

Department of Labor, Licensing and Regulation

MISSION

The Maryland Department of Labor, Licensing and Regulation (DLLR) is committed to safeguarding and protecting Marylanders. We're proud to support the economic stability of the state by providing businesses, the workforce and the consuming public with high quality customer-focused regulatory, employment and training services.

VISION

The Maryland Department of Labor, Licensing and Regulation continues to change Maryland for the better by providing a predictable and inclusive regulatory environment through efficient and responsive processes. DLLR safeguards Maryland's work environments through outreach and educational programs, by establishing partnerships and encouraging ongoing improvements in workplace safety and health. We're fostering economic growth through our collaborative, comprehensive employment and job training programs that best ensure Maryland workers have the skills Maryland employers need to succeed and grow into the future. Our vision for Maryland drives the work of the Department's employees each and every day.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To support Maryland's economic vibrancy by fostering a comprehensive, cohesive and collaborative workforce creation and adult education system that is supportive of the needs of both job seekers and the business community.

- Obj. 1.1** During fiscal year 2017, 80 percent of unemployed or underemployed Employment Advancement Right Now (EARN) Maryland participants will be placed into employment.
- Obj. 1.2** During fiscal year 2017, 80 percent of EARN Maryland incumbent participants will acquire a new credential, certification or skill as a result of participation in EARN Maryland training.
- Obj. 1.3** Annually review registered apprenticeship training programs for compliance with standards set by law and regulation.
- Obj. 1.4** Technical assistance provided to employers will result in 10 or more new apprenticeship programs being developed and 5 or more inactive apprenticeship programs being reactivated annually.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Percentage of EARN Maryland participants placed into employment	N/A	N/A	N/A	N/A	77%	80%	80%
Percentage of EARN Maryland incumbent participants	N/A	N/A	N/A	N/A	94%	80%	80%
Number of existing registered apprenticeship programs	438	422	413	413	415	438	438
Number of technical assistance contacts	760	1,022	1,376	1,410	816	900	900
Number of program reviews	68	43	31	5	2	50	50
Number of new programs	9	10	8	6	6	10	10
Number of reactivated programs	2	1	4	1	-	5	5

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- Obj. 1.5** Maintain the percent of Workforce Innovation and Opportunity Act (WIOA) adult program participants who enter employment at a rate that meets or exceeds the Federal standard.
- Obj. 1.6** Annually maintain the percent of WIOA youth program participants who enter employment or education at a rate that meets or exceeds the Federal standard.
- Obj. 1.7** During fiscal year 2017, maintain the number of WIOA adult program participants who will remain employed six months after the end of their program services at a rate that meets or exceeds the Federal standard.
- Obj. 1.8** By June 30, 2017, the number of students earning Adult Basic Literacy or Adult Intermediate certificates (low or high), Maryland high school diploma, or a transitional certificate will increase to meet standards established by the Education and Workforce Training Coordinating Council for Correctional Institutions (EWTCCCI).
- Obj. 1.9** By June 30, 2017, the number of students earning an occupational program completion certificate will increase to meet the standard established by EWTCCCI.
- Obj. 1.10** By June 30, 2017, increase the percent of out-of-school youths and adults achieving the targeted annual performance measures established by WIOA for literacy level advancement and earning a Maryland High School Diploma by Examination.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Entered employment rate of adult participants	77%	82%	80%	80%	79%	82%	N/A
Youth participant placement in employment or education	74%	80%	79%	77%	78%	73%	N/A
Employment retention rate	88%	88%	90%	88%	91%	89%	N/A
Total students served per year	7,765	8,062	8,069	7,085	6,762	7,000	7,025
Students who earn an Adult Basic Literacy certificate	722	738	690	614	653	675	690
Number of students who earn an Intermediate Low certificate	1,139	1,012	897	885	756	775	800
Number of students who earn an Intermediate High certificate	736	717	780	657	825	825	825
Number of students who earn a high school diploma	702	648	692	482	220	360	400
Number of students who earn a transitional certificate	3,451	3,506	2,998	3,124	3,457	3,460	3,475
Number of occupational certificates earned	850	786	875	990	916	925	950
Number of national certificates issued	652	696	815	852	667	670	675
Total students served per year	41,780	38,826	39,584	39,070	36,030	36,000	36,000
Number of GED applicants tested	8,492	9,884	9,976	8,727	5,590	5,600	5,600
Learner Persistence Rate	67%	65%	65%	47%	39%	40%	40%
Number of High School Diplomas by Examination awarded	5,144	5,698	5,790	4,989	2,187	2,500	2,600
Percent advancing a literacy level	63%	62%	59%	54%	51%	54%	55%
GED pass rate	61%	58%	57%	52%	63%	67%	70%
Percent of adult secondary students receiving a High School Diploma	69%	74%	72%	57%	44%	57%	57%

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Goal 2. To provide a worker safety net to promptly and accurately provide Unemployment Insurance (UI) benefits to qualified individuals and to collect employer taxes to fund the benefits.

Obj. 2.1 During fiscal year 2017, reduce the average age of an unemployment insurance case pending before the Board of Appeals to 40 days.

Obj. 2.2 During fiscal year 2017, process 85 percent of unemployment insurance appeals at the Hearing Examiner's level within 45 days.

Obj. 2.3 During fiscal year 2017, have at least 85 percent of the cases that are evaluated pass the Federal Hearing Examiner Evaluations with a score of 80 percent or higher.

Obj. 2.4 During fiscal year 2017, pay 87 percent of Federal first payment UI intrastate initial claims within 21 days.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Average age of a case pending before the Board	74	71	58	51	73	60	40
Percent of UI appeals processed within 45 days	79%	83%	91%	90%	96%	96%	96%
Number of cases evaluated	160	160	160	160	120	80	80
Percentage of cases passing (score of 80 percent or higher)	93%	94%	99%	95%	94%	95%	95%
Intrastate initial claims paid within 21 days	88%	90%	89%	89%	91%	92%	92%

Goal 3. To improve workplace safety and health for all workers in the State of Maryland and prevent injuries and save lives of individuals using railroads, elevators, escalators, boilers, pressure vessels, and amusement rides in the State.

Obj. 3.1 Annually ensure Maryland's average private sector DART (days away from work, days of restricted activity) rate remains within 15% of the U.S. private sector DART rate average.

Obj. 3.2 Annually ensure formal complaint inspections are initiated within an average of five days of notification.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Number of inspections/investigations opened	1,817	1,734	1,909	1,874	1,650	1,750	1,810
Number of hazards identified	6,826	7,174	7,651	6,710	4,596	5,120	6,120
National DART rate average of injuries and illnesses	1.8	1.8	1.7	1.7	N/A	N/A	N/A
Maryland DART rate average of injuries and illnesses	1.6	1.6	1.5	1.7	N/A	N/A	N/A
Number of formal complaints investigated	140	147	124	119	106	110	110
Average number of days to initiate inspection of formal complaints	3.65	3.34	3.7	2.8	2.8	2.9	2.9

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Obj. 3.3 Annually at least 90 percent of Maryland Occupational Safety and Health (MOSH) safety and health training survey respondents rate the services received as satisfactory.

Obj. 3.4 Annually at least 90 percent of consultation survey respondents rate the services received as satisfactory.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Number of individuals attending safety and health seminars	5,807	5,930	5,690	6,352	4,952	5,000	5,000
Percent of individuals who rate overall services received as satisfactory	92%	94%	92%	93%	95%	95%	95%
Number of consultation visits conducted	253	278	315	332	387	307	307
Percent of employers who rate consultation services received as satisfactory	91%	95%	100%	100%	100%	100%	100%

Obj. 3.5 During fiscal year 2017, maintain the incidence of accidents/injuries at no more than 18 for those accidents that involve covered railroad disciplines.

Obj. 3.6 Reduce serious injuries from amusement rides to no more than three during fiscal year 2017.

Obj. 3.7 Reduce serious injuries from elevators, escalators and lifts to no more than four during fiscal year 2017.

Obj. 3.8 Reduce serious injuries from boilers and pressure vessels (BPV) to no more than two during fiscal year 2017.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Total railroad accidents/incidents investigated	8	9	11	10	6	10	10
Track inspections	376	331	362	294	354	350	350
Operating inspections	108	116	122	146	115	120	120
Motive Power and Equipment (MP&E) inspections	4	148	199	199	206	150	150
Number of amusement ride inspections	5,473	5,891	4,903	6,455	6,534	6,500	6,500
Serious amusement ride injuries	3	4	6	-	2	4	4
Number of elevator inspections (State)	10,212	13,404	11,531	9,938	8,513	10,000	10,800
Number of elevator inspections (third party QEI)	20,961	21,834	21,432	21,154	21,938	21,500	22,300
Total units inspected	31,173	35,238	32,963	31,092	30,451	31,500	33,100
Serious elevator injuries	4	3	4	3	2	4	4
Number of BPV inspections conducted by State inspectors	7,308	5,371	5,106	4,798	4,200	4,500	4,500
Number of inspected boilers and pressure vessels by insurance	28,138	26,248	30,920	27,559	32,025	32,000	32,000
Total units inspected	35,285	31,629	36,026	32,357	36,225	37,000	37,000
Serious boiler/pressure vessel injuries	1	-	1	-	1	2	2

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Goal 4. To protect workers and employers through the effective enforcement of wage laws to ensure a level playing field and that workers receive the wages and protections they are due.

Obj. 4.1 In fiscal year 2017, reach disposition on 75 percent of wage claims filed within 90 calendar days.

Obj. 4.2 During fiscal year 2017, initiate an investigation on 90 percent of referrals of improperly classified employees working in construction and landscaping industries within 30 days of reception.

Obj. 4.3 During fiscal year 2017, reduce the dollar amount of underpayments recovered on prevailing wage projects to \$553 per project.

Obj. 4.4 Annually maintain the percentage of workers found to be owed wages at or below 8 percent.

Obj. 4.5 Annually issue wage determinations within two working days and present pre-construction information for all projects prior to project start.

Obj. 4.6 In fiscal year 2017, conduct at least 60 percent of initial compliance reviews within 120 days.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Percentage of wage claims where disposition is reached within 90 calendar days	55%	72%	71%	61%	68%	70%	70%
Number of workers reviewed	1,897	926	2,500	3,344	1,213	1,500	1,500
Number of referrals concerning misclassification	66	105	41	125	177	150	150
Number of workers found to have been misclassified as independent contractors	41	16	56	342	531	500	500
Percent of referral investigations initiated within 30 days	77%	99%	92%	94%	96%	96%	96%
Number of project sites investigated	470	535	623	525	496	530	550
Wages recovered through investigations	\$458,538	\$755,472	\$287,640	\$756,192	\$161,507	N/A	N/A
Amount of money recovered per project	\$976	\$1,412	\$462	\$1,440	\$326	N/A	N/A
Number of employees interviewed	5,078	5,772	7,316	4,871	4,076	4,500	5,000
Percentage of workers owed wages	12%	8%	5%	8%	6%	N/A	N/A
Number of wage determinations requested and issued	281	310	263	640	567	N/A	N/A
Percentage of wage determinations issued within two business days and projects provided pre-construction information	100%	100%	100%	100%	100%	100%	100%
Initial compliance reviews conducted within 120 days	76	164	149	144	208	250	250
Total Living Wage service contracts	605	787	908	1,034	1,243	1,400	1,650
New Living Wage service contracts	150	263	126	144	208	250	250
Amount of Living Wage restitution recovered	\$97,906	\$13,054	\$0	\$884,781	\$9,098	\$5,000	\$5,000
Average amount of restitution recovered per employee	\$331	\$1,004	\$0	\$3,326	\$172	\$200	\$200
Percentage of initial compliance reviews conducted within 120 days	34%	50%	100%	100%	100%	100%	100%

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Goal 5. To protect the health, safety and welfare of the public by assuring both the basic competence of applicants for occupational and professional licensure, and the adherence of licensees to pertinent statutes and codes.

- Obj. 5.1** By the end of fiscal year 2017, increase the percent of complaints against licensees closed within 180 days of date of receipt to 67 percent.
- Obj. 5.2** By the end of fiscal year 2017, the percentage of Home Improvement Commission complaints closed through mediation or by voluntary settlement will reach 42 percent.
- Obj. 5.3** Annually the overall rating of customer satisfaction with the Division of Occupational and Professional Licensing complaint process will be maintained at 5.6, or higher, based on complainant survey responses.
- Obj. 5.4** Through the end of fiscal year 2017, the percent of license renewals that are processed through the use of Internet and Telecommunications technology will be at 91 percent or greater.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Percent of complaints closed within 180 days of receipt	60%	60%	65%	47%	65%	66%	67%
Average length of time to complete complaint process (date the complaint is received to date complaint is closed)	300	322	308	534	235	190	180
Percent of complaints resolved by mediation/settlement based on staff intervention	42%	40%	42%	38%	40%	42%	42%
Recoveries for consumers in non-guaranty cases as a result of Home Improvement Commission activities (millions of dollars)	\$1.79	\$1.41	\$0.90	\$1.08	\$1.52	\$1.50	\$1.50
Customer service rating on a scale of 1 to 10 (1= Very Dissatisfied/ 10 = Very Satisfied)	6.1	5.3	5.4	5.6	5.9	6.0	6.0
Average percent of renewals via Internet and Telecommunications technology	89%	90%	91%	92%	0.92	0.92	0.93
Average percent of online initial applications via Internet	72%	73%	72%	71%	75%	76%	77%

Goal 6. To protect financial services consumers, to ensure appropriate financial services licensing, and to maintain the safety and soundness of Maryland's financial services industry.

- Obj. 6.1** During fiscal year 2017, 85 percent or more of all banks for which an examination or visitation was not conducted will have an offsite quarterly monitoring report completed within 90 days of the close of each calendar quarter.
- Obj. 6.2** During fiscal year 2017, 100 percent of all bank and credit union examinations will start within the statutory time period of 12 to 18 months.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Percentage of banks without onsite monitoring that have an offsite quarterly monitoring report within 90 days of close of the calendar quarter	81%	76%	85%	100%	100%	100%	100%
Percentage of bank and credit union examinations that start within statutory time frame	92%	100%	100%	100%	100%	100%	100%

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- Obj. 6.3** Examine 95 percent of mortgage companies within 18 months of licensure and, after the first examination, within 36 months of the previous examination.
- Obj. 6.4** During fiscal year 2017 reach disposition on 70 percent of non-mortgage complaints and inquiries within 60 days and on 70 percent of mortgage complaints and inquiries within 90 days.
- Obj. 6.5** Annually maintain 75 percent or greater of complainant survey respondents' satisfaction rating as "Satisfied" or better.
- Obj. 6.6** Reach disposition on 80 percent of non-mortgage applications (new applications) within 60 days during fiscal year 2017.
- Obj. 6.7** During fiscal year 2017, reach disposition of 90 percent of mortgage applications within 60 days (new applications).

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Number of new mortgage lender licensees	329	400	658	637	478	450	450
Number of mortgage lender licensees	1,353	1,453	1,907	1,965	2,096	2,200	2,200
Percentage of mortgage companies examined within 18 months of licensure	93%	94%	79%	54%	99%	100%	100%
Percentage of mortgage companies examined within 36 months of the previous examination	94%	95%	57%	59%	99%	100%	100%
Number of non-mortgage complaints filed	1,673	1,998	1,731	1,447	1,174	1,100	1,000
Number of mortgage complaints filed	599	443	687	683	405	350	300
Percent of consumer non-mortgage complaints where disposition is reached within 60 days	68%	67%	78%	87%	86%	88%	90%
Percent of consumer mortgage complaints where disposition is reached within 90 days	72%	84%	93%	97%	96%	96%	96%
Percent of complainants survey respondents rated overall satisfaction as "Satisfied" or better	70%	77%	82%	70%	78%	75%	75%
Number of approved non-mortgage applications	562	421	480	623	478	450	460
Non-mortgage applications approved within 60 days	70%	72%	70%	80%	67%	80%	80%
Number of approved mortgage applications	2,744	2,103	2,821	3,818	3,032	2,850	2,850
Percent of mortgage applications approved within 75 days	65%	89%	90%	75%	88%	90%	90%