	4	5	25.0%	5	4	5	9	22	36	42
Human testing	0	0	1	0	-100.0%	1	0	1	1	52	12	34
Confirmations (+/-)	0	0	1	0	-100.0%	1	0	1	1	32	19	-
Rulings issued - thoroughbred	9	0	0	3	100%	2	0	3	3	226	197	121
Rulings issued - harness	0	2	12	9	-25.0%	11	9	12	21	46	42	31
Rulings issued - total	9	2	12	12	0.0%	12	12	12	24	235	239	152
<b>THOROUGHBRED LICENSING</b>												
Original Owner	70	11	6	11	83.3%	9	6	11	17	459	390	489
Renewal Owner	106	23	2	18	800.0%	10	2	18	20	1,805	1,587	1,512
Owners licenses total	176	34	8	29	262.5%	19	8	29	37	2,264	1,977	2,001
Original Trainer	9	3	0	2	100%	1	0	2	2	49	60	55
Renewal Trainer	26	6	0	2	100%	1	0	2	2	195	184	212
Assistant Trainer	19	0	0	0	0.0%	0	0	0	0	114	110	111
Owner/Trainer	26	8	0	7	100%	4	0	7	7	333	324	336
Jockey	33	24	0	9	100%	5	0	9	9	239	250	252
Jockey Agent	0	0	0	0	0.0%	0	0	0	0	26	34	26
Veterinarian	5	0	0	1	100%	1	0	1	1	29	26	26
Farrier	3	1	0	1	100%	1	0	1	1	36	38	32
Stable Employee & Ex. Rider	213	0	0	21	100%	11	0	21	21	1,083	1,145	782
Mutual Employee	65	0	282	22	-92.2%	152	22	282	304	471	505	507
Vendor	48	0	0	2	100%	1	0	2	2	155	154	128
Exercise Rider	0	0	0	0	0.0%	0	0	0	0	263	260	217
Track Employee	96	1	0	32	100%	16	0	32	32	313	314	306
<b>Total Licenses</b>	719	77	290	128	-55.9%	209	128	290	418	5,570	5,381	6,992
<b>THOROUGHBRED REGISTRATIONS</b>												
Authorized Agent	3	1	0	0	0.0%	0	0	0	0	55	25	41
Assumed Name	55	18	2	10	400.0%	6	2	10	12	812	724	712
<b>Total Registrations</b>	58	19	2	10	400.0%	6	2	10	12	867	749	753
<b>HARNESS LICENSING</b>												
Original Owner	0	83	96	28	-70.8%	62	28	96	124	168	123	112
Renewal Owner	4	185	113	15	-86.7%	64	15	113	128	629	348	278
Original Trainer	0	1	2	4	100.0%	3	2	4	6	11	9	2
Renewal Trainer	0	27	18	9	-50.0%	14	9	18	27	74	43	25
Driver	0	15	12	1	-91.7%	7	1	12	13	45	32	22
Trainer/Driver	0	23	14	3	-78.6%	9	3	14	17	57	48	19
Owner/Trainer	3	112	50	5	-90.0%	28	5	50	55	195	124	87
Owner/Trainer/Driver	3	87	17	1	-94.1%	9	1	17	18	171	92	49
Owner/Driver	0	5	7	0	-100.0%	4	0	7	7	19	13	6
Veterinarian	0	4	1	0	-100.0%	1	0	1	1	11	8	3
Stable Employee	0	99	75	20	-73.3%	48	20	75	95	256	182	130
Mutual Employee	0	16	16	10	-37.5%	13	10	16	26	89	89	58
Track Employee	0	19	11	0	-100.0%	6	0	11	11	148	109	51
Vendor	0	14	1	0	-100.0%	1	0	1	1	22	8	4
Farrier	0	0	1	0	-100.0%	1	0	1	1	3	0	-
<b>Total Licenses</b>	10	690	434	96	-77.9%	265	96	434	530	1,898	1,228	846
<b>HARNESS REGISTRATIONS</b>												
Authorized Agent	0	1	0	0	0.0%	0	0	0	0	3	0	1
Assumed Name	0	26	23	10	-56.5%	17	10	23	33	56	46	44
<b>Total Registrations</b>	0	27	23	10	-56.5%	17	10	23	33	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					Target	FY07	FY08	FY09
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total					
<b>Maryland Workforce Exchange (MWE):</b>														
# of MWE WEB Hits (duplicated)	861,581	927,202	923,117	981,159	6.3%	952,138	923,117	981,159	1,904,276					4,980,314
# New customers enrolled/registered in MWE (self enrolled included)	4,028	4,662	4,352	5,017	15.3%	4,685	4,352	5,017	9,369					111,953
# New customers enrolled/registered at a One-Stop Center (self enrolled not included) YTD Figures	4,013	4,177	3,908	4,665	19.4%	4,287	3,908	4,665	8,573		66,730	64,859		93,829
Anne Arundel WIA	382	454	389	555	42.7%	472	389	555	944					8,304
Baltimore City WIA	377	368	393	475	20.9%	434	393	475	868					16,870
Baltimore County WIA	694	774	711	734	3.2%	723	711	734	1,445					14,368
Frederick County WIA	184	177	165	178	7.9%	172	165	178	343					3,513
Lower Shore WIA	147	187	148	184	24.3%	166	148	184	332					3,158
Mid Maryland WIA	213	201	201	271	34.8%	236	201	271	472					7,620
Montgomery County WIA	338	339	325	383	17.8%	354	325	383	708					7,887
Prince Georges County WIA	655	606	638	765	19.9%	702	638	765	1,403					12,346
Southern Maryland WIA	334	357	263	305	16.0%	284	263	305	568					5,573
Susquehanna Region WIA	287	295	256	329	28.5%	293	256	329	585					4,735
Upper Shore WIA	146	154	158	151	-4.4%	155	151	158	309					3,190
Western Maryland WIA	256	265	261	335	28.4%	298	261	335	596					4,882
# New (initial) UI Claimants enrolled/registered in MWE (self enrolled included)	1,921	1,878	1,334	2,074	55.5%	1,704	1,334	2,074	3,408					56,214



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

	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
# Customers who received new intensive and or training services (YTD)			322	217	-32.6%	270	217	322	539		5,953	5,719	6,493
# Customers who received new intensive and or training services (Month Service Started)		504	322	200	-37.9%	261	200	322	522				
Access Point	345	0	0	0	0.0%	0	0	0	0				
Allegany County One Stop Center (Cumberland)	0	0	0	0	0.0%	0	0	0	0				
Anne Arundel County One Stop Center (Arnold Station)	3	0	1	0	-100.0%	1	0	1	1				
Anne Arundel County One Stop Center (Glen Burnie)	1	0	5	0	-100.0%	3	0	5	5				
Anne Arundel Job Center Annapolis	0	0	0	0	0.0%	0	0	0	0				
Arundel Mills Sales and Service Training Center	0	0	0	4	0.0%	2	0	4	4				
Baltimore City One Stop Center (Eastside)	1	0	1	10	900.0%	6	1	10	11				
Baltimore City One Stop Center (Eutaw Street)	35	52	27	10	-63.0%	19	10	27	37				
Baltimore City One Stop Center (Northwest/Re-entry Center)	0	0	0	6	0.0%	3	0	6	6				
Baltimore County One Stop Center (Catonsville)	0	0	0	0	0.0%	0	0	0	0				
Baltimore County One Stop Center (Eastpoint)	28	23	9	4	-55.6%	7	4	9	13				
Baltimore County One Stop Center (Hunt Valley)	14	13	3	6	100.0%	5	3	6	9				
Baltimore County One Stop Center (Randallstown)	13	19	9	14	55.6%	12	9	14	23				
Calvert County One Stop Center (Prince Frederick)	0	1	0	0	0.0%	0	0	0	0				
Carroll County Business & Employment Resource Center	38	93	123	70	-43.1%	97	70	123	193				
Carroll County One Stop Center (Westminster)	0	0	0	0	0.0%	0	0	0	0				
Cecil County One Stop Center (Elkton)	7	2	1	1	0.0%	1	1	1	2				
Charles County One Stop Center (Waldorf)	4	11	3	2	-33.3%	3	2	3	5				
Crossroads Youth Opportunity Center	0	0	0	0	0.0%	0	0	0	0				
Dorchester County One Stop Center (Cambridge)	0	0	0	2	0.0%	1	0	2	2				
Frederick County One Stop Center (Frederick)	12	26	5	1	-80.0%	3	1	5	6				
Ft. Meade Outreach Center	0	0	0	0	0.0%	0	0	0	0				
Garrett County One Stop Center (Oakland)	0	0	0	0	0.0%	0	0	0	0				
Goodwill Industries (24 Street)	0	0	0	0	0.0%	0	0	0	0				
Harford County One Stop Center (Aberdeen)	1	2	5	12	140.0%	9	5	12	17				
Harford County One Stop Center (Bel Air)	4	14	12	11	-8.3%	12	11	12	23				
Henkel & McCoy, Inc.	0	0	0	0	0.0%	0	0	0	0				
Howard County Office of Workforce Development	6	13	23	10	-56.5%	17	10	23	33				
Howard County One Stop Center (Columbia)	0	0	0	0	0.0%	0	0	0	0				
Kent County One Stop Center (Chestertown)	0	0	0	0	0.0%	0	0	0	0				
MOED Administrative Office	0	0	0	0	0.0%	0	0	0	0				
MOED Youth Services Administrative Office	0	0	0	0	0.0%	0	0	0	0				
Montgomery County One Stop Center (Wheaton)	7	17	8	9	12.5%	9	8	9	17				
Montgomery County One Stop Center (Germantown)	0	0	1	0	-100.0%	1	0	1	1				
Office of Employment Services - Central	0	0	0	0	0.0%	0	0	0	0				
Prince George's County One Stop Center (Largo)	98	185	13	12	-7.7%	13	12	13	25				
Professional Outplacement Assistance Center	0	0	0	0	0.0%	0	0	0	0				
Queen Anne's County One Stop Center (Centreville)	26	5	38	1	-97.4%	20	1	38	39				
St Mary's One Stop Center (Leonardtown)	0	1	2	3	50.0%	3	2	3	5				
Suitland Health and Wellness Center	0	0	0	0	0.0%	0	0	0	0				
Susquehanna Workforce Network Headquarters	0	0	0	1	0.0%	1	0	1	1				
Talbot County One Stop Center (Easton)	0	0	0	0	0.0%	0	0	0	0				
Washington County One Stop Center (Hagerstown)	0	0	0	0	0.0%	0	0	0	0				
Western MD Consortium (Hagerstown)	17	7	7	7	0.0%	7	7	7	14				
Western MD Consortium (Oakland)	2	2	1	0	-100.0%	1	0	1	1				
Western MD Consortium (Cumberland)	9	4	6	2	-66.7%	4	2	6	8				
Wicomico County One Stop Center (Salisbury)	0	11	19	2	-89.5%	11	2	19	21				
Workforce Reception Center	19	3	0	0	0.0%	0	0	0	0				



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

	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
# Customers who received new occupational skills training	124	106	46	61	32.6%	54	46	61	107		1,187	1,557	1,525
Occupational Skills Training By Local Office: (Active in Training)	3,199	3,498	1,614	1,670	3.5%	1,642	1,614	1,670					2,111
Anne Arundel WIA	148	151	79	76	-3.8%	78	76	79					109
Baltimore County WIA	569	502	135	150	11.1%	143	135	150					147
Baltimore City WIA	556	540	234	248	6.0%	241	234	248					505
Frederick County WIA	103	99	32	30	-6.3%	31	30	32					106
Lower Shore WIA	166	201	76	86	13.2%	81	76	86					213
Montgomery County WIA	175	188	35	62	77.1%	49	35	62					92
Mid Maryland WIA	306	331	150	172	14.7%	161	150	172					33
Prince Georges County WIA	559	709	587	567	-3.4%	577	567	587					381
Southern Maryland WIA	95	128	63	62	-1.6%	63	62	63					6
Susquehanna Region WIA	93	106	31	34	9.7%	33	31	34					51
Upper Shore WIA	199	205	52	46	-11.5%	49	46	52					206
Western Maryland WIA	192	212	70	67	-4.3%	69	67	70					262
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
# Early Intervention Workshop Completers	1,074	1,654	1,647	2,001	21.5%	1,824	1,647	2,001	3,648		14,411	16,896	20,734
Baltimore City One Stop Center (Eutaw Street)					0.0%	#DIV/0!	0	0	0				
Baltimore City One Stop Center (Southwest)					0.0%	#DIV/0!	0	0	0				
Baltimore City One Stop Center (Eastside)					0.0%	#DIV/0!	0	0	0				
Baltimore City One Stop Center (Northwest/Re-entry)					0.0%	#DIV/0!	0	0	0				
Baltimore County One Stop Center (Eastpoint)					0.0%	#DIV/0!	0	0	0				
Baltimore County One Stop Center (Hunt Valley)					0.0%	#DIV/0!	0	0	0				
Anne Arundel County One Stop Center (Glen Burnie)					0.0%	#DIV/0!	0	0	0				
Anne Arundel County One Stop Center (Severna Park)					0.0%	#DIV/0!	0	0	0				
Howard County One Stop Center (Columbia)					0.0%	#DIV/0!	0	0	0				
St Mary's One Stop Center (Leonardtown)					0.0%	#DIV/0!	0	0	0				
Charles County One Stop Center (Waldorf)					0.0%	#DIV/0!	0	0	0				
Calvert County One Stop Center (Prince Frederick)					0.0%	#DIV/0!	0	0	0				
Harford County One Stop Center (Bel Air)					0.0%	#DIV/0!	0	0	0				
Cecil County One Stop Center (Elkton)					0.0%	#DIV/0!	0	0	0				
Carroll County One Stop Center (Westminster)					0.0%	#DIV/0!	0	0	0				
Dorchester County One Stop Center (Cambridge)					0.0%	#DIV/0!	0	0	0				
Kent County One Stop Center (Chestertown)					0.0%	#DIV/0!	0	0	0				
Talbot County One Stop Center (Easton)					0.0%	#DIV/0!	0	0	0				
Wicomico County One Stop Center (Salisbury)					0.0%	#DIV/0!	0	0	0				
Maryland Job Service Laurel Business Center					0.0%	#DIV/0!	0	0	0				
Allegany County One Stop Center (Cumberland)					0.0%	#DIV/0!	0	0	0				
Frederick County One Stop Center (Frederick)					0.0%	#DIV/0!	0	0	0				
Washington County One Stop Center (Hagerstown)					0.0%	#DIV/0!	0	0	0				
Garrett County One Stop Center (Oakland)					0.0%	#DIV/0!	0	0	0				
Prince George's County One Stop Center (Largo)					0.0%	#DIV/0!	0	0	0				
Montgomery County One Stop Center (Wheaton)					0.0%	#DIV/0!	0	0	0				



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

Volume 5 Number 2  
 Reporting Period: August, 2011

	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
# Job Orders- Year to Date (YTD figure)	2,667	2,914	2,656	3,260	22.7%	2,958	2,656	3,260	5,916		27,115	28,274	23,521
Job Orders By Local Office: (Month Job Order Opened)													
*** Virtual Service Location ***	222	278	219	218	-0.5%	219	218	219	437				9,573
Allegany County One Stop Center (Cumberland)	97	73	71	72	1.4%	72	71	72	143				784
Anne Arundel County One Stop Center (Arnold Station)	0	1	0	4	0.0%	2	0	4	4				0
Anne Arundel County One Stop Center (Glen Burnie)	151	143	143	157	9.8%	150	143	157	300				18
Anne Arundel County One Stop Center (Severna Park)	0	0	0	1	0.0%	1	0	1	1				0
Anne Arundel Job Center Annapolis	43	20	20	23	15.0%	22	20	23	43				596
Anne Arundel Workforce Development Corporation	0	0	0	0	0.0%	0	0	0	0				13
Arundel Mills Sales and Service Training Center	7	8	3	9	200.0%	6	3	9	12				335
Baltimore City One Stop Center (Eastside)	28	22	13	18	38.5%	16	13	18	31				210
Baltimore City One Stop Center (Eutaw Street)	139	187	162	167	3.1%	165	162	167	329				727
Baltimore City One Stop Center (Northwest/Re-entry Center)	4	4	1	158	15700.0%	80	1	158	159				32
Baltimore City Rapid Response Team	0	0	0	0	0.0%	0	0	0	0				97
Baltimore County One Stop Center (Eastpoint)	61	88	61	48	-21.3%	55	48	61	109				798
Baltimore County One Stop Center (Hunt Valley)	71	81	74	143	93.2%	109	74	143	217				182
Baltimore County One Stop Center (Randallstown)	325	279	255	300	17.6%	278	255	300	555				0
BWI Thurgood Marshall Int'l Airport One Stop	8	3	1	4	300.0%	3	1	4	5				107
Calvert County One Stop Center (Prince Frederick)	15	34	15	17	13.3%	16	15	17	32				142
Caroline County One Stop Center (Denton)	22	22	23	17	-26.1%	20	17	23	40				45
Carroll County Business & Employment Resource Center	6	17	12	23	91.7%	18	12	23	35				688
Carroll County One Stop Center (Westminster)	12	35	16	23	43.8%	20	16	23	39				3
Cecil County DSS	0	0	1	0	-100.0%	1	0	1	1				0
Cecil County One Stop Center (Elkton)	19	48	50	50	0.0%	50	50	50	100				379
Charles County One Stop Center (Waldorf)	25	36	33	41	24.2%	37	33	41	74				282
Dorchester County One Stop Center (Cambridge)	7	9	21	8	-61.9%	15	8	21	29				65
Employ Baltimore	0	0	0	0	0.0%	0	0	0	0				1
Frederick County One Stop Center (Frederick)	84	112	107	107	0.0%	107	107	107	214				1,304
Ft. Meade Outreach Center	19	22	8	82	925.0%	45	8	82	90				541
Garrett County One Stop Center (Oakland)	47	75	57	66	15.8%	62	57	66	123				618
Harford County One Stop Center (Aberdeen)	5	2	0	2	0.0%	1	0	2	2				15
Harford County One Stop Center (Bel Air)	60	40	51	94	84.3%	73	51	94	145				224
Howard County Office of Workforce Development	0	0	0	0	0.0%	0	0	0	0				6
Howard County One Stop Center (Columbia)	181	174	179	225	25.7%	202	179	225	404				736
Kent County One Stop Center (Chestertown)	4	4	12	8	-33.3%	10	8	12	20				44
Langley Park Satellite Office	0	0	0	0	0.0%	0	0	0	0				0
Maryland Job Service Laurel Business Center	0	0	3	39	1200.0%	21	3	39	42				0
MOED Youth Services Administrative Office	0	0	0	0	0.0%	0	0	0	0				1
Montgomery County Correctional Facility	0	0	0	0	0.0%	0	0	0	0				0
Montgomery County One Stop Center (Wheaton)	409	395	420	418	-0.5%	419	418	420	838				673
Montgomery County One Stop Center (Gaithersburg)	0	0	0	0	0.0%	0	0	0	0				14
Montgomery County One Stop Center (Germantown)	3	2	3	2	-33.3%	3	2	3	5				0
Montgomery County Sales and Service Learning Center	0	0	0	0	0.0%	0	0	0	0				6
Montgomery County Workforce Investment Services	0	0	0	0	0.0%	0	0	0	0				0
Office of Employment Services - Central	0	1	2	0	-100.0%	1	0	2	2				246
Office of Employment Training - Central	2	6	7	6	-14.3%	7	6	7	13				0
OIT Process	0	0	0	0	0.0%	0	0	0	0				0
Prince George's County One Stop Center (Largo)	354	373	368	358	-2.7%	363	358	368	726				1,152
Professional Outplacement Assistance Center	0	0	0	0	0.0%	0	0	0	0				1
Queen Anne's County One Stop Center (Centreville)	2	3	1	3	200.0%	2	1	3	4				1
St Mary's One Stop Center (Leonardtown)	25	28	45	81	80.0%	63	45	81	126				297
Suitland Health and Wellness Center	0	0	0	0	0.0%	0	0	0	0				0
Susquehanna Workforce Network Headquarters	2	9	7	10	42.9%	9	7	10	17				373
Talbot County One Stop Center (Easton)	20	32	25	36	44.0%	31	25	36	61				245
UpperShore Workforce Investment Board	0	0	0	0	0.0%	0	0	0	0				0
Washington County One Stop Center (Hagerstown)	93	133	93	116	24.7%	105	93	116	209				843
Western MD Consortium (Cumberland)	0	0	0	0	0.0%	0	0	0	0				3
Western MD Consortium (Hagerstown)	0	0	0	0	0.0%	0	0	0	0				0
Westside Youth Opportunity Center (Youth Program)	0	0	0	0	0.0%	0	0	0	0				16
Wicomico County One Stop Center (Salisbury)	86	115	74	106	43.2%	90	74	106	180				1,530
Workforce Reception Center	9	0	0	0	0.0%	0	0	0	0				58



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

	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
# Job Openings- (Month Job Order Opened)	8,388	6,912	7,303	19,464	166.5%	13,384	7,303	19,464	26,767				117,009
Job Openings By Local Office: (Month Job Order Opened)													
*** Virtual Service Location ***	658	606	396	824	108.1%	610	396	824	1,220				44,942
Allegany County One Stop Center (Cumberland)	429	144	358	286	-20.1%	322	286	358	644				3,107
Anne Arundel County One Stop Center (Arnold Station)	0	5	0	4	0.0%	2	0	4	4				0
Anne Arundel County One Stop Center (Glen Burnie)	258	247	274	283	3.3%	279	274	283	557				139
Anne Arundel County One Stop Center (Severna Park)	0	0	0	1	0.0%	1	0	1	1				0
Anne Arundel Job Center Annapolis	318	73	162	85	-47.5%	124	85	162	247				6,675
Anne Arundel Workforce Development Corporation	0	0	0	0	0.0%	0	0	0	0				40
Arundel Mills Sales and Service Training Center	7	182	3	28	833.3%	16	3	28	31				4,705
Baltimore City One Stop Center (Eastside)	38	40	44	97	120.5%	71	44	97	141				1,353
Baltimore City One Stop Center (Eutaw Street)	466	616	1359	2975	118.9%	2,167	1,359	2,975	4,334				2,406
Baltimore City One Stop Center (Northwest/Re-entry Center)	8	4	1	158	15700.0%	80	1	158	159				138
Baltimore City Rapid Response Team	0	0	0	0	0.0%	0	0	0	0				0
Baltimore County One Stop Center (Eastpoint)	371	449	151	116	-23.2%	134	116	151	267				4,618
Baltimore County One Stop Center (Hunt Valley)	395	129	144	4166	2793.1%	2,155	144	4,166	4,310				855
Baltimore County One Stop Center (Randallstown)	700	594	489	520	6.3%	505	489	520	1,009				0
BWI Thurgood Marshall Int'l Airport One Stop	109	17	2	50	2400.0%	26	2	50	52				1,816
Calvert County One Stop Center (Prince Frederick)	17	53	18	23	27.8%	21	18	23	41				1,341
Caroline County One Stop Center (Denton)	40	36	35	47	34.3%	41	35	47	82				262
Carroll County Business & Employment Resource Center	7	18	20	31	55.0%	26	20	31	51				907
Carroll County One Stop Center (Westminster)	16	52	1025	24	-97.7%	525	24	1,025	1,049				27
Cecil County DSS	0	0	1	0	-100.0%	1	0	1	1				0
Cecil County One Stop Center (Elkton)	133	71	103	172	67.0%	138	103	172	275				893
Charles County One Stop Center (Waldorf)	50	80	40	126	215.0%	83	40	126	166				992
Dorchester County One Stop Center (Cambridge)	8	18	80	27	-66.3%	54	27	80	107				235
Employ Baltimore	0	0	0	0	0.0%	0	0	0	0				11
Frederick County One Stop Center (Frederick)	144	184	194	4281	2106.7%	2,238	194	4,281	4,475				3,139
Ft. Meade Outreach Center	30	68	92	431	368.5%	262	92	431	523				7,402
Garrett County One Stop Center (Oakland)	90	150	122	132	8.2%	127	122	132	254				1,339
Harford County One Stop Center (Aberdeen)	30	12	0	10	0.0%	5	0	10	10				64
Harford County One Stop Center (Bel Air)	1,266	52	109	1412	1195.4%	761	109	1,412	1,521				1,359
Howard County Office of Workforce Development	0	0	0	0	0.0%	0	0	0	0				17
Howard County One Stop Center (Columbia)	263	224	283	287	1.4%	285	283	287	570				3,211
Kent County One Stop Center (Chestertown)	6	63	13	9	-30.8%	11	9	13	22				241
Langley Park Satellite Office	0	0	0	0	0.0%	0	0	0	0				0
Maryland Job Service Laurel Business Center	0	0	3	96	3100.0%	50	3	96	99				0
MOED Youth Services Administrative Office	0	0	0	0	0.0%	0	0	0	0				3
Montgomery County Correctional Facility	0	0	0	0	0.0%	0	0	0	0				0
Montgomery County One Stop Center (Wheaton)	569	534	614	530	-13.7%	572	530	614	1,144				2,017
Montgomery County One Stop Center (Gaithersburg)	0	0	0	0	0.0%	0	0	0	0				0
Montgomery County One Stop Center (Germantown)	4	2	3	4	33.3%	4	3	4	7				121
Montgomery County Sales and Service Learning Center	0	0	0	0	0.0%	0	0	0	0				12
Montgomery County Workforce Investment Services	0	0	0	0	0.0%	0	0	0	0				0
Office of Employment Services - Central	0	12	2	0	-100.0%	1	0	2	2				1,427
Office of Employment Training - Central	2	9	21	10	-52.4%	16	10	21	31				0
OIT Process	0	0	0	0	0.0%	0	0	0	0				0
Prince George's County One Stop Center (Largo)	1,025	990	563	843	49.7%	703	563	843	1,406				7,626
Professional Outplacement Assistance Center	0	0	0	0	0.0%	0	0	0	0				1
Queen Anne's County One Stop Center (Centreville)	2	12	1	3	200.0%	2	1	3	4				2
St Mary's One Stop Center (Leonardtown)	28	138	53	103	94.3%	78	53	103	156				663
Suitland Health and Wellness Center	0	0	0	0	0.0%	0	0	0	0				0
Susquehanna Workforce Network Headquarters	2	9	23	10	-56.5%	17	10	23	33				785
Talbot County One Stop Center (Easton)	31	75	58	56	-3.4%	57	56	58	114				541
UpperShore Workforce Investment Board	0	0	0	0	0.0%	0	0	0	0				0
Washington County One Stop Center (Hagerstown)	293	295	225	439	95.1%	332	225	439	664				3,305
Western MD Consortium (Cumberland)	0	0	0	0	0.0%	0	0	0	0				34
Western MD Consortium (Hagerstown)	0	0	0	0	0.0%	0	0	0	0				0
Westside Youth Opportunity Center (Youth Program)	0	0	0	0	0.0%	0	0	0	0				18
Wicomico County One Stop Center (Salisbury)	538	649	219	765	249.3%	492	219	765	984				8,009
Workforce Reception Center	37	0	0	0	0.0%	0	0	0	0				211



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

	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Employer Receiving Services (YTD)	599	711	504	713	41.5%	609	504	713	1,217				7,761
Employer Services Provided By Local Office: (Month Service Started)	1,797	2,733	1,701	2,492	46.5%	2,097	1,701	2,492	4,193				28,655
*** Virtual Service Location ***	0	0	0	0	0.0%	0	0	0	0				12,830
Access Point	0	38	0	0	0.0%	0	0	0	0				0
Allegany County One Stop Center (Cumberland)	55	81	80	62	-22.5%	71	62	80	142				891
Alliance Inc.	0	1	0	0	0.0%	0	0	0	0				0
Anne Arundel County One Stop Center (Arnold Station)	0	2	4	1	-75.0%	3	1	4	5				3
Anne Arundel County One Stop Center (Glen Burnie)	3	0	2	2	0.0%	2	2	2	4				30
Anne Arundel County One Stop Center (Severna Park)	0	0	0	0	0.0%	0	0	0	0				3
Anne Arundel Job Center Annapolis	0	0	0	0	0.0%	0	0	0	0				306
Anne Arundel Workforce Development Corporation	0	0	0	0	0.0%	0	0	0	0				3
Arundel Mills Sales and Service Training Center	0	0	0	0	0.0%	0	0	0	0				1
Baltimore City One Stop Center (Eastside)	63	20	50	55	10.0%	53	50	55	105				1,044
Baltimore City One Stop Center (Eutaw Street)	86	112	84	57	-32.1%	71	57	84	141				598
Baltimore City One Stop Center (Northwest/Re-entry Center)	9	5	0	2	0.0%	1	0	2	2				74
Baltimore City One Stop Center (Southwest)	0	0	0	0	0.0%	0	0	0	0				7
Baltimore County One Stop Center (Eastpoint)	2	1	27	79	192.6%	53	27	79	106				2,143
Baltimore County One Stop Center (Hunt Valley)	18	44	39	14	-64.1%	27	14	39	53				302
Baltimore County One Stop Center (Randallstown)	7	14	5	11	120.0%	8	5	11	16				
BWI Thurgood Marshall Int'l Airport One Stop	0	0	0	0	0.0%	0	0	0	0				277
Calvert County One Stop Center (Prince Frederick)	125	126	7	70	900.0%	39	7	70	77				75
Caroline County One Stop Center (Denton)	12	4	1	10	900.0%	6	1	10	11				39
Carroll County Business & Employment Resource Center	0	0	0	0	0.0%	0	0	0	0				291
Carroll County One Stop Center (Westminster)	3	0	0	0	0.0%	0	0	0	0				0
Cecil County One Stop Center (Elkton)	5	0	0	3	0.0%	2	0	3	3				9
Charles County One Stop Center (Waldorf)	64	73	15	60	300.0%	38	15	60	75				186
Dorchester County One Stop Center (Cambridge)	125	83	127	131	3.1%	129	127	131	258				21
Employ Baltimore	7	0	0	0	0.0%	0	0	0	0				6
Frederick County One Stop Center (Frederick)	74	58	41	41	0.0%	41	41	41	82				525
Ft. Meade Outreach Center	50	120	25	121	384.0%	73	25	121	146				663
Garrett County One Stop Center (Oakland)	136	251	1	177	17600.0%	89	1	177	178				1,221
Harford County One Stop Center (Aberdeen)	0	1	1	12	1100.0%	7	1	12	13				59
Harford County One Stop Center (Bel Air)	0	21	15	17	13.3%	16	15	17	32				62
Howard County One Stop Center (Columbia)	104	238	17	32	88.2%	25	17	32	49				996
Kent County One Stop Center (Chestertown)	6	92	7	0	-100.0%	4	0	7	7				32
Maryland Job Service Laurel Business Center	4	6	0	19	0.0%	10	0	19	19				0
Montgomery County Workforce Investment Services	0	0	0	1	0.0%	1	0	1	1				0
Montgomery County Sales and Learning Center	0	8	20	44	120.0%	32	20	44	64				0
Montgomery County One Stop Center (Germantown)	0	2	6	1	-83.3%	4	1	6	7				0
Montgomery County One Stop Center (Wheaton)	3	5	11	5	-54.5%	8	5	11	16				450
Office of Employment Services - Central	0	0	0	0	0.0%	0	0	0	0				486
Office of Employment Training - Central	0	0	1	0	-100.0%	1	0	1	1				2
Prince George's County One Stop Center (Largo)	395	521	460	526	14.3%	493	460	526	986				1,700
Queen Anne's County One Stop Center (Centreville)	2	2	0	0	0.0%	0	0	0	0				0
Somerset County One Stop Center (Princess Anne)	0	0	0	0	0.0%	0	0	0	0				8
St Mary's One Stop Center (Leonardtown)	0	2	14	382	2628.6%	198	14	382	396				256
Suitland Health and Wellness Center	0	0	0	0	0.0%	0	0	0	0				0
Susquehanna Workforce Network Headquarters	0	0	0	20	0.0%	10	0	20	20				86
Talbot County One Stop Center (Easton)	41	41	69	78	13.0%	74	69	78	147				181
Washington County One Stop Center (Hagerstown)	127	248	96	95	-1.0%	96	95	96	191				1,174
Western MD Consortium (Hagerstown)	0	0	145	1	-99.3%	73	1	145	146				0
Westside Youth Opportunity Center (Youth Program)	0	0	0	0	0.0%	0	0	0	0				9
Wicomico County One Stop Center (Salisbury)	248	513	331	363	9.7%	347	331	363	694				1,605
Worcester County One Stop Center (Ocean City)	0	0	0	0	0.0%	0	0	0	0				1



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

<b>Labor Related Economic Indicators</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-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>
# Worker Adjustment and Retraining Notification Act (WARN) notices w/layoffs	48	6	10	5	-50.0%	8	5	10	15		39	43	79
# Employees impacted by WARN notices	1,980	868	391	254	-35.0%	323	254	391	645		4,051	4,463	6,004
<b>Maryland</b>													
<b>Labor Related Economic Indicators</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-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>
Labor Force	2,990,686	2,990,366	2,982,212	2,976,290	-0.2%	2,979,251	2,976,290	2,982,212	5,958,502		36,232,246	36,342,958	36,300,771
Employment	2,787,313	2,782,321	2,769,211	2,757,962	-0.4%	2,763,587	2,757,962	2,769,211	5,527,173		34,836,734	34,987,404	34,142,544
Unemployment	203,373	208,045	213,001	218,328	2.5%	215,665	213,001	218,328	431,329		1,395,512	1,355,554	2,158,227
Rate	6.8	7.0	7.1	7.3	2.8%	7.2	7.1	7.3			3.9	3.7	5.9
<b>Anne Arundel</b>													
<b>Labor Related Economic Indicators</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-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>
Labor Force	281,196	284,651	285,984	283,411	-0.9%	284,698	283,411	285,984	569,395				3,425,228
Employment	263,534	265,133	266,026	263,858	-0.8%	264,942	263,858	266,026	529,884				3,242,274
Unemployment	17,662	19,518	19,958	19,553	-2.0%	19,756	19,553	19,958	39,511				182,954
Rate	6.3	6.9	7.0	6.9	-1.4%	7.0	6.9	7.0					5.3
<b>Baltimore City</b>													
<b>Labor Related Economic Indicators</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-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>
Labor Force	275,268	279,791	281,460	279,180	-0.8%	280,320	279,180	281,460	560,640				3,372,638
Employment	247,957	249,462	250,302	248,262	-0.8%	249,282	248,262	250,302	498,564				3,074,789
Unemployment	27,311	30,329	31,158	30,918	-0.8%	31,038	30,918	31,158	62,076				297,849
Rate	9.9	10.8	11.1	11.1	0.0%	11.1	11.1	11.1					8.9
<b>Baltimore County</b>													
<b>Labor Related Economic Indicators</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-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>
Labor Force	424,593	429,626	430,885	427,210	-0.9%	429,048	427,210	430,885	858,095				5,190,095
Employment	393,339	395,726	397,059	393,823	-0.8%	395,441	393,823	397,059	790,882				4,866,295
Unemployment	31,254	33,900	33,826	33,387	-1.3%	33,607	33,387	33,826	67,213				323,800
Rate	7.4	7.9	7.9	7.8	-1.3%	7.9	7.8	7.9					6.2
<b>Frederick</b>													
<b>Labor Related Economic Indicators</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-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>
Labor Force	122,861	124,093	123,996	122,249	-1.4%	123,123	122,249	123,996	246,245				1,489,210
Employment	115,403	116,000	116,075	114,530	-1.3%	115,303	114,530	116,075	230,605				1,410,877
Unemployment	7,458	8,093	7,921	7,719	-2.6%	7,820	7,719	7,921	15,640				78,333
Rate	6.1	6.5	6.4	6.3	-1.6%	6.4	6.3	6.4					5.3
<b>Lower Shore (Includes Somerset, Wicomico, and Worcester Counties)</b>													
<b>Somerset County</b>													
<b>Labor Related Economic Indicators</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-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>
Labor Force	11,164	11,294	11,245	10,968	-2.5%	11,107	10,968	11,245	22,213				134,884
Employment	10,108	10,081	10,113	9,922	-1.9%	10,018	9,922	10,113	20,035				123,647
Unemployment	1,056	1,213	1,132	1,046	-7.6%	1,089	1,046	1,132	2,178				11,237
Rate	9.5	10.7	10.1	9.5	-5.9%	9.8	9.5	10.1					8.4
<b>Wicomico County</b>													
<b>Labor Related Economic Indicators</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-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>
Labor Force	52,564	52,678	52,878	51,975	-1.7%	52,427	51,975	52,878	104,853				634,824
Employment	48,333	48,200	48,356	47,441	-1.9%	47,899	47,441	48,356	95,797				588,800
Unemployment	4,231	4,478	4,522	4,534	0.3%	4,528	4,522	4,534	9,056				46,024
Rate	8.0	8.5	8.6	8.7	1.2%	8.7	8.6	8.7					7.3
<b>Worcester County</b>													
<b>Labor Related Economic Indicators</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-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>
Labor Force	28,418	31,520	32,444	31,931	-1.6%	32,188	31,931	32,444	64,375				333,737
Employment	25,506	28,726	29,712	29,317	-1.3%	29,515	29,317	29,712	59,029				301,118
Unemployment	2,912	2,794	2,732	2,614	-4.3%	2,673	2,614	2,732	5,346				32,619
Rate	10.2	8.9	8.4	8.2	-2.4%	8.3	8.2	8.4					10.2



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

Mid-Maryland (Includes Carroll and Howard Counties)

Carroll County													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	92,942	94,028	94,648	93,864	-0.8%	94,256	93,864	94,648	188,512				1,144,784
Employment	87,476	88,007	88,304	87,584	-0.8%	87,944	87,584	88,304	175,888				1,082,780
Unemployment	5,466	6,021	6,344	6,280	-1.0%	6,312	6,280	6,344	12,624				62,004
Rate	5.9	6.4	6.7	6.7	0.0%	6.7	6.7	6.7					5.4
Howard County													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	160,865	162,529	163,118	161,720	-0.9%	162,419	161,720	163,118	324,838				1,952,968
Employment	152,469	153,395	153,911	152,657	-0.8%	153,284	152,657	153,911	306,568				1,867,838
Unemployment	8,396	9,134	9,207	9,063	-1.6%	9,135	9,063	9,207	18,270				85,130
Rate	5.2	5.6	5.6	5.6	0.0%	5.6	5.6	5.6					4.4
Montgomery County													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	517,130	522,450	521,947	514,892	-1.4%	518,420	514,892	521,947	1,036,839				6,240,132
Employment	490,559	493,100	493,416	486,847	-1.3%	490,132	486,847	493,416	980,263				5,961,566
Unemployment	26,571	29,350	28,531	28,045	-1.7%	28,288	28,045	28,531	56,576				278,566
Rate	5.1	5.6	5.5	5.4	-1.8%	5.5	5.4	5.5					4.5
Prince George's County													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	446,582	450,465	453,808	448,888	-1.1%	451,348	448,888	453,808	902,696				5,465,221
Employment	415,827	416,769	419,791	415,412	-1.0%	417,602	415,412	419,791	835,203				5,140,085
Unemployment	30,755	33,696	34,017	33,476	-1.6%	33,747	33,476	34,017	67,493				325,136
Rate	6.9	7.5	7.5	7.5	0.0%	7.5	7.5	7.5					6.0

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

Calvert County													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	47,691	48,070	48,576	48,024	-1.1%	48,300	48,024	48,576	96,600				588,154
Employment	44,993	45,095	45,422	44,948	-1.0%	45,185	44,948	45,422	90,370				559,215
Unemployment	2,698	2,975	3,154	3,076	-2.5%	3,115	3,076	3,154	6,230				28,939
Rate	5.7	6.2	6.5	6.4	-1.5%	6.5	6.4	6.5					4.9
Charles County													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	76,176	76,713	77,488	76,691	-1.0%	77,090	76,691	77,488	154,179				936,857
Employment	71,778	71,941	72,462	71,707	-1.0%	72,085	71,707	72,462	144,169				890,066
Unemployment	4,398	4,772	5,026	4,984	-0.8%	5,005	4,984	5,026	10,010				46,791
Rate	5.8	6.2	6.5	6.5	0.0%	6.5	6.5	6.5					5.0
St. Mary's County													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	53,781	54,743	55,221	54,861	-0.7%	55,041	54,861	55,221	110,082				634,787
Employment	50,651	51,251	51,608	51,305	-0.6%	51,457	51,305	51,608	102,913				603,846
Unemployment	3,130	3,492	3,613	3,556	-1.6%	3,585	3,556	3,613	7,169				30,941
Rate	5.8	6.4	6.5	6.5	0.0%	6.5	6.5	6.5					4.9

Susquehanna (Includes Cecil and Harford Counties)

Cecil County													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	48,945	49,173	49,448	48,820	-1.3%	49,134	48,820	49,448	98,268				615,160
Employment	45,054	44,739	44,625	44,264	-0.8%	44,445	44,264	44,625	88,889				568,217
Unemployment	3,891	4,434	4,823	4,556	-5.5%	4,690	4,556	4,823	9,379				46,943
Rate	7.9	9.0	9.8	9.3	-5.1%	9.6	9.3	9.8					7.6
Harford County													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	131,915	133,119	133,904	132,564	-1.0%	133,234	132,564	133,904	266,468				1,611,689
Employment	122,702	123,446	123,862	122,853	-0.8%	123,358	122,853	123,862	246,715				1,515,237
Unemployment	9,213	9,673	10,042	9,711	-3.3%	9,877	9,711	10,042	19,753				96,452
Rate	7.0	7.3	7.5	7.3	-2.7%	7.4	7.3	7.5					6.0



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

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

<b>Caroline County</b>													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	16,516	16,898	16,658	16,339	-1.9%	16,499	16,339	16,658	32,997				198,400
Employment	15,142	15,404	15,174	14,884	-1.9%	15,029	14,884	15,174	30,058				183,383
Unemployment	1,374	1,494	1,484	1,455	-2.0%	1,470	1,455	1,484	2,939				15,017
Rate	8.3	8.8	8.9	8.9	0.0%	8.9	8.9	8.9					7.6
<b>Dorchester County</b>													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	16,864	17,293	17,398	17,240	-0.9%	17,319	17,240	17,398	34,638				201,210
Employment	15,169	15,513	15,608	15,504	-0.7%	15,556	15,504	15,608	31,112				183,190
Unemployment	1,695	1,780	1,790	1,736	-3.0%	1,763	1,736	1,790	3,526				18,020
Rate	10.1	10.3	10.3	10.1	-1.9%	10.2	10.1	10.3					9.0
<b>Kent County</b>													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	10,931	11,179	11,018	10,934	-0.8%	10,976	10,934	11,018	21,952				131,699
Employment	10,131	10,299	10,141	10,074	-0.7%	10,108	10,074	10,141	20,215				123,077
Unemployment	800	880	877	860	-1.9%	869	860	877	1,737				8,622
Rate	7.3	7.9	8.0	7.9	-1.3%	8.0	7.9	8.0					6.6
<b>Queen Anne's County</b>													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	26,490	26,806	26,930	26,643	-1.1%	26,787	26,643	26,930	53,573				323,059
Employment	24,780	24,931	25,015	24,811	-0.8%	24,913	24,811	25,015	49,826				304,578
Unemployment	1,710	1,875	1,915	1,832	-4.3%	1,874	1,832	1,915	3,747				18,481
Rate	6.5	7.0	7.1	6.9	-2.8%	7.0	6.9	7.1					5.7
<b>Talbot County</b>													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	18,696	19,186	18,708	18,374	-1.8%	18,541	18,374	18,708	37,082				227,876
Employment	17,407	17,802	17,384	17,048	-1.9%	17,216	17,048	17,384	34,432				214,066
Unemployment	1,289	1,384	1,324	1,326	0.2%	1,325	1,324	1,326	2,650				13,810
Rate	6.9	7.2	7.1	7.2	1.4%	7.2	7.1	7.2					6.1
<b>Western Maryland (Includes Allegany, Garrett, and Washington Counties)</b>													
<b>Allegany County</b>													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	36,029	35,813	35,989	35,742	-0.7%	35,866	35,742	35,989	71,731				430,026
Employment	32,965	32,489	32,804	32,566	-0.7%	32,685	32,566	32,804	65,370				397,388
Unemployment	3,064	3,324	3,185	3,176	-0.3%	3,181	3,176	3,185	6,361				32,638
Rate	8.5	9.3	8.8	8.9	1.1%	8.9	8.8	8.9					7.6
<b>Garrett County</b>													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	16,831	17,269	17,430	17,161	-1.5%	17,296	17,161	17,430	34,591				201,913
Employment	15,693	16,007	16,139	15,937	-1.3%	16,038	15,937	16,139	32,076				188,419
Unemployment	1,138	1,262	1,291	1,224	-5.2%	1,258	1,224	1,291	2,515				13,494
Rate	6.8	7.3	7.4	7.1	-4.1%	7.3	7.1	7.4					6.7
<b>Washington County</b>													
	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
Labor Force	67,595	67,511	66,445	66,057	-0.6%	66,251	66,057	66,445	132,502				817,729
Employment	61,174	60,717	59,983	59,592	-0.7%	59,788	59,592	59,983	119,575				750,898
Unemployment	6,421	6,794	6,462	6,465	0.0%	6,464	6,462	6,465	12,927				66,831
Rate	9.5	10.1	9.7	9.8	1.0%	9.8	9.7	9.8					8.2
*Labor Related Economic Indicators by county are not seasonally adjusted.													



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

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

	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
<b>MBW Indicators</b>													
Award Amount	-\$8,148	-\$50,543			0.0%	#DIV/0!	\$0	\$0	\$0				\$651,121
Fully Canceled Projects	10	\$11			0.0%	#DIV/0!	0	0	0				
Approved Projects	48	-3			0.0%	#DIV/0!	0	0	0				453
# Employers	14	-1			0.0%	#DIV/0!	0	0	0				235
# Trainees	88	-72			0.0%	#DIV/0!	0	0	0				2,096
Average Cost	\$93	\$702			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				\$311
<b>Biotech:</b>													
Award Amount	\$0	\$0			0.0%	#DIV/0!	\$0	\$0	\$0				\$7,253
Approved Projects	0	0			0.0%	#DIV/0!	0	0	0				7
# Employers	0	0			0.0%	#DIV/0!	0	0	0				3
# Trainees	0	0			0.0%	#DIV/0!	0	0	0				52
Average Cost	\$0	\$0			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				\$139
<b>Construction:</b>													
Award Amount	\$749	-\$3,891			0.0%	#DIV/0!	\$0	\$0	\$0				\$33,970
Approved Projects	2	-1			0.0%	#DIV/0!	0	0	0				51
# Employers	2	-1			0.0%	#DIV/0!	0	0	0				29
# Trainees	2	-5			0.0%	#DIV/0!	0	0	0				86
Average Cost	\$375	\$778			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				\$395
<b>Education:</b>													
Award Amount	-\$1,871	\$0			0.0%	#DIV/0!	\$0	\$0	\$0				
Approved Projects	-1	0			0.0%	#DIV/0!	0	0	0				
# Employers	-1	0			0.0%	#DIV/0!	0	0	0				
# Trainees	-3	0			0.0%	#DIV/0!	0	0	0				
Average Cost	\$624	\$0			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				
<b>Finance/Insurance:</b>													
Award Amount	-\$238	\$199			0.0%	#DIV/0!	\$0	\$0	\$0				
Approved Projects	3	1			0.0%	#DIV/0!	0	0	0				
# Employers	2	1			0.0%	#DIV/0!	0	0	0				
# Trainees	13	1			0.0%	#DIV/0!	0	0	0				
Average Cost	\$18	\$199			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				
<b>Green Industry:</b>													
Award Amount	\$6,328	\$0			0.0%	#DIV/0!	\$0	\$0	\$0				0
Approved Projects	3	0			0.0%	#DIV/0!	0	0	0				0
# Employers	2	0			0.0%	#DIV/0!	0	0	0				0
# Trainees	5	0			0.0%	#DIV/0!	0	0	0				0
Average Cost	\$1,266	\$0			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				0.0



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

MBW Indicators	May-11	Jun-11	Jul-11	Aug-11	%Change	Avg	Min	Max	Total	Target	FY07	FY08	FY09
<b>Healthcare:</b>													
Award Amount	-\$1,438	\$5,820			0.0%	#DIV/0!	\$0	\$0	\$0				\$189,985
Approved Projects	2	0			0.0%	#DIV/0!	0	0	0				172
# Employers	2	0			0.0%	#DIV/0!	0	0	0				53
# Trainees	50	10			0.0%	#DIV/0!	0	0	0				864
Average Cost	\$29	\$582			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				\$220
<b>Hospitality/Tourism:</b>													
Award Amount	-\$500	-\$566			0.0%	#DIV/0!	\$0	\$0	\$0				
Approved Projects	-1	0			0.0%	#DIV/0!	0	0	0				
# Employers	-1	0			0.0%	#DIV/0!	0	0	0				
# Trainees	-2	-3			0.0%	#DIV/0!	0	0	0				
Average Cost	\$250	\$189			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				
<b>IT:</b>													
Award Amount	-\$10,921	-\$10,218			0.0%	#DIV/0!	\$0	\$0	\$0				\$57,641
Approved Projects	1	-2			0.0%	#DIV/0!	0	0	0				42
# Employers	1	-2			0.0%	#DIV/0!	0	0	0				27
# Trainees	1	-8			0.0%	#DIV/0!	0	0	0				91
Average Cost	\$10,921	\$1,277			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				\$633
<b>Manufacturing:</b>													
Award Amount	-\$7,828	-\$40,367			0.0%	#DIV/0!	\$0	\$0	\$0				\$234,131
Approved Projects	6	-1			0.0%	#DIV/0!	0	0	0				133
# Employers	4	0			0.0%	#DIV/0!	0	0	0				33
# Trainees	3	-83			0.0%	#DIV/0!	0	0	0				605
Average Cost	\$2,609	\$486			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				\$387
<b>Other:</b>													
Award Amount	\$5,572	-\$1,322			0.0%	#DIV/0!	\$0	\$0	\$0				\$128,141
Approved Projects	2	-1			0.0%	#DIV/0!	0	0	0				48
# Employers	1	0			0.0%	#DIV/0!	0	0	0				90
# Trainees	5	-3			0.0%	#DIV/0!	0	0	0				398
Average Cost	\$1,114	\$441			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				\$322
<b>Professional/Business Services:</b>													
Award Amount	\$1,999	-\$108			0.0%	#DIV/0!	\$0	\$0	\$0				
Approved Projects	3	1			0.0%	#DIV/0!	0	0	0				
# Employers	2	1			0.0%	#DIV/0!	0	0	0				
# Trainees	14	19			0.0%	#DIV/0!	0	0	0				
Average Cost	\$143	-\$6			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				
<b>Transportation/Warehousing:</b>													
Award Amount	\$0	\$0			0.0%	#DIV/0!	\$0	\$0	\$0				
Approved Projects	0	0			0.0%	#DIV/0!	0	0	0				
# Employers	0	0			0.0%	#DIV/0!	0	0	0				
# Trainees	0	0			0.0%	#DIV/0!	0	0	0				
Average Cost	\$0	\$0			0.0%	#DIV/0!	\$0	\$0	#DIV/0!				



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

Volume 5 Number 2 Reporting Period: August, 2011

WORKFORCE DEVELOPMENT	Quarterly Reporting Periods					Fiscal Year to Date			Fiscal Comparison					
	Q1-11	Q2-11	Q3-11	Q4-11	% 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	968	1,036	1,072	1,173	9.4%	1,062	968	1,173				875	883	996
Economically Disadvantaged (# of exiters)	1,285	1,367	1,404	1,543	9.9%	1,400	1,285	1,543				1,052	1,135	1,289
Dislocated Workers Numerator	1,098	1,240	1,409	1,556	10.4%	1,326	1,098	1,556				868	967	1,011
Dislocated Workers Denominator (# of Exiters)	1,293	1,444	1,614	1,806	11.9%	1,539	1,293	1,806				986	1,101	1,189
Labor Exchange Numerator	66,051	65,722	65,383	64,920	-0.7%	65,519	64,920	66,051				57,419	62,562	64,574
Labor Exchange Denominator (# of Exiters)	141,426	143,897	144,225	139,974	-2.9%	142,381	139,974	144,225				89,963	105,007	130,968
<b>Entered Employment Rate %</b>														
Economically Disadvantaged Adults	75.3%	75.8%	76.4%	76.0%	-0.5%	75.9%	75.3%	76.4%				84%	83.2%	77.8%
Dislocated Workers	84.9%	85.9%	87.3%	86.2%	-1.3%	86.1%	84.9%	87.3%				91%	88.0%	87.8%
Labor Exchange	47%	46.0%	45.0%	46.0%	2.2%	46.0%	45.0%	47.0%				61%	64.0%	60.0%
<b>LX Entered Employment Data (By LWIA)</b>														
<b>Anne Arundel (AA)</b>														
Numerator	3,963	4,404	4,639	4,621	-0.4%	4,407	3,963	4,639				3,549	3,498	3,789
Denominator	8,831	9,962	10,543	10,413	-1.2%	9,937	8,831	10,543				5,590	5,606	8,027
Rate	45%	44%	44%	44%	0.9%	44%	45%	44%				63%	62%	47%
<b>Baltimore City (BM)</b>														
Numerator	9,927	9,372	9,243	8,731	-5.5%	9,318	8,731	9,927				11,959	11,484	9,703
Denominator	24,272	23,627	23,670	20,929	-11.6%	23,125	20,929	24,272				20,277	20,702	22,549
Rate	41%	40%	39%	42%	6.8%	40%	42%	41%				59%	55%	43%
<b>Baltimore County (BA)</b>														
Numerator	7,277	7,122	7,124	7,155	0.4%	7,170	7,122	7,277				6,719	6,992	6,930
Denominator	15,318	15,705	16,061	15,715	-2.2%	15,700	15,318	16,061				10,013	11,198	13,903
Rate	48%	45%	44%	46%	2.6%	46%	46%	45%				67%	62%	50%
<b>Frederick (FR)</b>														
Numerator	1,880	1,865	1,896	1,739	-8.3%	1,845	1,739	1,896				1,752	1,746	1,766
Denominator	3,936	3,989	4,042	3,674	-9.1%	3,910	3,674	4,042				2,518	2,717	3,418
Rate	48%	47%	47%	47%	0.9%	47%	47%	47%				70%	64%	52%
<b>Lower Shore (LS)</b>														
Numerator	2,523	2,349	2,356	2,287	-2.9%	2,379	2,287	2,523				2,458	2,799	2,571
Denominator	5,237	5,011	5,024	4,724	-6.0%	4,999	4,724	5,237				3,853	4,636	4,780
Rate	48%	47%	47%	48%	3.2%	48%	48%	48%				64%	60%	54%
<b>Montgomery County (MG)</b>														
Numerator	6,083	5,767	5,450	5,215	-4.3%	5,629	5,215	6,083				5,212	5,510	6,115
Denominator	12,736	12,559	11,991	11,483	-4.2%	12,192	11,483	12,736				8,293	9,313	12,081
Rate	48%	46%	45%	45%	-0.1%	46%	45%	48%				63%	59%	51%
<b>Mid Maryland (MM)</b>														
Numerator	3,955	3,999	4,002	3,898	-2.6%	3,964	3,898	4,002				3,643	3,794	3,818
Denominator	8,165	8,306	8,143	7,775	-4.5%	8,097	7,775	8,306				5,218	6,004	7,651
Rate	48%	48%	49%	50%	2.0%	49%	50%	48%				70%	63%	50%
<b>Prince George's County (PG)</b>														
Numerator	6,178	6,106	6,365	6,342	-0.4%	6,248	6,106	6,365				4,318	5,217	5,718
Denominator	13,097	13,371	14,173	13,963	-1.5%	13,651	13,097	14,173				6,945	8,880	11,483
Rate	47%	46%	45%	45%	1.1%	46%	47%	45%				62%	59%	50%
<b>Southern Maryland (SM)</b>														
Numerator	3,088	2,852	2,783	2,812	1.0%	2,884	2,783	3,088				2,655	3,122	3,024
Denominator	6,646	6,287	6,329	6,332	0.0%	6,399	6,287	6,646				3,991	5,217	5,980
Rate	46%	45%	44%	44%	1.0%	45%	44%	46%				67%	60%	51%
<b>Susquehanna (SQ)</b>														
Numerator	2,815	2,670	2,649	2,569	-3.0%	2,676	2,569	2,815				2,968	3,125	2,641
Denominator	5,750	5,520	5,569	5,389	-3.2%	5,557	5,389	5,750				4,300	4,888	5,058
Rate	49%	48%	48%	48%	0.2%	48%	48%	49%				69%	64%	52%
<b>Upper Shore (US)</b>														
Numerator	1,830	1,679	2,089	2,127	1.8%	1,931	1,679	2,127				1,479	1,691	1,808
Denominator	3,843	3,711	4,458	4,483	0.6%	4,124	3,711	4,483				2,369	2,998	3,569
Rate	48%	45%	47%	47%	1.3%	47%	45%	48%				62%	56%	51%
<b>Western Maryland (WM)</b>														
Numerator	5,091	4,976	4,805	4,622	-3.8%	4,874	4,622	5,091				4,838	5,475	5,071
Denominator	10,364	10,414	10,071	9,603	-4.6%	10,113	9,603	10,414				7,369	9,025	9,898
Rate	49%	48%	48%	48%	0.9%	48%	48%	49%				66%	61%	51%
<b>Virtual Office (VO)</b>														
Numerator	11,441	12,561	11,982	12,802	6.8%	12,197	11,441	12,802				5,869	8,109	11,620
Denominator	23,231	25,435	24,151	25,491	5.5%	24,577	23,231	25,491				9,227	13,823	22,571
Rate	49%	49%	50%	50%	1.2%	50%	49%	50%				64%	59%	51%



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

Employment Retention Actuals	Q1-11	Q2-11	Q3-11	Q4-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Economically Disadvantaged Adults Numerator	1,128	1,144	1,109	1,239	11.7%	1,155	1,109	1,239				1,023	1,063	1,125
exitors)	1,300	1,308	1,269	1,405	10.7%	1,321	1,269	1,405				1,251	1,228	1,293
Dislocated Workers Numerator	859	984	1,076	1,221	13.5%	1,035	859	1,221				945	901	901
Dislocated Workers Denominator (# Employed at Exit)	947	1,073	1,178	1,336	13.4%	1,134	947	1,336				1,065	998	993
Labor Exchange Numerator	61,857	65,385	67,393	66,399	-1.5%	65,259	61,857	67,393				63,271	64,546	59,546
Labor Exchange Denominator (# Employed at Exit)	80,635	83,895	85,680	84,450	-1.4%	83,665	80,635	85,680				77,030	81,066	77,241
<b>Employment Retention Rate %</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>Q3-11</b>	<b>Q4-11</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	86.8%	87.5%	87.4%	88.2%	0.9%	87.5%	86.8%	88.2%		67%	84%	81.8%	86.6%	87.0%
Dislocated Workers	90.7%	91.7%	91.3%	91.4%	0.1%	91.3%	90.7%	91.7%		71%	89%	88.7%	90.3%	90.7%
Labor Exchange	77.0%	78.0%	79.0%	79.0%	0.0%	78.3%	77.0%	79.0%		65%	81%	82.0%	80.0%	77.0%
<b>LX Employment Retention (by LWIA)</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>Q3-11</b>	<b>Q4-11</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	3,161	3,605	3,898	4,229	8.5%	3,723	3,161	4,229				3,452	3,366	3,069
Denominator	4,244	4,720	5,004	5,371	7.3%	4,835	4,244	5,371				4,186	4,238	4,117
Rate	74%	76%	78%	79%	1.1%	77%	74%	79%				82%	79%	75%
Baltimore City (BM)														
Numerator	8,778	8,656	8,812	8,413	-4.5%	8,665	8,413	8,812				12,264	11,473	8,360
Denominator	12,287	11,829	11,870	11,362	-4.3%	11,837	11,362	12,287				15,805	15,287	11,707
Rate	71%	73%	74%	74%	-0.3%	73%	74%	72%				78%	75%	71%
Baltimore County (BA)														
Numerator	5,868	6,515	6,909	6,677	-3.4%	6,492	5,868	6,909				6,649	6,688	5,431
Denominator	7,479	8,193	8,622	8,377	-2.8%	8,168	7,479	8,622				7,800	8,039	6,915
Rate	78%	80%	80%	80%	-0.5%	79%	78%	80%				85%	83%	79%
Frederick (FR)														
Numerator	1,484	1,692	1,854	1,843	-0.6%	1,718	1,484	1,854				1,832	1,975	1,515
Denominator	1,856	2,107	2,263	2,278	0.7%	2,126	1,856	2,278				2,160	2,393	1,880
Rate	80%	80%	82%	81%	-1.2%	81%	80%	81%				85%	83%	81%
Lower Shore (LS)														
Numerator	2,698	2,638	2,630	2,436	-7.4%	2,601	2,436	2,698				2,991	2,842	2,793
Denominator	3,676	3,521	3,479	3,252	-6.5%	3,482	3,252	3,676				3,742	3,678	3,704
Rate	73%	75%	76%	75%	-0.9%	75%	75%	73%				80%	77%	75%
Montgomery County (MG)														
Numerator	5,710	5,849	5,804	5,437	-6.3%	5,700	5,437	5,849				5,893	5,355	5,412
Denominator	7,355	7,399	7,264	6,809	-6.3%	7,207	6,809	7,399				7,124	6,698	6,951
Rate	78%	79%	80%	80%	-0.1%	79%	80%	79%				83%	80%	78%
Mid Maryland (MM)														
Numerator	3,378	3,762	3,891	3,923	0.8%	3,739	3,378	3,923				4,511	3,766	3,274
Denominator	4,207	4,656	4,782	4,784	0.0%	4,607	4,207	4,784				5,246	4,452	4,043
Rate	80%	81%	81%	82%	0.8%	81%	80%	82%				86%	85%	81%
Prince George's County (PG)														
Numerator	4,979	5,409	5,875	5,710	-2.8%	5,493	4,979	5,875				3,640	4,858	4,868
Denominator	6,434	7,028	7,611	7,378	-3.1%	7,113	6,434	7,611				4,421	6,093	6,359
Rate	77%	77%	77%	77%	0.3%	77%	77%	77%				82%	80%	77%
Southern Maryland (SM)														
Numerator	2,772	2,814	2,887	2,623	-9.1%	2,774	2,623	2,887				2,720	2,925	2,731
Denominator	3,553	3,599	3,676	3,364	-8.5%	3,548	3,364	3,676				3,256	3,626	3,504
Rate	78%	78%	79%	78%	-0.7%	78%	78%	79%				84%	81%	78%
Susquehanna (SQ)														
Numerator	2,514	2,547	2,736	2,548	-6.9%	2,586	2,514	2,736				3,568	3,381	2,340
Denominator	3,262	3,254	3,457	3,248	-6.0%	3,305	3,248	3,457				4,285	4,149	3,033
Rate	77%	78%	79%	78%	-0.9%	78%	77%	79%				83%	81%	77%
Upper Shore (US)														
Numerator	1,515	1,600	1,665	1,507	-9.5%	1,572	1,507	1,665				1,466	1,795	1,442
Denominator	1,997	2,117	2,197	2,025	-7.8%	2,084	1,997	2,197				1,802	2,337	1,868
Rate	76%	76%	76%	74%	-1.8%	75%	75%	76%				81%	77%	77%
Western Maryland (WM)														
Numerator	5,672	5,632	5,585	5,356	-4.1%	5,561	5,356	5,672				5,636	6,125	5,479
Denominator	7,373	7,207	7,091	6,902	-2.7%	7,143	6,902	7,373				6,860	7,708	7,144
Rate	77%	78%	79%	78%	-1.5%	78%	78%	77%				82%	79%	77%
Virtual Office (VO)														
Numerator	13,328	14,666	14,847	15,697	5.7%	14,635	13,328	15,697				8,649	9,997	12,832
Denominator	16,912	18,265	18,364	19,300	5.1%	18,210	16,912	19,300				10,343	12,368	16,016



StateStat

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

Rate	79%	80%	81%	81%	0.6%	80%	79%	81%				84%	81%	80%
Average Six Month Earnings	Q1-11	Q2-11	Q3-11	Q4-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Economically disadvantaged adults numerator	15,759,261	16,927,199	16,683,306	19,355,003	16.0%	17,181,192	15,759,261	19,355,003				11,852,905	14,495,872	15,677,405
Employed at Exit	1,045	1,072	1,033	1,158	12.1%	1,077	1,033	1,158				968	1,027	1,060
Dislocated Workers Numerator	13,880,747	16,791,884	19,568,093	22,864,281	16.8%	18,276,251	13,880,747	22,864,281				13,953,199	14,330,794	14,186,040
Dislocated Workers Denominator (# Employed at Exit)	808	940	1,020	1,161	13.8%	982	808	1,161				888	877	852
Labor Exchange Numerator	865,845,026	1,003,688,604	1,054,618,619	1,110,688,564	5.3%	1,008,710,203	865,845,026	1,110,688,564				870,937,474	905,330,501	838,392,348
Labor Exchange Denominator (# Employed at Exit)	61,690	65,385	67,244	66,261	-1.5%	65,145	61,690	67,244				63,160	64,387	59,408
Average Six Month Earnings	Q1-11	Q2-11	Q3-11	Q4-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Economically Disadvantaged Adults	\$15,081	\$15,790	\$16,150	\$16,714	3.5%	15,934	15,081	16,714		\$10,480		\$13,100	\$12,245	\$14,115
Dislocated Workers	\$17,179	\$17,864	\$19,184	\$19,694	2.7%	18,480	17,179	19,694		\$13,268		\$16,585	\$15,731	\$16,341
Labor Exchange	\$14,035	\$15,384	\$15,684	\$16,762	6.9%	15,466	14,035	16,762		\$10,800		\$13,500	\$13,789	\$14,061
LX Average Six Month Earnings (By LWIA)	Q1-11	Q2-11	Q3-11	Q4-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Anne Arundel (AA)	\$13,528	\$15,036	\$15,590	\$16,230	4.1%	15,096	13,528	16,230				\$15,142	\$14,821	\$13,389
Baltimore City (BM)	\$11,121	\$11,550	\$11,693	\$12,062	3.2%	11,607	11,121	12,062				\$10,514	\$10,970	\$10,937
Baltimore County (BA)	\$15,232	\$15,868	\$16,015	\$16,121	0.7%	15,809	15,232	16,121				\$15,395	\$15,831	\$14,884
Frederick (FR)	\$16,324	\$17,428	\$17,901	\$19,591	9.4%	17,811	16,324	19,591				\$16,529	\$16,584	\$16,144
Lower Shore (LS)	\$9,623	\$10,307	\$10,659	\$11,513	8.0%	10,525	9,623	11,513				\$10,006	\$9,715	\$9,879
Montgomery County (MG)	\$15,105	\$18,197	\$18,977	\$20,541	8.2%	18,205	15,105	20,541				\$16,461	\$15,749	\$15,224
Mid Maryland (MM)	\$19,599	\$20,965	\$21,047	\$22,672	7.7%	21,071	19,599	22,672				\$18,867	\$20,201	\$19,099
Prince George's County (PG)	\$15,416	\$18,483	\$18,505	\$19,773	6.9%	18,044	15,416	19,773				\$15,384	\$15,546	\$16,154
Southern Maryland (SM)	\$14,800	\$15,773	\$16,097	\$17,694	9.9%	16,091	14,800	17,694				\$14,930	\$15,200	\$15,086
Susquehanna (SQ)	\$14,313	\$14,811	\$15,374	\$15,860	3.2%	15,089	14,313	15,860				\$14,690	\$15,205	\$15,004
Upper Shore (US)	\$11,629	\$12,583	\$12,483	\$12,381	-0.8%	12,269	11,629	12,583				\$11,285	\$12,168	\$12,347
Western Maryland (WM)	\$10,780	\$11,226	\$11,459	\$13,103	14.3%	11,642	10,780	13,103				\$10,638	\$11,017	\$11,011
Virtual Office (VO)	\$15,253	\$16,427	\$16,654	\$17,962	7.9%	16,574	15,253	17,962				\$13,989	\$14,455	\$15,348
Youth Focused Goals	Q1-11	Q2-11	Q3-11	Q4-11	% Change	Avg	Min	Max	Total	Low Target	High Target	FY08	FY-09	FY-10
Attainment of a High School Diploma, Degree, or Certificate	69.0%	70.1%	69.7%	67.9%	-2.6%	69.18%	67.90%	70.10%				52%	73.9%	71.5%
Placement in Unsubsidized Employment or Education	63.4%	65.9%	68.6%	70.2%	2.3%	67.03%	63.40%	70.20%				42%	72.2%	67.8%
One-Stop Demographics	Q1-11	Q2-11	Q3-11	Q4-11	% Change	Avg	Min	Max	Total	Target		FY08	FY-09	FY-10
Total Maryland residents who received workforce services	189,045	181,693	187,830	205,241	9.3%	190,952	181,693	205,241				137,840	179,688	195,196
Anne Arundel (AA)	13,577	12,616	12,383	12,865	3.9%	12,860	12,383	13,577				6,706	11,099	14,116
Baltimore City (BM)	28,997	26,202	28,164	38,316	36.0%	30,420	26,202	38,316				27,064	29,534	30,468
Baltimore County (BA)	20,705	19,280	19,525	23,001	17.8%	20,628	19,280	23,001				13,384	18,305	21,360
Frederick (FR)	5,285	4,855	5,423	5,738	5.8%	5,325	4,855	5,738				4,085	4,295	5,450
Lower Shore (LS)	7,297	6,837	7,330	7,396	0.9%	7,215	6,837	7,396				6,113	7,177	7,336
Montgomery County (MG)	14,451	13,768	14,014	13,004	-7.2%	13,809	13,004	14,451				11,678	15,296	14,583
Mid Maryland (MM)	10,381	9,910	10,594	12,260	15.7%	10,786	9,910	12,260				7,339	11,234	10,962
Prince George's County (PG)	18,237	17,646	18,705	21,348	14.1%	18,984	17,646	21,348				11,212	14,900	18,325
Southern Maryland (SM)	7,901	7,052	7,389	8,135	10.1%	7,619	7,052	8,135				6,413	8,258	8,002
Susquehanna (SQ)	7,481	6,734	7,141	7,463	4.5%	7,205	6,734	7,481				6,494	6,725	7,218
Upper Shore (US)	6,019	6,068	6,928	6,318	-8.8%	6,333	6,019	6,928				3,770	4,682	5,926
Western Maryland (WM)	14,776	13,877	14,261	14,149	-0.8%	14,266	13,877	14,776				13,076	15,108	14,555
Virtual Office (VO)	33,938	36,848	35,973	35,248	-2.0%	35,502	33,938	36,848				20,506	33,075	36,895
One-Stop Demographics	Q1-11	Q2-11	Q3-11	Q4-11	% Change	Avg	Min	Max	Total	Target		FY08	FY-09	FY-10
Total Maryland residents who received staff assisted services	146,462	137,504	141,482	133,386	-5.7%	139,709	133,386	146,462				115,077	141,701	146,940
Anne Arundel (AA)	12,619	11,852	11,280	9,339	-17.2%	11,273	9,339	12,619				6,609	10,800	12,964
Baltimore City (BM)	27,717	25,143	26,396	33,089	25.4%	28,086	25,143	33,089				26,399	28,492	27,018
Baltimore County (BA)	19,366	18,349	18,623	16,381	-12.0%	18,180	16,381	19,366				13,231	17,853	19,817
Frederick (FR)	4,938	4,581	4,905	4,354	-11.2%	4,695	4,354	4,938				3,960	4,063	5,122
Lower Shore (LS)	7,101	6,590	6,918	6,198	-10.4%	6,702	6,198	7,101				5,960	6,816	7,108
Montgomery County (MG)	13,616	13,228	13,160	11,164	-15.2%	12,792	11,164	13,616				11,583	14,962	13,964
Mid Maryland (MM)	9,799	9,338	9,834	8,681	-11.7%	9,413	8,681	9,834				7,251	10,999	10,337
Prince George's County (PG)	16,975	16,333	16,953	15,020	-11.4%	16,320	15,020	16,975				10,984	14,309	16,845
Southern Maryland (SM)	7,465	6,638	6,789	6,169	-9.1%	6,765	6,169	7,465				6,287	8,023	7,492
Susquehanna (SQ)	6,916	6,280	6,476	5,460	-15.7%	6,283	5,460	6,916				6,248	6,186	6,731
Upper Shore (US)	5,722	5,758	6,483	5,198	-19.8%	5,790	5,198	6,483				3,659	4,524	5,609
Western Maryland (WM)	14,228	13,414	13,665	12,333	-9.7%	13,410	12,333	14,228				12,906	14,674	13,933
Total Eligible Claimants	48,515	45,976	48,232	50,766	5.3%	48,372	45,976	50,766				24,143	31,953	49,343



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

Total Veterans receiving workforce services	15,358	15,065	16,002	14,971	-6.4%	15,349	14,971	16,002				12,795	15,264	15,928
Disclosed)	11,216	11,038	11,739	11,743	0.0%	11,434	11,038	11,743				8,990	10,189	11,469
<b>GENDER</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>Q3-11</b>	<b>Q4-11</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>
Male	94,208	90,562	93,487	101,527	8.6%	94,946	90,562	101,527				60,979	81,696	97,960
Female	91,365	88,111	91,584	101,489	10.8%	93,137	88,111	101,489				60,471	77,771	93,170
Blank	3,472	3,020	2,759	2,225	-19.4%	2,869	2,225	3,472				16,390	20,221	4,066
<b>RACE</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>Q3-11</b>	<b>Q4-11</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>
African American	75,479	73,613	77,299	84,975	9.9%	77,842	73,613	84,975				57,456	68,008	78,094
White	66,906	64,234	65,176	71,302	9.4%	66,905	64,234	71,302				40,133	60,139	68,804
Hispanic	7,332	7,053	7,126	6,142	-13.8%	6,913	6,142	7,332				6,009	7,362	7,531
Pacific Islander	442	447	432	843	95.1%	541	432	843				289	399	472
Asian	3,296	3,267	3,447	3,567	3.5%	3,394	3,267	3,567				1,799	2,889	3,362
Other	5,877	5,792	6,052	6,495	7.3%	6,054	5,792	6,495				3,502	5,130	6,009
<b>EDUCATION</b>	<b>Q1-11</b>	<b>Q2-11</b>	<b>Q3-11</b>	<b>Q4-11</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>
No School	681	678	708	4,605	550.4%	1,668	678	4,605				580	601	680
Elementary School	17,088	16,351	16,915	19,089	12.9%	17,361	16,351	19,089				15,202	17,874	20,182
Some College/Vocational/Technical School	48,126	46,357	48,233	49,488	2.6%	48,051	46,357	49,488				29,903	44,049	48,970
BA\BS Degree	24,577	23,599	23,980	25,679	7.1%	24,459	23,599	25,679				13,113	22,941	24,998
Some Graduate School	9,608	9,255	9,547	10,245	7.3%	9,664	9,255	10,245				4,807	8,724	9,678
High School Diploma	63,894	60,997	63,127	70,232	11.3%	64,563	60,997	70,232				47,458	62,665	65,417
GED	13,505	13,236	13,599	13,877	2.0%	13,554	13,236	13,877				8,211	12,121	13,640
AA Degree	10,255	10,006	10,422	11,018	5.7%	10,425	10,006	11,018				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 5 Number 2  
 Reporting Period August, 2011

UNEMPLOYMENT INSURANCE FOR 8-31-11	Reporting Periods					Fiscal Year To Date							
	May-11	June-11	July-11	Aug-11	% Change	Avg	Min	Max	Total	Target	FY09	FY10	FY11
<b>ISSUANCES AND DETERMINATIONS</b>													
New Claims Filed - Total	26,801	30,693	27,256	29,462	8.1%	28,359	27,256	29,462	56,718			407,026	363,127
New Claims Filed - UI	26,395	30,226	26,723	28,525	6.7%	27,624	26,723	28,525	55,248		375,917	402,813	357,557
New Claims Filed - UCFE	262	303	367	759	106.8%	563	367	759	1,126			2,541	3,622
New Claims Filed - UCX	144	164	166	178	7.2%	172	166	178	344			1,672	1,948
Persons Currently Drawing UI Benefits	52,078	54,800	55,988	53,400	-4.6%	54,694	53,400	55,988	53,400		67,919	63,104	54,800
New EUC Claims Filed - Total	6,237	6,256	6,758	7,074	4.7%	6,916	6,758	7,074	13,832				88,689
Dollars Paid in Benefits (in millions \$\$\$)	70.3	58.9	59.7	72.6	21.6%	66.2	59.7	72.6	132.3		918	990	832
Trust Fund Balance (in million \$\$\$)	506	472	460	515	12.0%	488	460	515	515	900	288	456	472
FUA Loan Advance to Trust Fund (in millions \$\$\$)	0	0	0	0	0.0%	0	0	0	0				0
# of First UI Checks issued - Regular UI	9,695	10,646	11,836	11,172	-5.6%	11,504	11,172	11,836	23,008		175,340	166,666	144,966
# of First UI Checks issued - Ex. Fed Employees	56	90	74	95	28.4%	85	74	95	169		293	660	1,244
# of First UI Checks issued - Ex Military	98	97	94	117	24.5%	106	94	117	211		815	969	1,194
% of claims filed via the Internet	36%	40%	44%	39%	-11.4%	41.5%	39.0%	44.0%	41.5%		42.7%	45.2%	40.3%
Final Payments	6,210	4,876	6,202	6,417	3.5%	6,310	6,202	6,417	12,619		65,162	97,855	75,377
% of First UI Checks Issued <21 days – Regular UI <b>DLA = 87%</b>	91.0%	90.0%	90.0%	86.0%	-4.4%	88.0%	86.0%	90.0%	88.0%	87%	91.2%	86.7%	87.9%
% of First UI Checks Issued <21 days – Ex-Fed. Emp. <b>DLA = 70%</b>	90.0%	81.0%	92.0%	88.0%	-4.3%	90.0%	88.0%	92.0%	90.0%	70%	84.6%	77.9%	85.3%
% of First UI Checks Issued <21 days – Ex-Military <b>DLA = 87%</b>	96.0%	98.0%	96.0%	98.0%	2.1%	97.0%	96.0%	98.0%	97.0%	87%	96.0%	93.4%	95.3%
# Determinations [nonmonetary e.g. quit/fired]	12,264	12,850	13,123	14,927	13.7%	14,025	13,123	14,927	28,050		405,532	365,474	179,131
% of Determinations issued in 21 days of issue detection <b>DLA =</b>	89.9%	86.2%	69.5%	65.0%	-6.5%	67.3%	65.0%	69.5%	67.3%	80%	84.7%	83.4%	75.2%
# Open Employer Accounts	138,149	137,776	137,540	135,388	-1.6%	136,464	135,388	137,540	135,388				137,067



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

Volume 5 Number 2  
 Reporting Period: August, 2011

UNEMPLOYMENT INSURANCE FOR 8-31-11	Reporting Periods						Fiscal Year To Date						FY09	FY10	FY11
	FEDERAL REVIEW - QUARTERLY	Q4-10	Q1-11	Q2-11	Q3-11	Q4-11	% Change	Avg	Min	Max	Total	Target			
						Fiscal Year	To Date	by Quarters							
Exhaustion rate-% of people who rec'd all 26 weeks	52.3%	51.0%	50.6%	49.6%	48.7%	-1.8%	50.0%	48.7%	51.0%			38.7%	50.2%	50.0%	
Average duration of receipt of benefits (in weeks)	19.5	18.9	18.9	18.8	18.4	-2.1%	18.8	18.4	18.9			15.3	18.3	18.8	
% of determinations passing Federal Review - quality/accuracy <b>DLA = 75%</b>	74.0%	83.0%	83.0%	82.0%	86.0%	4.9%	83.5%	82.0%	86.0%		75%	76.6%	80.5%	83.5%	
# of employer status determinations completed	3,986	3,741	3,620	4,577	4,642	1.4%	4,145	3,620	4,642	16,580		16,895	15,422	16,580	
% of determinations completed <180 days of establishment <b>DLA = 80%</b>	92.2%	93.8%	94.0%	92.0%	93.2%	1.3%	93.3%	92.0%	94.0%		80%	93.1%	92.8%	93.3%	
# of detectable/recoverable overpayments established	14,225	14,283	14,959	17,560	15,502	-11.7%	15,576	14,283	17,560	62,304		40,222	53,685	62,304	
% of overpayments established for recovery <b>DLA = 55%</b>	103.56%	93.16%	101.60%	96.15%	96.84%	0.7%	96.9%	93.2%	101.6%		55%	94.3%	110.9%	96.9%	
\$ of overpayments established	11,778,104	11,880,346	11,777,247	13,005,052	11,330,172	-12.9%	11,998,204	11,330,172	13,005,052	47,992,817		35,085,370	46,363,639	47,992,817	
\$ of overpayment due to fraud	3,425,301	4,056,795	4,559,427	4,791,242	3,904,830	-18.5%	4,328,074	3,904,830	4,791,242	17,312,294		11,835,221	13,895,708	17,312,294	
% of overpayment due to fraud	29.1%	34.1%	38.7%	36.8%	34.5%	-6.5%	36.0%	34.1%	38.7%			33.9%	30.0%	36.0%	
\$ of overpayments recovered	4,940,863	3,809,444	4,006,244	5,713,085	5,882,054	3.0%	4,852,707	3,809,444	5,882,054	19,410,827		16,235,784	17,568,451	19,410,827	
% of overpayments per total benefit payout	5.4%	5.8%	5.9%	5.5%	5.9%	7.3%	5.8%	5.5%	5.9%			4.0%	4.7%	5.8%	
\$ UI Overpayments - Total Outstanding Balance	81,165,874	86,614,730	91,501,156	96,180,656	98,171,711	2.1%	93,117,063	86,614,730	98,171,711			61,559,470	81,165,874	98,171,711	
\$ of employer taxes deposited into Clearing Acct.	495.6	155	99.8	80.4	590.4	634.3%	231.4	80.4	590.4	925.6		\$371.3M	\$644M	\$925.6M	
# of employers audited	725	543	735	681	548	-19.5%	627	543	735	2,507	700/2800	3,483	2,647	2,507	
% of employers audited	2.1%	1.6%	2.2%	2.0%	1.6%	-19.8%	1.8%	1.6%	2.2%		2%	2.5%	1.9%	1.8%	

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 8-31-11						Fiscal Year To Date							
	ISSUANCES AND DETERMINATIONS	May-11	June-11	July-11	Aug-11	% Change	Avg	Min	Max	Total	Target	FY10	FY11
<b>Towson Claim Center - UI - First Pays</b>	871	1,051	1,238	1,067	-13.8%	1,153	1,067	1,238	2,305			32,875	18,962
UI - Claims Paid< 21 Days	802	972	1,143	965	-15.6%	1,054	965	1,143	2,108			28,995	16,678
UI - %	92%	92%	92%	90%	-2.0%	91%	90%	92%	91%	87%		88%	88%
UCFE - First Pays	5	16	5	10	100.0%	8	5	10	15			90	109
UCFE - Claims Paid< 21	5	12	4	10	150.0%	7	4	10	14			67	94
UCFE - %	100%	75%	80%	100%	25.0%	90%	80%	100%	90%	70%		74%	86%
UCX - First Pays	14	10	8	6	-25.0%	7	6	8	14			166	112
UCX - Claims Paid< 21 Days	14	10	6	6	0.0%	6	6	6	12			160	109
UCX - %	100%	100%	75%	100%	33.3%	88%	75%	100%	88%	87%		96%	97%
<b>College Park Claim Center - UI - First Pays</b>	1,554	1,662	1,911	1,603	-16.1%	1,757	1,603	1,911	3,514			28,207	23,321
UI - Claims Paid< 21 Days	1,419	1,506	1,731	1,374	-20.6%	1,553	1,374	1,731	3,105			24,617	20,778
UI - %	91%	91%	91%	86%	-5.4%	88%	86%	91%	88%	87%		87%	89%
UCFE - First Pays	4	6	4	8	100.0%	6	4	8	12			49	74
UCFE - Claims Paid< 21	3	6	4	5	25.0%	5	4	5	9			36	67
UCFE - %	75%	100%	100%	63%	-37.5%	81%	63%	100%	81%	70%		73%	91%
UCX - First Pays	11	11	14	17	21.4%	16	14	17	31			169	183
UCX - Claims Paid< 21 Days	10	11	13	17	30.8%	15	13	17	30			160	172
UCX - %	91%	100%	93%	100%	7.7%	96%	93%	100%	96%	87%		95%	94%
<b>Cumberland Claim Center - UI - First Pays</b>	2,035	2,434	2,931	2,683	-8.5%	2,807	2,683	2,931	5,614			28,270	31,428
UI - Claims Paid< 21 Days	1,829	2,203	2,639	2,313	-12.4%	2,476	2,313	2,639	4,952			24,584	28,371
UI - %	90%	91%	90%	86%	-4.3%	88%	86%	90%	88%	87%		87%	90%
UCFE - First Pays	12	22	23	28	21.7%	26	23	28	51			213	454
UCFE - Claims Paid< 21	11	17	22	27	22.7%	25	22	27	49			168	402
UCFE - %	92%	77%	96%	96%	0.8%	96%	96%	96%	96%	70%		79%	89%
UCX - First Pays	28	32	28	36	28.6%	32	28	36	64			246	361
UCX - Claims Paid< 21 Days	27	31	27	35	29.6%	31	27	35	62			227	345
UCX - %	96%	97%	96%	97%	0.8%	97%	96%	97%	97%	87%		92%	96%
<b>Balt. Metro Claim Center - UI - First Pays</b>	1,334	1,465	1,734	1,445	-16.7%	1,590	1,445	1,734	3,179			24,262	18,973
UI - Claims Paid< 21 Days	1,200	1,331	1,524	1,228	-19.4%	1,376	1,228	1,524	2,752			20,542	16,287
UI - %	90%	91%	88%	85%	-3.3%	86%	85%	88%	86%	87%		85%	86%
UCFE - First Pays	8	11	9	15	66.7%	12	9	15	24			89	153
UCFE - Claims Paid< 21	8	9	9	13	44.4%	11	9	13	22			72	135
UCFE - %	100%	82%	100%	87%	-13.3%	93%	87%	100%	93%	70%		81%	88%
UCX - First Pays	17	14	13	20	53.8%	17	13	20	33			176	165
UCX - Claims Paid< 21 Days	16	14	13	19	46.2%	16	13	19	32			167	159
UCX - %	94%	100%	100%	95%	-5.0%	98%	95%	100%	98%	87%		95%	96%
<b>Salisbury Claim Center - UI - First Pays</b>	1,874	2,070	2,130	2,236	5.0%	2,183	2,130	2,236	4,366			24,799	26,918
UI - Claims Paid< 21 Days	1,690	1,815	1,872	1,886	0.7%	1,879	1,872	1,886	3,758			21,382	23,479
UI - %	90%	88%	88%	84%	-4.0%	86%	84%	88%	86%	87%		86%	87%
UCFE - First Pays	13	15	19	12	-36.8%	16	12	19	31			125	284
UCFE - Claims Paid< 21	11	13	16	9	-43.8%	13	9	16	25			101	236
UCFE - %	85%	87%	84%	75%	-10.9%	80%	75%	84%	80%	70%		81%	83%
UCX - First Pays	18	25	26	20	-23.1%	23	20	26	46			149	259
UCX - Claims Paid< 21 Days	17	24	26	20	-23.1%	23	20	26	46			134	241
UCX - %	94%	96%	100%	100%	0.0%	100%	100%	100%	100%	87%		90%	93%



## StateStat

### Department of Labor, Licensing and Regulation

### Governor's Workforce Investment Board

GOVERNOR'S WORKFORCE INVESTMENT BOARD	REPORTING PERIODS					2012 Fiscal Year to Date					Fiscal Year		
	May-11	Jun-11	Jul-11	Aug-11	%	Avg	Min	Max	Total	Target	FY11	Jun-11	Jul-11
<b>Stakeholders Participating</b>													
<b>Total #</b>	<b>206</b>	<b>547</b>	<b>160</b>	<b>61</b>	<b>-61.9%</b>	<b>18.4</b>	<b>0</b>	<b>160</b>	<b>221</b>	<b>1125</b>	<b>3018</b>	<b>546</b>	<b>160</b>
Aerospace	0	0	0	8	0.0%	4.0	0	8	8	75	221	0	0
Construction	36	1	15	16	6.7%	15.5	15	16	31	150	399	0	15
Education	0	25	35	0	-100.0%	17.5	0	35	35	150	150	25	35
Energy	40	53	15	17	13.3%	16.0	15	17	32	250	223	53	15
Healthcare	110	313	90	20	-77.8%	55.0	20	90	110	200	868	313	90
Information Technology	20	130	5	0	-100.0%	2.5	0	5	5	200	935	130	5
Manufacturing	0	25	0	0	0.0%	0.0	0	0	0	100	112	25	0
GWIB Conferences	0	0	0	0	0%	0.0	0	0	0	0	0	0	0
<b>Outreach</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>%</b>								
# of planning/policy/advocacy engagements	18	23	8	6	-25.0%	11.0	8	14	22	125	236	23	8
# of TA consultations provided to	12	12	8	8	0.0%	8.0	8	8	16	75	178	12	8
# of new industry sector training initiatives													
<b>Governance</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>%</b>								
% of board vacancies	16.0%	16.0%	16.0%	16.0%	0.0%	16%	16%	16%		5.0%		16.0%	16.0%
<b>Governance Quarterly</b>	<b>Qtr1 FY11</b>	<b>Qtr2 FY11</b>	<b>Qtr3 FY11</b>	<b>Qtr4 FY11</b>	<b>%</b>								
% of board participation	43.0%	60.0%	65.0%	58.0%	-10.8%	57%	43%	65%		80.0%			



**Department of Labor, Licensing and Regulation  
Division of Workforce Development and Adult Learning  
GED Testing Office**

GED Information Discussed					
Month/Year	# Scheduled	# Tested	Last Test Date	Scores Mailed	Days to Results
Aug-11	939	749	8/30/2011	9/26/2011	27
Jul-11	930	769	7/28/2011	8/26/2011	29
Jun-11	1039	827	6/28/2011	8/5/2011	38
May-11	974	768	5/27/2011	7/18/2011	52
Apr-11	1015	803	4/29/2011	6/13/2011	45
Mar-11	765	620	3/31/2011	5/12/2011	42
Feb-11	796	664	2/25/2011	3/30/2011	33
Jan-11	714	546	1/28/2011	3/10/2011	41
Dec-10	1029	825	12/29/2010	1/28/2011	30
Nov-10	995	812	11/23/2010	12/17/2010	24
Oct-10	856	691	10/29/2010	11/22/2010	24
Sep-10	817	653	9/29/2010	10/19/2010	20
Aug-10	792	638	8/27/2010	9/22/2010	26
Jul-10	690	530	7/30/2010	8/17/2010	18
Jun-10	931	761	6/29/2010	7/21/2010	22
May-10	1028	837	5/27/2010	6/15/2010	19
Apr-10	931	771	4/29/2010	5/25/2010	26
Mar-10	912	748	3/27/2010	4/28/2010	32
Feb-10	865	627	2/26/2010	3/30/2010	32
Jan-10	844	712	1/29/2010	3/13/2010	42
Dec-09	1085	912	12/23/2009	2/17/2010	56
Nov-09	859	708	11/25/2009	1/15/2010	51
Oct-09	1083	905	10/26/2009	12/22/2009	55
Sep-09	919	736	9/30/2009	11/23/2009	54
Aug-09	945	787	8/22/2009	10/30/2009	69
Jul-09	972	796	7/30/2009	9/25/2009	57

Additional Testing Information						
Month/Year	No Shows	Incompletes	Failed	Passed	Total Scheduled	Pass Rate
Aug-11	190	78	264	407	939	60.66%
Jul-11	161	89	289	391	930	57.50%
Jun-11	212	83	305	439	1039	59.01%
May-11	206	76	266	426	974	61.56%
Apr-11	212	71	307	425	803	58.06%
Mar-11	145	72	207	341	765	62.23%
Feb-11	132	59	244	361	796	59.67%
Jan-11	168	51	212	283	546	57.17%
Dec-10	204	84	288	453	1029	61.13%
Nov-10	183	43	276	493	995	64.11%
Oct-10	165	66	241	384	856	61.44%
Sep-10	164	64	238	351	817	59.59%
Aug-10	154	57	234	347	792	59.72%
Jul-10	160	64	208	258	690	55.36%
Jun-10	170	70	258	433	931	62.66%
May-10	191	65	321	451	1028	58.42%
Apr-10	160	73	123	431	931	61.75%
Mar-10	164	73	248	427	912	63.26%
Feb-10	238	80	194	353	865	64.53%
Jan-10	132	62	228	422	844	64.92%
Dec-09	173	236	274	402	1085	59.47%
Nov-09	151	77	263	368	859	58.32%
Oct-09	178	80	362	463	1083	56.12%
Sep-09	183	94	265	377	919	58.72%
Aug-09	158	82	289	416	945	59.01%
Jul-09	176	93	330	373	972	53.06%

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



**Department of Labor, Licensing and Regulation  
Division of Workforce Development and Adult Learning  
GED Testing Office**

Volume 5 Number 2  
Reporting Period August, 2011

**Demographic Information**

Month/Year	Gender		Total Scheduled
	Male	Female	
Aug-11	570	369	939
Jul-11	528	402	930
Jun-11	641	398	1039
May-11	591	383	974
Apr-11	650	365	1015
Mar-11	441	324	765
Feb-11	508	288	796
Jan-11	437	277	714
Dec-10	627	402	1029
Nov-10	621	374	995
Oct-10	568	288	856
Sep-10	470	347	817
Aug-10	500	292	792
Jul-10	408	282	690
Jun-10	600	331	931
May-10	608	420	1028
Apr-10	560	371	931
Mar-10	550	362	912
Feb-10	562	303	865
Jan-10	522	322	844
Dec-09	663	422	1085
Nov-09	507	352	859
Oct-09	716	367	1083
Sep-09	510	409	919
Aug-09	600	345	945
Jul-09	586	386	972

Month/Year	Race/Ethnicity							Total Scheduled
	Asian	Afri. American	Hisp/Latino	Nati. American	Pacific Islander	White	More Than One	
Aug-11	11	508	46	5	5	330	34	939
Jul-11	16	495	47	5	6	331	30	930
Jun-11	14	551	68	7	3	381	15	1039
May-11	13	541	53	5	0	339	23	974
Apr-11	19	546	44	8	4	367	27	1015
Mar-11	13	384	50	5	2	295	16	765
Feb-11	8	434	29	8	5	295	17	796
Jan-11	10	393	39	3	4	248	17	714
Dec-10	23	533	61	2	3	383	24	1029
Nov-10	22	499	58	4	1	381	30	995
Oct-10	14	406	50	5	2	356	23	856
Sep-10	19	399	58	7	5	311	18	817
Aug-10	12	419	48	5	4	287	17	792
Jul-10	14	350	34	4	2	273	13	690
Jun-10	10	499	39	4	4	355	20	931
May-10	17	543	63	7	5	375	18	1028
Apr-10	13	489	43	2	3	365	16	931
Mar-10	15	470	46	3	3	358	17	912
Feb-10	10	460	47	7	3	324	14	865
Jan-10	11	406	57	2	2	348	18	844
Dec-09	13	560	68	4	2	424	14	1085
Nov-09	7	460	44	6	2	323	17	859
Oct-09	14	549	57	7	4	434	18	1083
Sep-09	14	433	59	2	5	395	11	919
Aug-09	12	492	34	12	1	380	14	945
Jul-09	14	496	46	3	4	388	21	972



**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	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	Target	FY09	FY10	FY11
Press hits (print)	28	23	32	36	12.5%	34	32	36	68		203	329	399
Press Hits (web only pubs)	7	2	2	6	200.0%	4	2	6	8			67	56
Interviews (radio)	2	9	3	2	-33.3%	3	2	3	5		25	29	32
Interviews (television)	6	3	3	6	100.0%	5	3	6	9		44	66	80
Press releases issued	5	8	8	5	-37.5%	7	5	8	13		62	64	50
Outreach	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	Target	FY09	FY10	TOTAL
Public speaking	6	3	0	2	0.0%	1	0	2	2		98	57	39
Governance	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	Target	FY09	FY10	TOTAL
Board Appointments Completed	9	11	13	15	15.4%	10	0	15	30		62	70	91
Board vacancies	19	17	15	14	-6.7%	10	0	16					233
Board positions	241	241	241	241	0.0%	241	241	241					2886
Departmental Legislation	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	Target	FY09	FY10	TOTAL
Legislation Introduced	0	0	N/A	N/A	100%	#####	0	14	18		19	19	18
Legislation passed	0	0	N/A	N/A	100%	#####	0	7	7		14	17	7



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

Volume 5 Number 2  
 Reporting Period August, 2011

FAIR PRACTICES	MONTHLY REPORTING PERIODS					Fiscal Year To Date					FY COMPARISON		
	May-11	Jun-11	Jul-11	Aug-11	% Change	Avg	Min	Max	Total	Target	FY09	FY10	FY11
<b>Language accessibility</b>													
# of vital documents	249	249	249	249	0.0%	249.0	249	249			249	249	249
# translated in 1+languages	18	18	18	18	0.0%	18.0	18	18			18	18	18
Bilingual employees	44	44	44	44	0.0%	44.0	44	44			44	44	44
<b>Diversity</b>													
# of minority employees	822	819	819	813	-0.7%	816.0	813	819			778	791	813
% minority employees	50%	50%	50%	50%	-0.4%	50%	50%	50%			49.0%	49%	50.0%
# of minority managers	56	56	57	58	1.8%	57.5	57	58			46	46	53
% minority managers	31%	32%	32%	33%	1.9%	33%	32%	33%			27%	28%	30%
<b>DLLR Minorities by Job Families</b>													
# of Officials & Administrators (A)	56	56	57	58	1.8%	57.5	57	58			N/A	46	53
% Officials & Administrators	6.81%	6.84%	6.96%	7.13%	2.5%	7%	7%	7%			N/A	6%	7%
# of Professionals (B)	489	486	486	482	-0.8%	484.0	482	486			N/A	446	473
% Professionals	59.49%	59.34%	59.34%	59.29%	-0.1%	59%	59%	59%			N/A	56%	58%
# of Technicians (C.)	41	42	42	40	-4.8%	41.0	40	42			N/A	33	40
% Technicians	4.99%	5.13%	5.13%	4.92%	-4.1%	5%	5%	5%			N/A	4%	5%
# of Protective Service Workers (D)	18	18	18	18	0.0%	18.0	18	18			N/A	15	17
% Protective Service Workers	2.19%	2.20%	2.20%	2.21%	0.6%	2%	2%	2%			N/A	2%	2%
# of Paraprofessionals (E)	109	109	107	108	0.9%	107.5	107	108			N/A	111	114
% Paraprofessionals	13.26%	13.31%	13.06%	13.28%	1.7%	13%	13%	13%			N/A	14%	14%
# of Administrative Support (including clerical & sales)	98	97	97	96	-1.0%	96.5	96	97			N/A	102	99
% Administrative Support (including clerical & sales)	11.92%	11.84%	11.84%	11.81%	-0.3%	12%	12%	12%			N/A	13%	12%
# of Skilled Craft Workers (G)	10	10	10	9	-10.0%	9.5	9	10			N/A	10	10
% Skilled Craft Workers	1.22%	1.22%	1.22%	1.11%	-9.1%	1%	1%	1%			N/A	1%	1%
# of Service-Maintenance (H)	1	1	2	2	0.0%	2.0	2	2			N/A	0	1
% Service-Maintenance	0.12%	0.12%	0.24%	0.25%	2.5%	0%	0%	0%			N/A	0%	0%
<b>DISCRIMINATION COMPLAINTS (Internal)</b>													
# of Disparate Treatment Complaints	1	0	0	0	0.0%	0.0	0	0	0		N/A	4	14
# of Sexual Harassment	0	0	0	0	0.0%	0.0	0	0	0		N/A	1	1
# of Age Discrimination	0	0	0	0	0.0%	0.0	0	0	0		N/A	1	0
# of Hostile Work Environment	1	0	0	0	0.0%	0.0	0	0	0		N/A	3	7
EEO Complaints against DLLR	0	0	0	0	0.0%	0.0	0	0	0		N/A	5	12
EEO Investigations completed	0	0	0	0	0.0%	0.0	0	0	0		N/A	5	8
<b>Total EEO Complaints rec'd</b>	2	0	0	0	0.0%	0.0	0	0	0		N/A	11	18
<b>DISCRIMINATION CLAIMS (External)</b>													
EEOC Decisions Pending	4	4	4	3	-25.0%	3.5	3	4	7		N/A	34	38
EEOC Decisions	0	0	0	1	100%	0.5	0	1	1		N/A	2	1
EEOC/MCHR withdrawal	0	0	0	0	0.0%	0.0	0	0	0		N/A	1	1
<b>MEDIATIONS</b>													
Mediation	0	0	0	0	0.0%	0.0	0	0	0		N/A	0	5
<b>TRAININGS</b>													
Diversity Awareness Attendees	0	0	0	0	0.0%	0.0	0	0	0		N/A	0	0
Fair Practices Management Attendees	0	0	0	0	0.0%	0.0	0	0	0		N/A	524	323
Sexual Harassment Attendees	0	0	0	0	0.0%	0.0	0	0	0		N/A	0	0
<b>Total # of Trainings</b>	0	0	0	0	0.0%	0.0	0	0	0		N/A	34	12