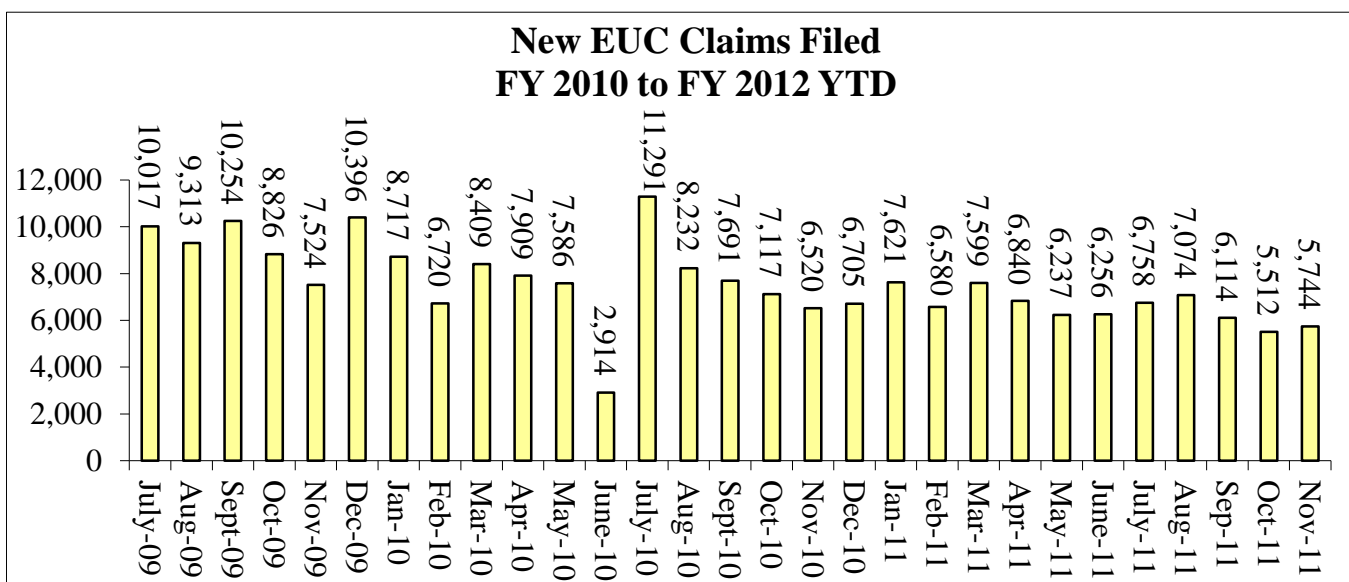


## Meeting Summary

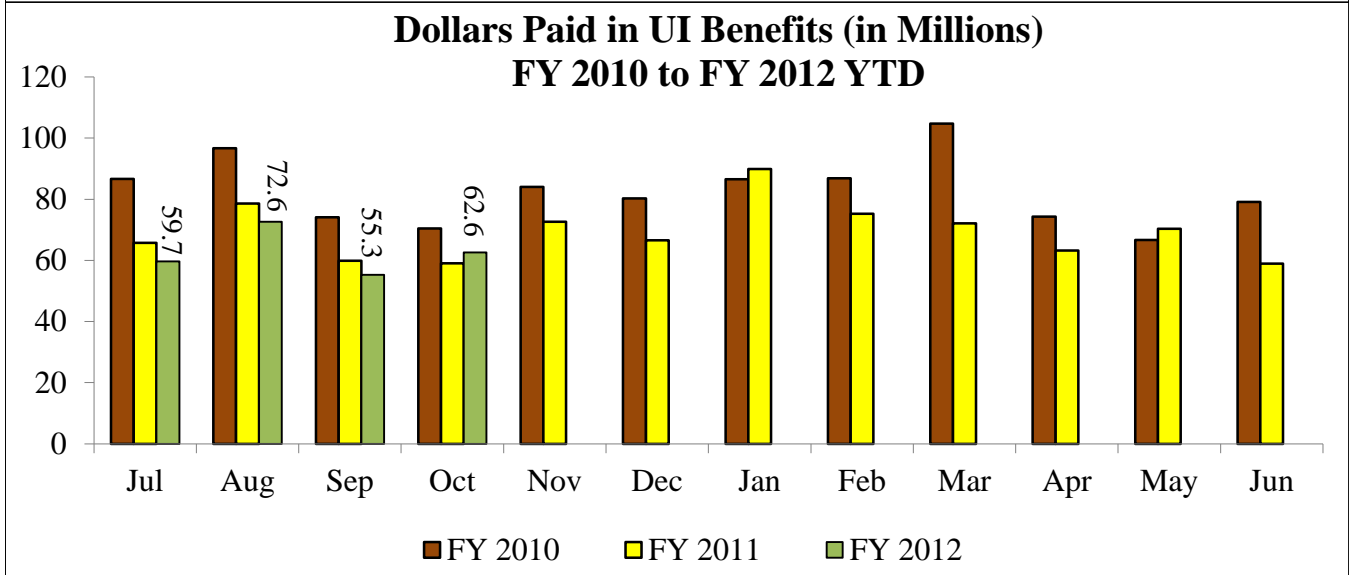
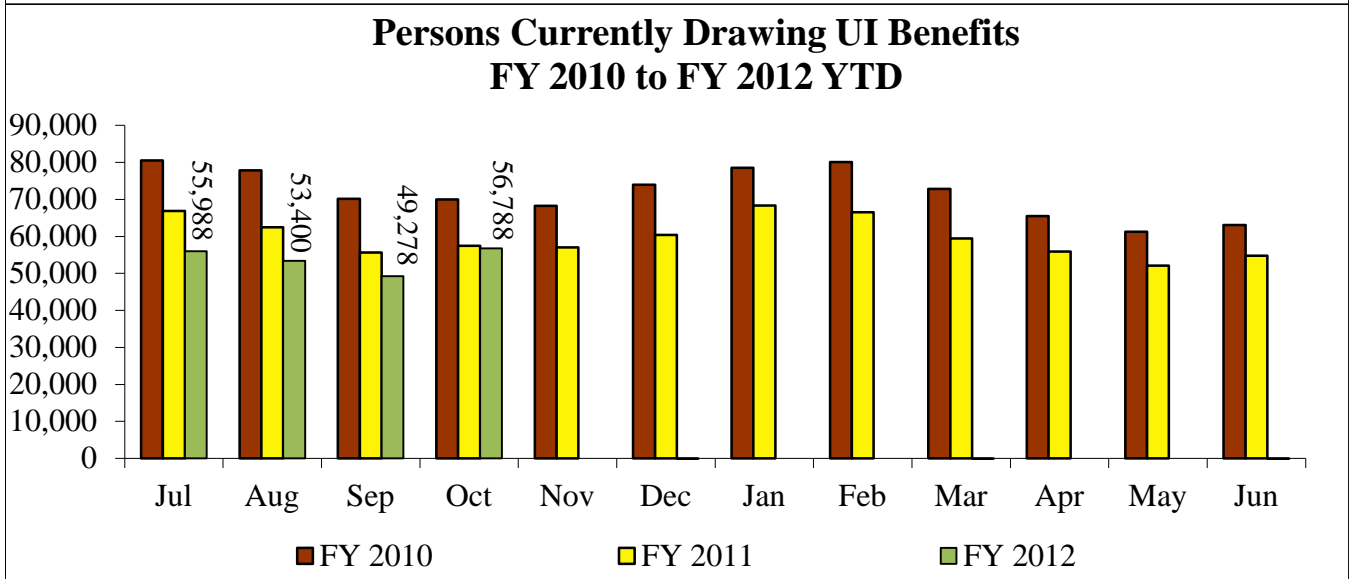
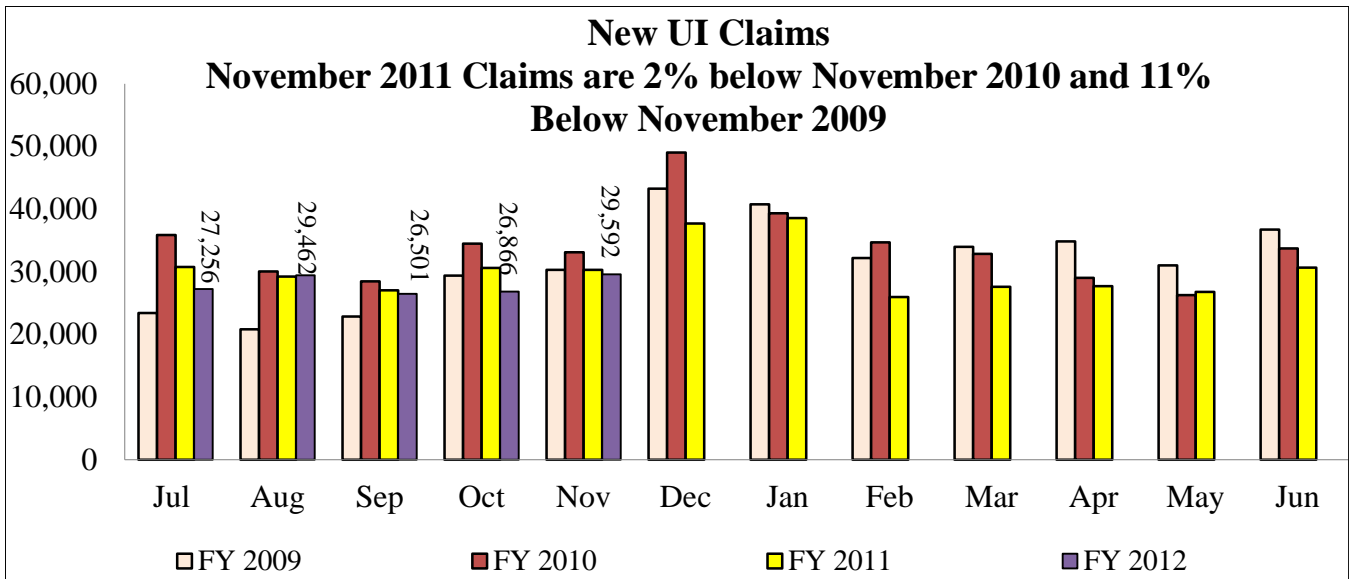
The following is a summary of the issues discussed at the Department of Labor, Licensing and Regulation (DLLR) Stat held on December 8<sup>th</sup>, 2011. Analysis is provided by StateStat.

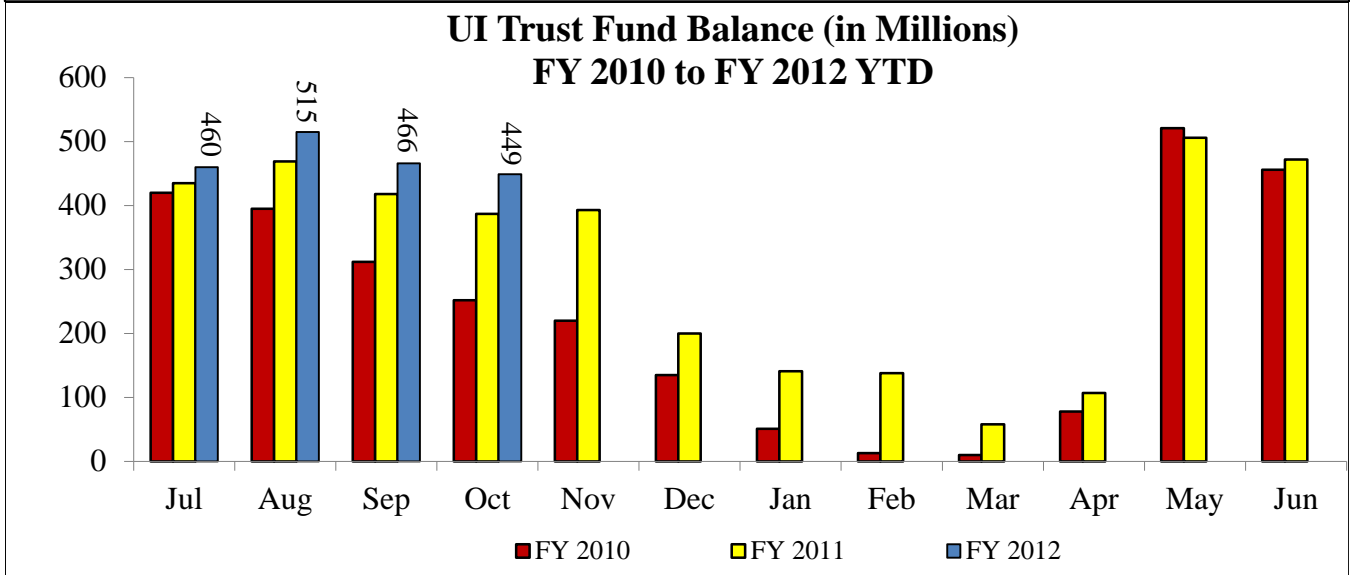
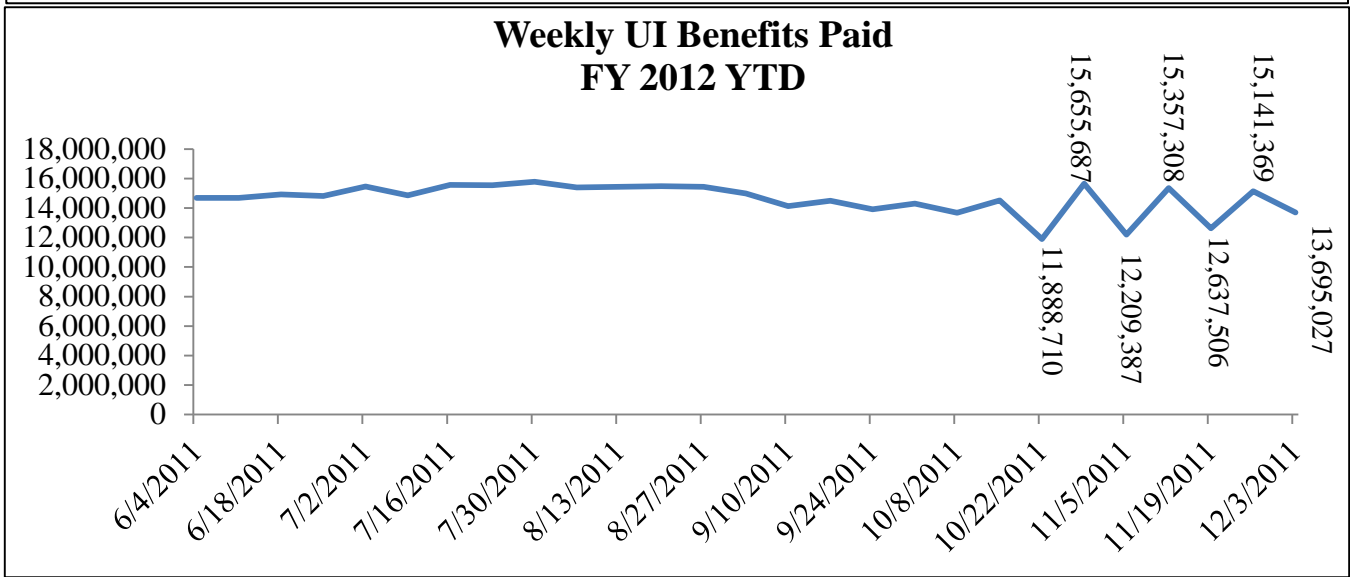
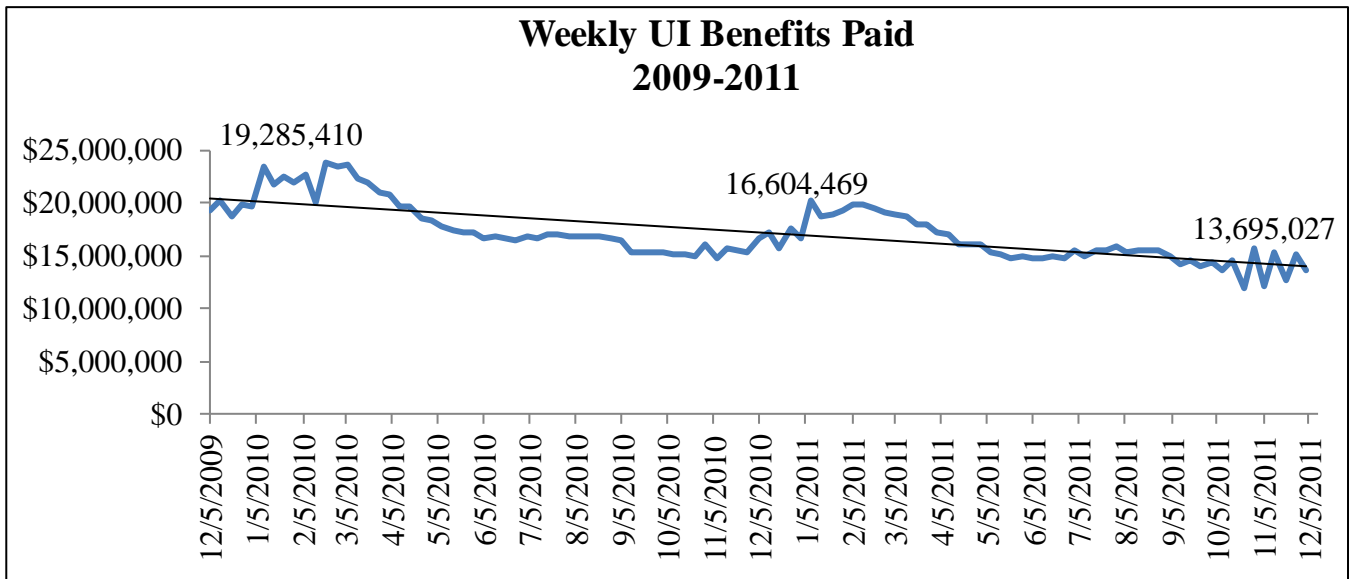
### Unemployment Insurance

- **Extended Benefits.** Since October 2<sup>nd</sup>, 2011, the Maryland Unemployment Insurance Law has provided for an additional thirteen weeks of unemployment insurance benefits, known as the Extended Benefits (EB) program. The EB program may provide the additional weeks of benefits to individuals who have exhausted their 47 weeks of Emergency Unemployment Compensation (EUC) benefits. However, Congress must approve funding for the EUC and EB benefits before the end of the year for benefits to continue. In FY 2012 YTD, 25,458 new EUC claims have been filed.
  - The agency responded that it has reached out to Marylanders who would be affected if the EUC was not extended, and will continue to take paper claims as it has done in the past.



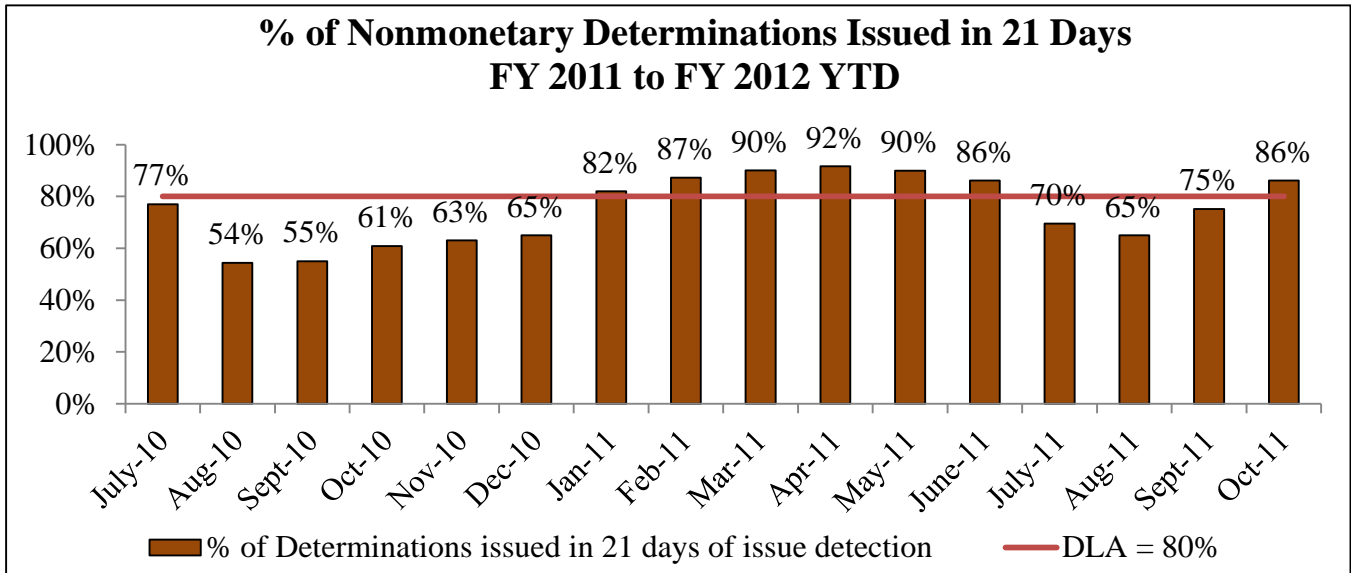
- **Key Metrics.** New UI claims in November 2011 were two percent below November 2010 and 11 percent below November 2009. In October 2011, persons currently drawing UI benefits increased following a drop in September. Dollars paid in UI benefits increased in October. Benefits paid the week of 12/5/2011 were 18 percent below the comparable week in 2010 and 29 percent below the comparable week in 2009. Beginning the week of 10/22/2011, weekly benefits paid decreased sharply to \$11 million, and then began fluctuating weekly. The UI trust fund balance decreased slightly in October, a pattern that has occurred in previous years.
  - Ideally, new claims will remain at or below 2011 levels. Claims generally increase in December because seasonal jobs end, such as those in construction. In September, school-related employment begins again, which may explain the drop in persons currently drawing benefits.



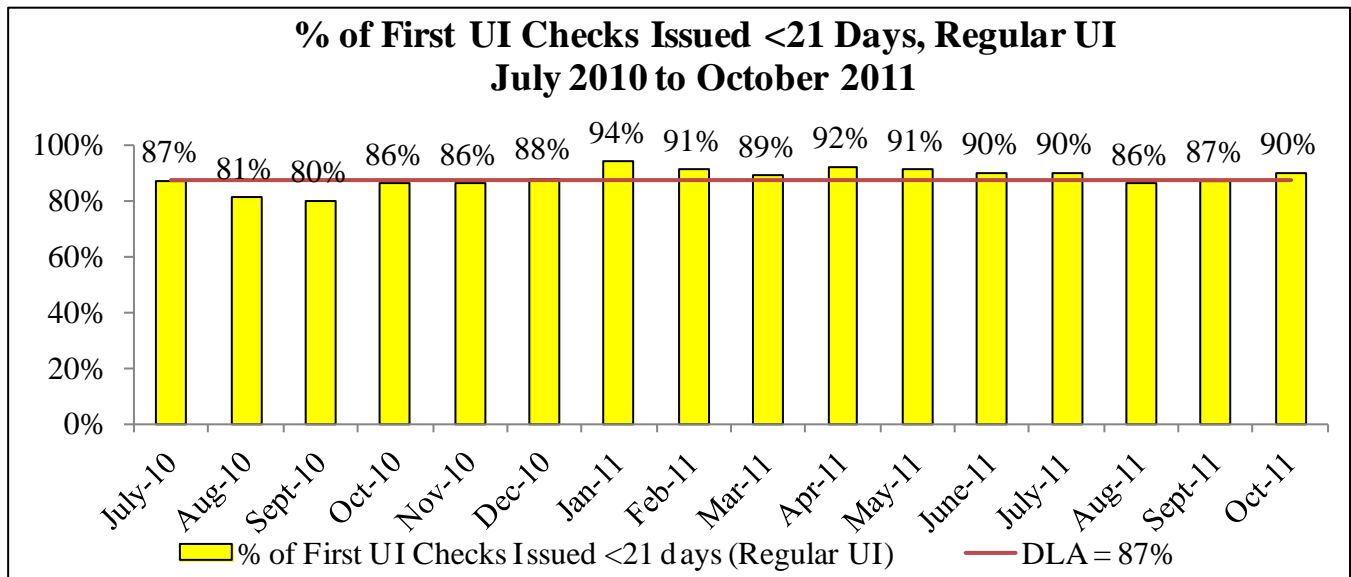


- Percent of Nonmonetary Determinations Issued in 21 Days.** As discussed at the previous DLLR Stat, the percent of nonmonetary determinations issued within 21 days of detection of an issue had been decreasing due to the volume of claims and local issues. DLLR reported that it was following an active plan to review

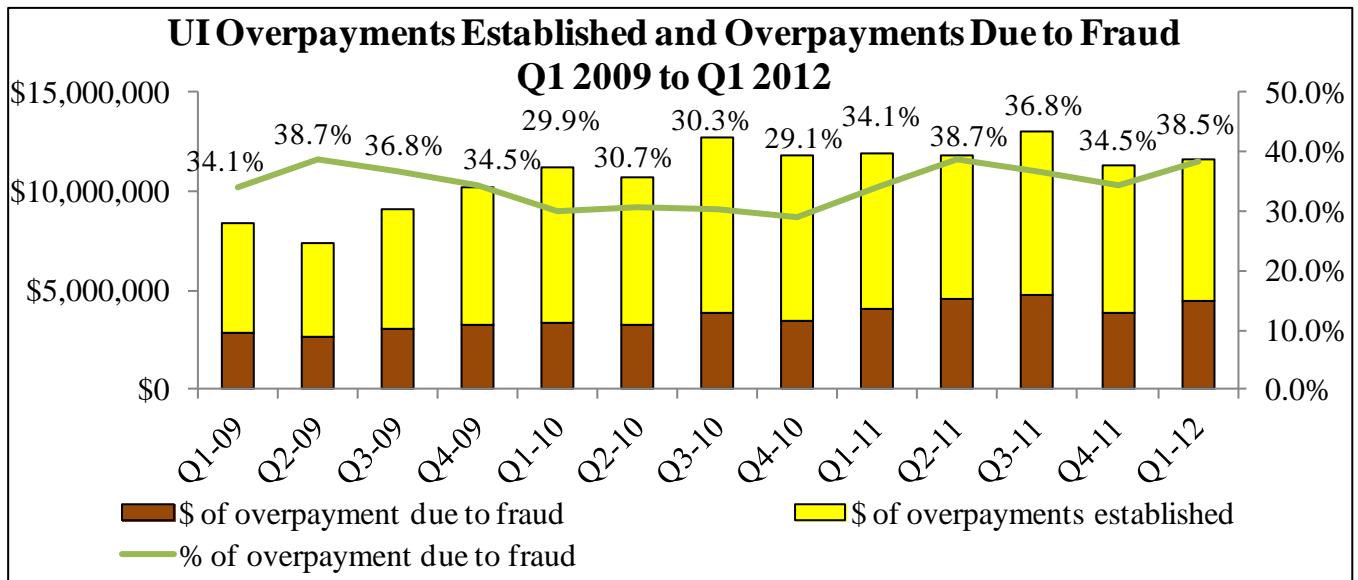
the data weekly. In October, the percent of nonmonetary determinations issued in 21 days increased to 86 percent, above the UDSOL desired level of achievement.



- First UI Checks Issued in Under 21 Days.** As the agency predicted at the previous DLLR Stat, the percent of first UI checks issued in under 21 days increased in September. The decline to 86 percent in August was due to the increased number of claims in that month. The agency reported that this metric may be around 87 percent in November.



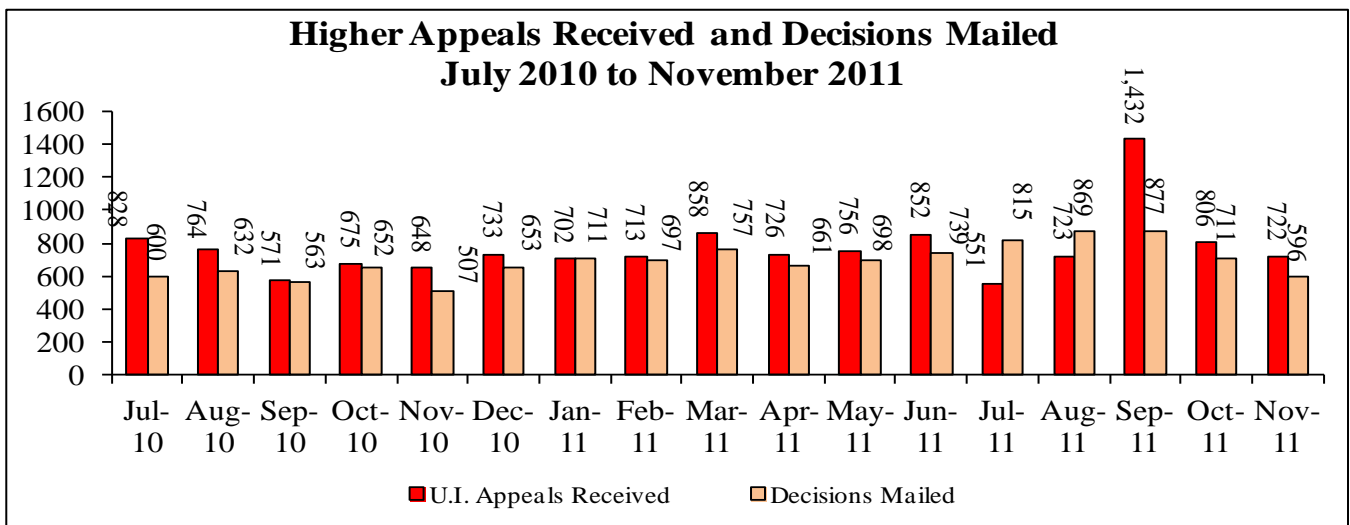
- Overpayments.** The percent of overpayments per total benefit payout increased slightly in Q1 FY 2012, but has remained below the national average, which is above ten percent and has recently increased. The percent of overpayments due to fraud increased to 38.5 percent in Q1 2012, the highest percentage since Q2 2009, after a decline in Q4 2011. Further, the dollar amount of overpayments recovered decreased in Q1 2012.



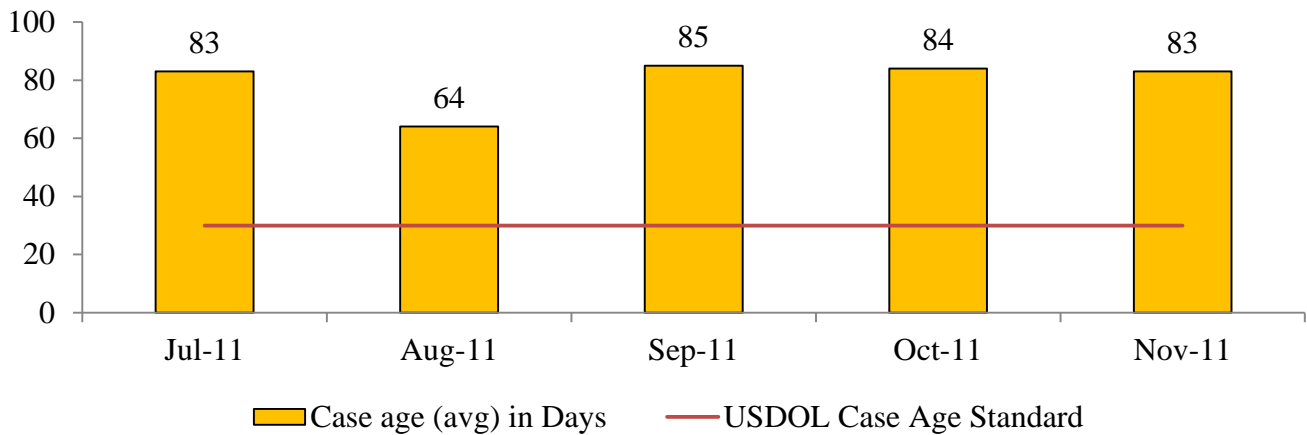
- Division of Unemployment Insurance Signs Agreement with Vermont, West Virginia:** Maryland has joined Vermont and West Virginia in a consortium to jointly address and improve the information technology used for unemployment insurance. The US Department of Labor has awarded \$6 million in funding for the three states through 2013 to conduct a thorough requirements analysis. The states will work independently and collaboratively, sharing best practices and ultimately laying out the requirements for an integrated Benefit, Tax and Appeals Unemployment Insurance System. This is a long term solution. DLLR and the Governor’s Office will be meeting soon to discuss short term IT solutions.

**Unemployment Insurance Appeals**

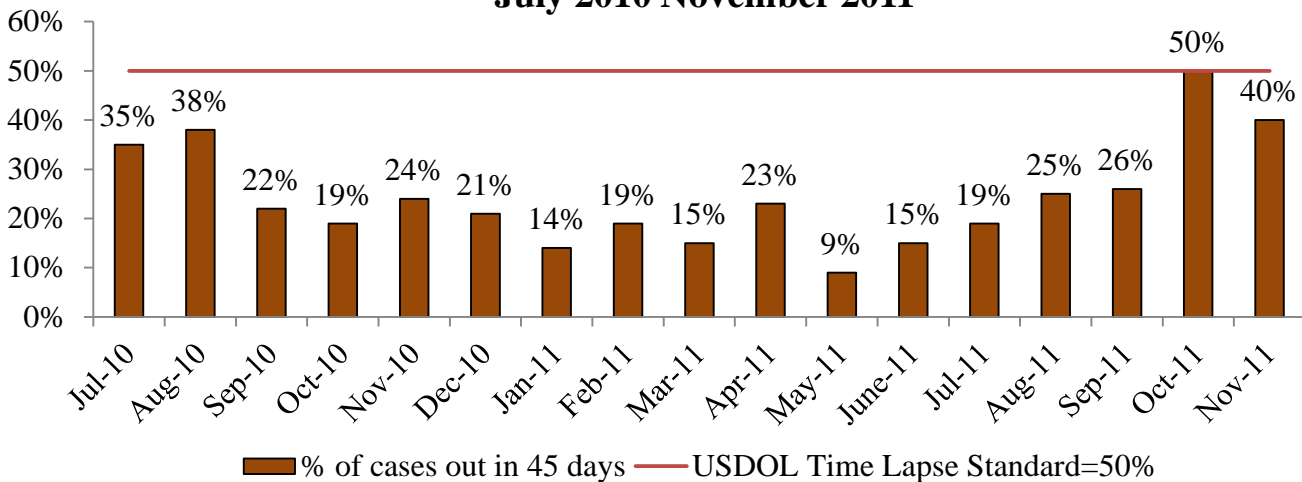
- Higher Appeals.** Higher Appeals received and decisions mailed decreased in October and November after the jump in September caused by the 764 claims from the Verizon labor dispute. Meanwhile, the case age has averaged 80 days in FY 2012 YTD, which is double the USDOL case age standard of 40 days. The time lapse data increased slightly in October 2011 for percent of cases out in 45 and 75 days.
  - The Board reported that its primary focus will be case age. The Board is working to finalize the Verizon cases.



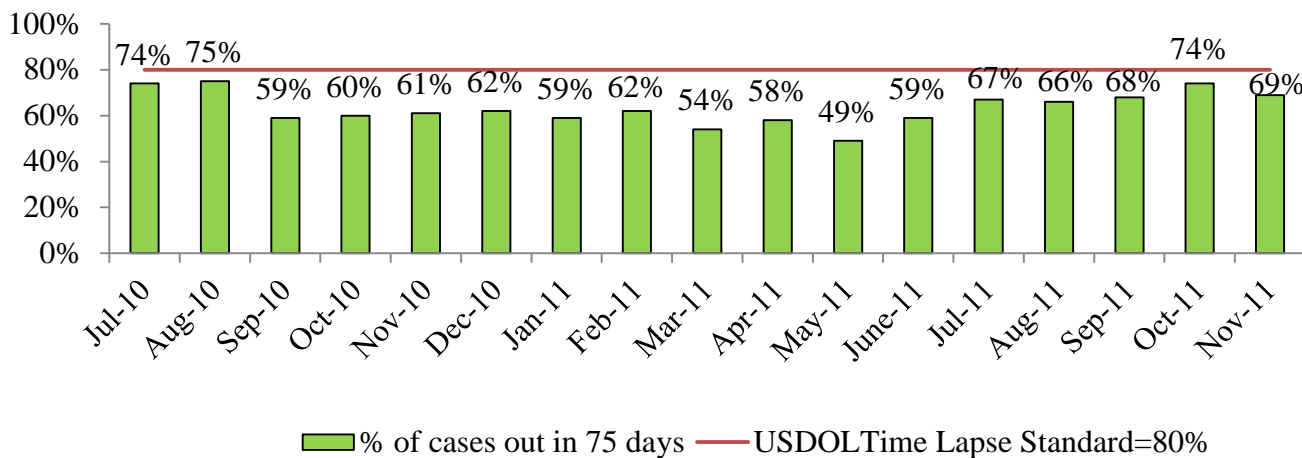
### Higher Appeals Case Age Average, Days FY 2012 YTD



### % of Cases out in 45 Days, Higher Appeals July 2010 November 2011

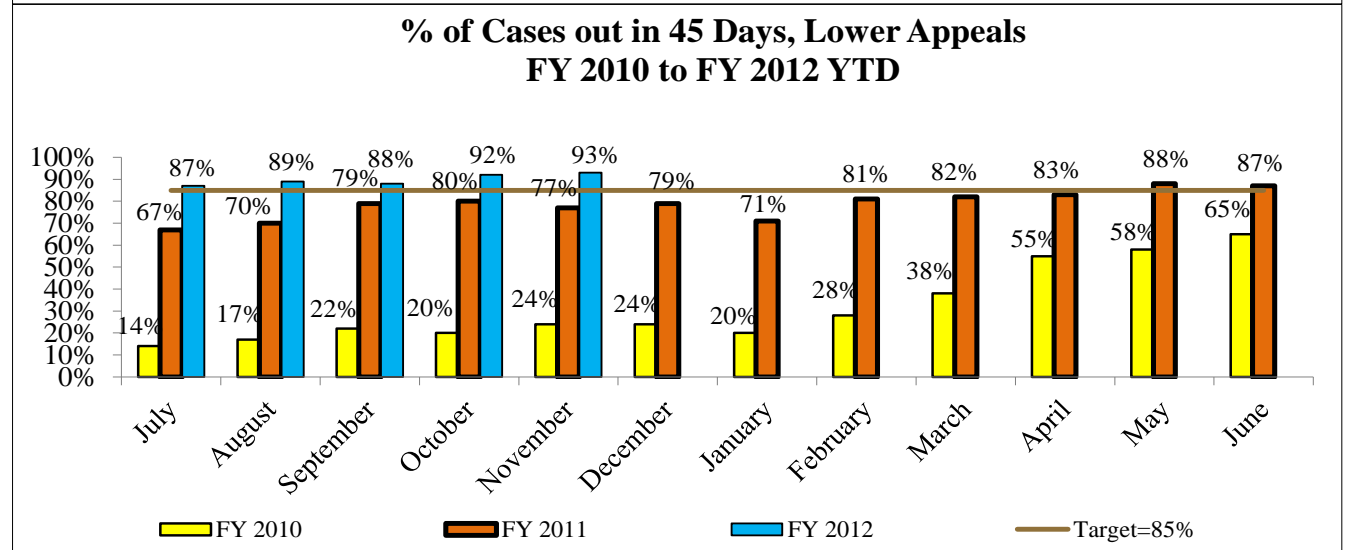
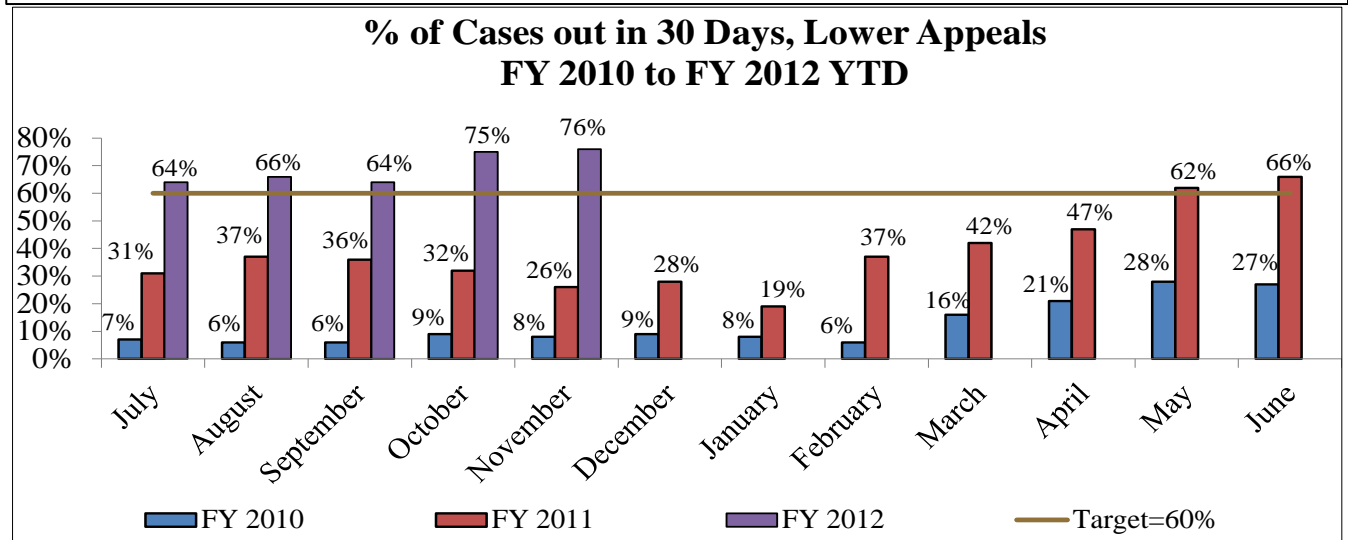
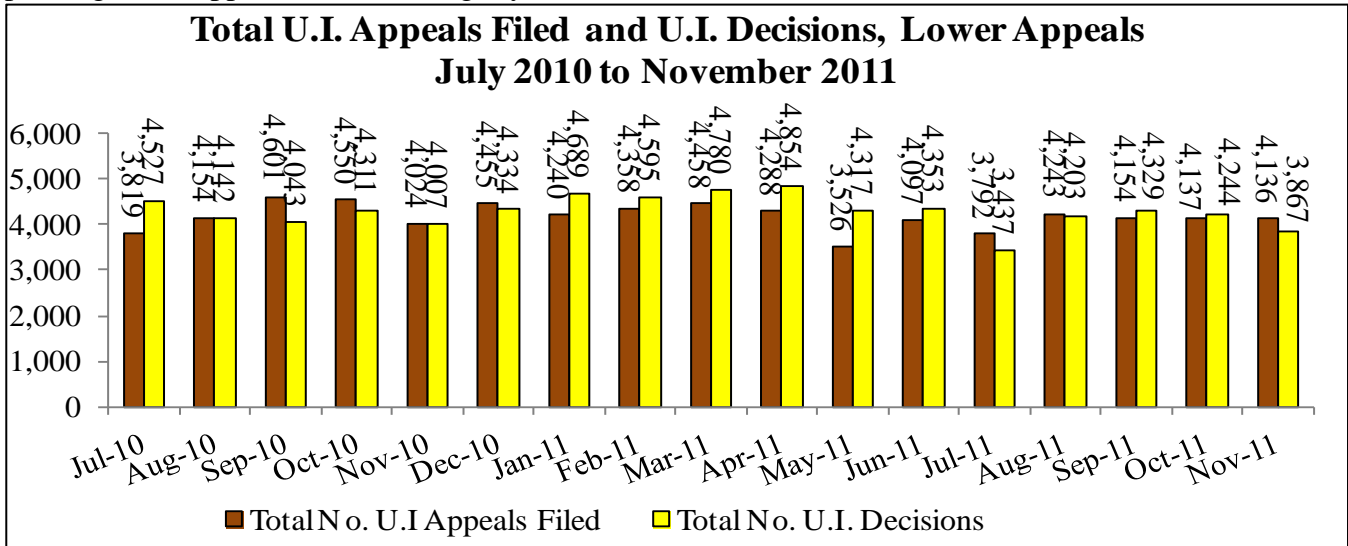


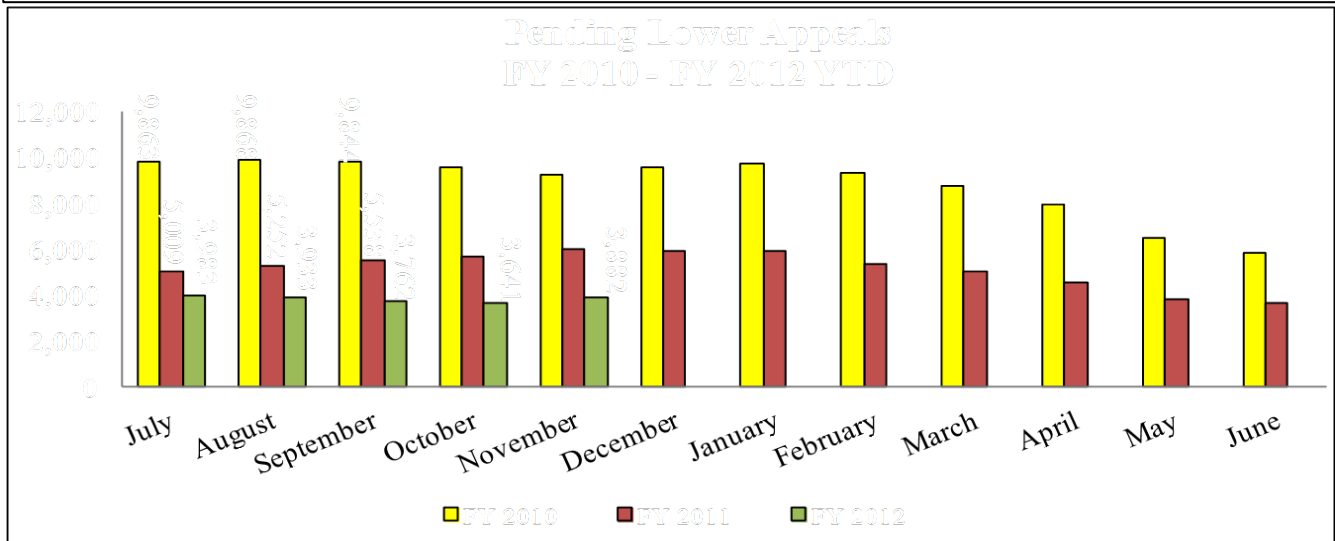
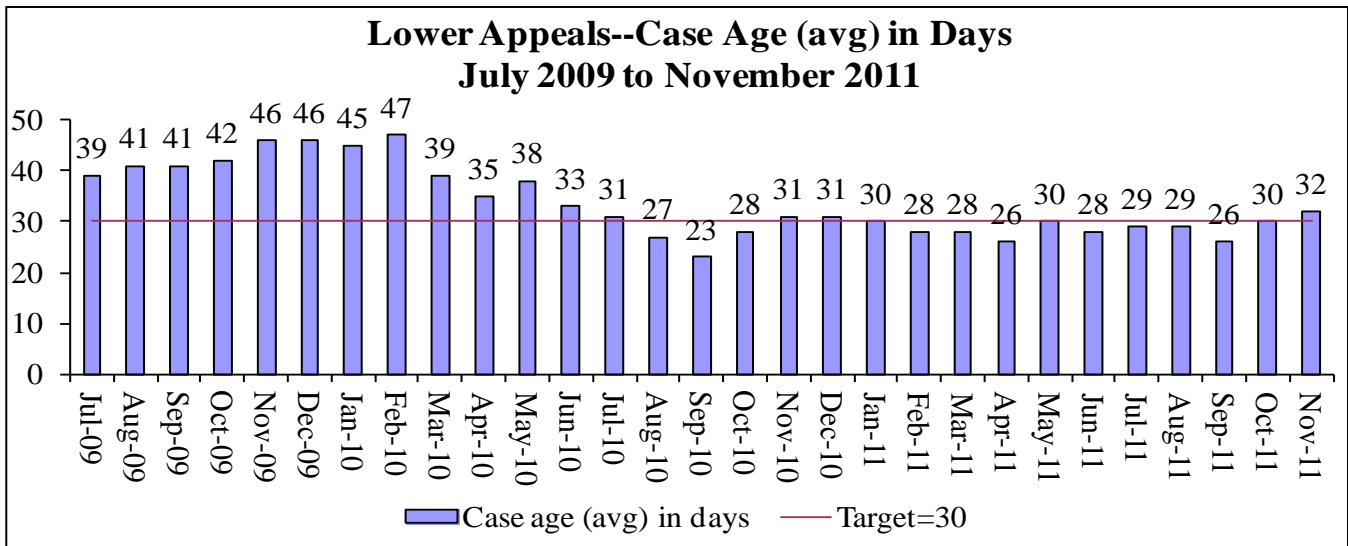
### % of Cases out in 75 Days, Higher Appeals July 2010 to November 2011



- Lower Appeals.** The number of Lower Appeals decisions filed remained roughly equal to the number of appeals received in November, although decisions dropped below 4,000. The time lapse data improved markedly; the percent of cases out in 30 days increased to 76 in November, while the percent of cases out in

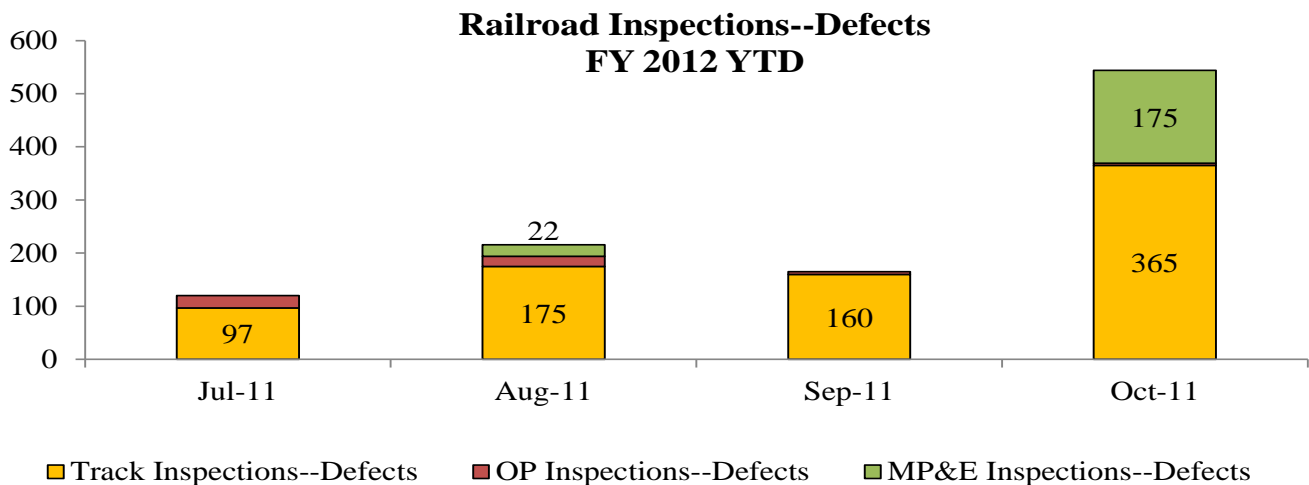
45 days increased to 93 percent in that month. However, the average case age increased to 32, while pending lower appeals increased slightly in November.





**Labor and Industry**

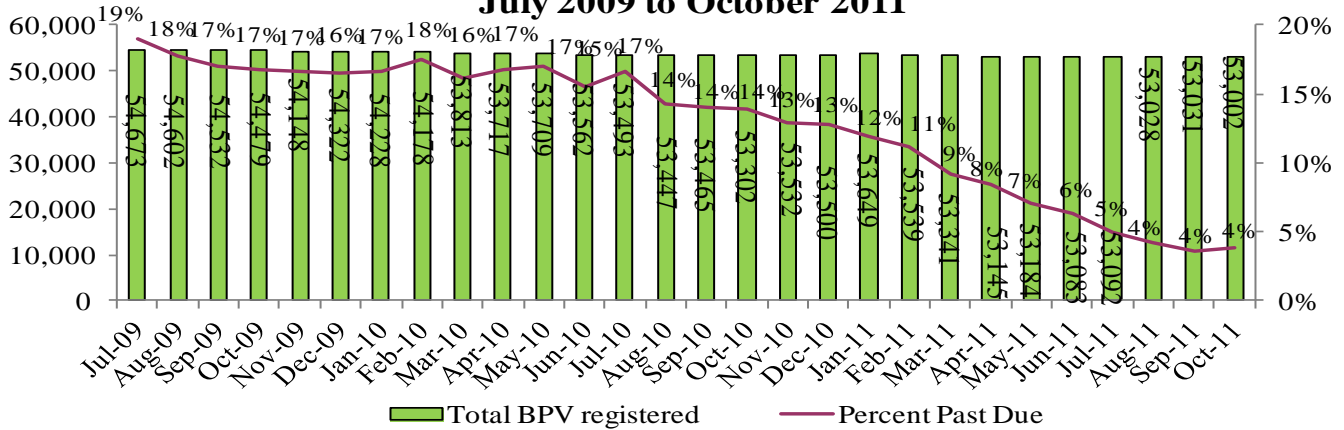
- Railroad Inspections.** Railroad defects spiked to 544 in October 2011, driven by motive power and equipment (MP&E) inspections. The agency reported that this is because DLLR performed more inspections since the weather has improved, and that those tracks were more heavily trafficked.



- Boiler and Pressure Vessels (BPV).** DLLR reported that the agency is working with the insurance companies to help them achieve the 18-month goal to reduce overdue inspections. Specifically, the agency

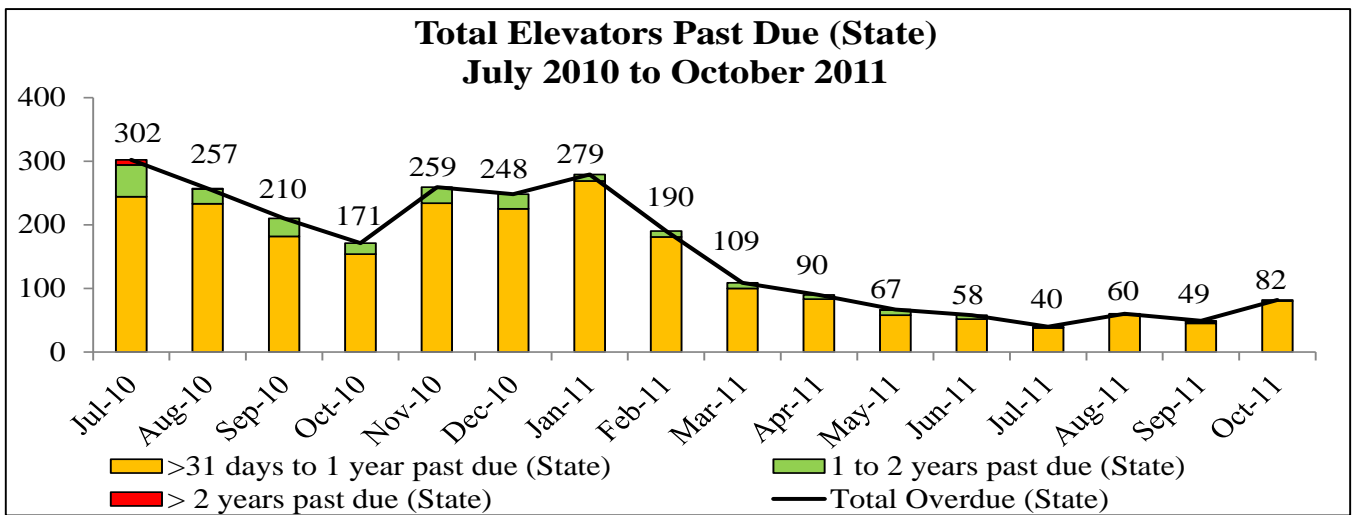
mentioned that the Commissioner of Labor and Industry was meeting Hartford Steam Boiler, which had the highest number of overdue BPV objects. The agency reported that these meetings happen frequently, and that this particular meeting was to discuss reconciling data that comes from two different databases.

### Total BPV Registered and Percent Insured Past Due July 2009 to October 2011



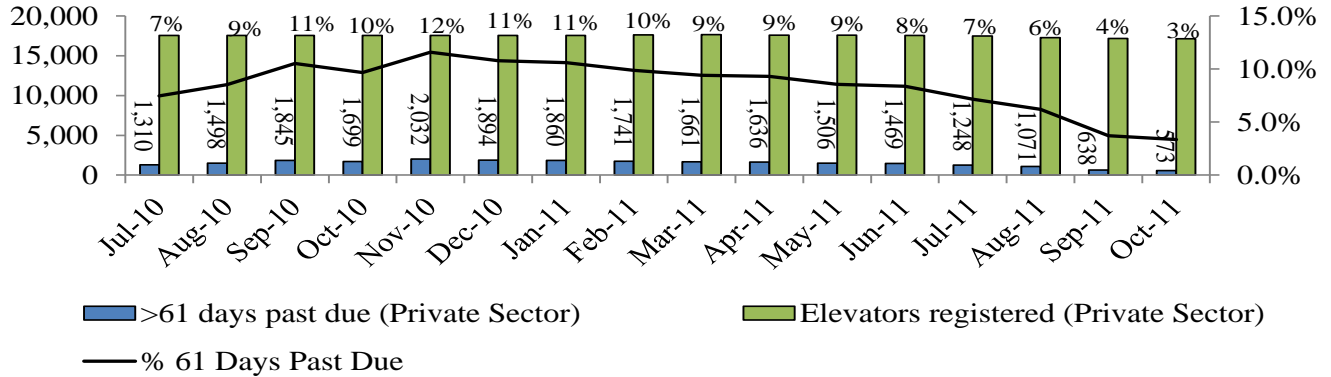
- Elevator Inspections (State).** The number of overdue elevator inspections under DLLR’s purview has declined dramatically, although the total backlog increased slightly in October. Nevertheless, there were zero elevators that were one to two years past due reported in October, for the first time since June 2011. The agency explained that all of the overdue state elevators are scheduled for inspection. In October several elevators became due at once, which happens often and explains the increase in October.

### Total Elevators Past Due (State) July 2010 to October 2011



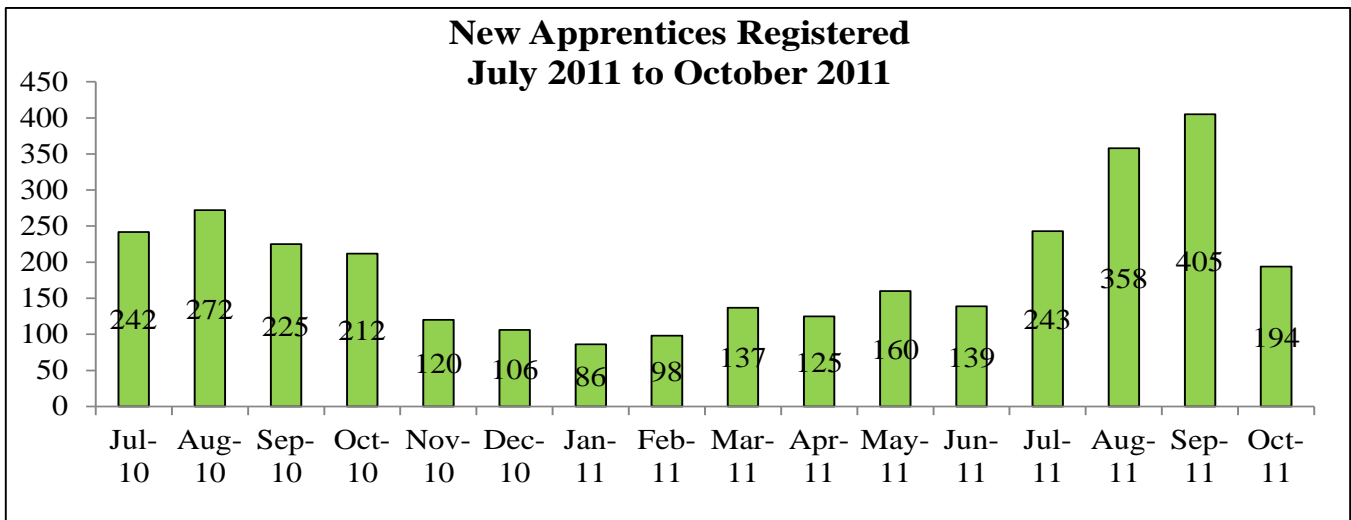
- Elevator Inspections (Privately Owned).** The percentage of privately owned elevators that are more than 61 days past due is at three percent after its fourth consecutive month of decline. Total elevator inspections also increased in October. Approximately ¼ of the privately owned elevators overdue 61 days or more have a notice posted that the equipment is unsafe. This is more effective than methods the agency has tried in the past.

**Elevators >61 Days Past Due (Privately Owned)  
July 2010 to October 2011**



- Apprentices Registered.** As discussed previously, 1,457 apprentices graduated in FY 2011, the highest number in 20 years. DLLR noted in its follow up memo that the most meaningful way to track the outcomes/efficacy of the agency’s navigator/program development activity is by the number of new apprentices registered. In September new apprentices registered spiked to 405, before decreasing in October. Sponsors vary in when they recruit, and some jobs are seasonal.

**New Apprentices Registered  
July 2011 to October 2011**



**Financial Regulation**

- Fines, Recoveries and Collection.** In October, enforcement fines collected increased to \$115,300; of the total, \$112,800 in fines came from East Side Lenders, which engaged in unlicensed consumer lending activities.

**Enforcement Fines  
FY 2012 YTD**

