

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 the current fiscal year, 80 percent of unemployed or underemployed Employment Advancement Right Now (EARN) Maryland participants who complete training will be placed into employment.
- Obj. 1.2** During the current fiscal year, 95 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** Apprenticeship programs are reviewed regularly by the Maryland Apprenticeship and Training Program as required by 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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Percentage of EARN Maryland participants who complete training placed into employment.	N/A	77%	80%	84%	81%	80%	80%
Percentage of EARN Maryland incumbent participants that acquire a new credential, certification, or skill as a result of participation in EARN Maryland training	N/A	94%	98%	98%	97%	95%	95%
Number of active registered apprenticeship programs	137	136	134	133	138	150	160
Number of apprenticeship technical assistance contacts provided to apprenticeship sponsors	1,410	816	789	888	888	932	979
Number of apprenticeship program reviews	5	2	10	6	76	55	55
Total number of active apprentices	7,561	7,904	8,441	9,060	9,344	9,811	10,301
Total number of new apprentices	2,117	2,346	2,543	3,135	3,368	3,536	3,713
Total number of apprenticeship graduates	854	906	862	1,012	1,343	1,410	1,622
Number of new apprenticeship programs	6	6	5	6	23	16	18
Number of reactivated apprenticeship programs	1	0	3	2	13	7	6

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- Obj. 1.5** Maintain the percent of Workforce Innovation and Opportunity Act (WIOA) adult program participants who are employed two quarters following program services at a rate that meets or exceeds the Federal standard.
- Obj. 1.6** Annually maintain the percent of WIOA youth program participants who are employed or are receiving education two quarters following program services at a rate that meets or exceeds the Federal standard.
- Obj. 1.7** During the current fiscal year, maintain the number of WIOA adult program participants who are employed four quarters following the end of their program services at a rate that meets or exceeds the Federal standard.
- Obj. 1.8** By June 30 of the current fiscal year, 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 Correctional Education Council.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Employment Rate of WIOA adult program participants employed during the 2nd quarter after exit	N/A	N/A	N/A	N/A	77%	75%	75%
Percentage of WIOA Youth participants placed into employment or receiving education during the 2nd quarter after exit	N/A	N/A	N/A	N/A	74%	67%	67%
Employment Rate of WIOA adult program participants employed during the 4th quarter after exit	N/A	N/A	N/A	N/A	77%	71%	71%
Total Correctional Education students served per year	7,085	6,762	7,103	6,111	5,290	5,300	5,500
Number of Correctional Education students who earn an Adult Basic Literacy certificate	614	653	727	558	435	450	450
Number of Correction Education students who earn an Intermediate Low certificate	885	756	812	759	565	600	600
Number of Correctional Education students who earn an Intermediate High certificate	657	825	883	797	634	635	635
Number of Correctional Education students who earn a high school diploma	482	220	471	493	437	450	450
Number of Correctional Education students who earn a transitional certificate	3,124	3,457	3,005	2,511	2,989	3,000	3,100

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Obj. 1.9 By June 30 of the current fiscal year, the number of students earning an occupational program completion certificate will increase to meet the standard established by the Correctional Education Council.

Obj. 1.10 By June 30 of the current fiscal year, increase the percent of 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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of occupational certificates earned by Correctional Education students	990	916	893	860	790	825	850
Number of national certificates issued to Correctional Education students	852	667	881	838	779	800	825
Total students served per year	39,070	36,030	34,862	36,654	34,259	35,000	35,000
Number of GED applicants tested	8,727	5,590	7,186	7,072	6,569	6,600	6,600
Learner Persistence Rate	47%	39%	43%	53%	59%	60%	61%
Number of High School Diplomas by Examination awarded	4,989	2,187	3,911	3,529	3,201	3,250	3,300
Percent advancing a literacy level	54%	51%	53%	55%	61%	58%	60%
GED pass rate	52%	63%	75%	68%	68%	69%	70%
Percent of senior employment participants placed in jobs	23%	23%	26%	21%	25%	26%	27%
Total number of senior employment program participants trained	214	212	171	149	113	124	136
Total number of hours senior employment participants served local communities	120,240	109,513	90,823	74,454	59,595	65,555	72,111

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

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

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

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

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Average age of a case pending before the Board	51	73	99	76	64	50	40
Percent of UI appeals processed within 45 days	90%	96%	97%	95%	82%	95%	95%
Percentage of cases passing with 80% of cases scoring 85 or better	95%	94%	95%	95%	98%	95%	95%
Intrastate initial claims paid within 21 days	89%	91%	90%	88%	89%	90%	90%

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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 (MOSH)	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of inspections/investigations opened	1,874	1,650	1,212	1,469	1,904	1,950	2,000
Number of hazards identified	6,710	4,596	4,227	5,351	6,599	6,750	6,750
National DART rate average of injuries and illnesses	1.7	1.6	1.6	1.5	N/A	N/A	N/A
Maryland DART rate average of injuries and illnesses	1.7	1.6	1.5	1.5	N/A	N/A	N/A
Number of formal complaints investigated	119	106	92	85	71	70	70
Average number of days to initiate inspection of formal complaints	2.8	2.8	4.0	3.0	4.8	3.0	3.0

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 (MOSH)	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of individuals attending safety and health seminars	6,352	4,952	6,933	5,723	5,892	6,000	6,000
Percent of individuals who rate overall services received as satisfactory	93%	95%	92%	92%	94%	94%	94%
Number of consultation visits conducted	332	387	440	473	396	425	425
Percent of employers who rate consultation services received as satisfactory	100%	100%	100%	99%	100%	100%	100%

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- Obj. 3.5** During the current fiscal year, maintain the incidence of accidents/injuries at no more than 18 for those accidents that involve covered railroad disciplines.
- Obj. 3.6** Reduce incidents and accidents from amusement rides to no more than three during the current fiscal year.
- Obj. 3.7** Reduce incidents and accidents from elevators, escalators and lifts to no more than four during the current fiscal year.
- Obj. 3.8** Reduce incidents and accidents related to boilers and pressure vessels (BPV) to no more than two during the current fiscal year.

Performance Measures (Safety and Inspection Unit)	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Total railroad accidents/incidents investigated	7	6	12	15	13	11	11
Track inspections	294	354	396	342	383	350	350
Operating practices inspections	146	115	23	0	0	130	130
Motive Power and Equipment (MP&E) inspections	199	206	188	83	0	200	200
Number of amusement ride inspections	6,455	6,534	6,899	6,311	6,406	6,500	6,500
Amusement Ride Accidents	3	3	6	2	1	4	4
Amusement Ride Incidents	2	5	12	8	14	15	15
Number of elevator inspections (State)	9,938	8,513	10,019	8,696	9,167	9,700	10,300
Number of elevator inspections (third party QEI)	21,154	21,938	22,615	21,964	23,316	23,000	23,000
Total units inspected	31,092	30,451	32,634	30,660	32,483	32,700	33,300
Elevator ride incidents	2	1	6	2	6	6	6
Elevator ride accidents	3	6	6	1	1	4	4
Number of BPV inspections conducted by State inspectors	4,798	4,200	6,564	5,699	7,544	7,500	7,500
Number of inspected boilers and pressure vessels by insurance inspectors	27,559	32,025	30,158	31,544	29,134	31,500	31,500
Total units inspected	32,357	36,225	36,722	37,243	36,678	39,000	39,000
Boiler/pressure vessel incidents	0	0	0	0	4	2	2
Boiler/pressure vessel accidents	0	1	1	0	0	1	1

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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 the current fiscal year, reach disposition on 75 percent of wage claims filed within 90 calendar days.

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

Obj. 4.3 During the current fiscal year, 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 the current fiscal year, conduct at least 60 percent of initial compliance reviews within 120 days.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Percentage of wage claims where disposition is reached within 90 calendar days	61%	68%	71%	77%	82%	78%	78%
Number of workers interviewed for possible misclassification	3,344	1,213	1,144	1,016	7,571	6,500	6,500
Number of referrals concerning possible misclassification	125	177	121	127	56	75	75
Number of workers found to have been misclassified as independent contractors	342	531	330	53	173	200	200
Percent of referral and complaint investigations initiated within 30 days	94%	96%	100%	100%	100%	100%	100%
Number of random site investigations of possible misclassification conducted	N/A	N/A	N/A	N/A	1,441	1,500	1,500
Number of prevailing wage project sites investigated	525	496	692	996	757	1,000	1,000
Wages collected through prevailing wage investigations	\$756,192	\$161,507	\$499,140	\$476,240	\$1,492,204	\$400,000	\$400,000
Amount of wages recovered per prevailing wage project	\$1,440	\$326	\$721	\$478	\$1,971	\$400	\$400
Number of employees interviewed	4,871	4,076	9,435	12,812	9,365	10,000	10,000
Percentage of workers owed wages on prevailing wage projects	8%	6%	5%	4%	10%	4%	4%
Number of wage determinations requested and issued	640	567	683	710	501	500	500
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	144	208	409	350	400	400	400
Total Living Wage service contracts	1,046	1,243	1,635	1,979	2,236	2,500	2,750
New Living Wage service contracts	144	208	409	350	258	250	250
Amount of wage restitution collected on living wage contracts	\$884,781	\$9,098	\$1,440	\$50,348	\$3,513	\$5,000	\$5,000
Average amount of wages under the living wage statute recovered per employee	\$3,326	\$172	\$85	\$514	\$88	\$100	\$100
Percentage of initial compliance reviews conducted within 120 days	100%	100%	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 the current fiscal year, maintain the percent of complaints against licensees closed within 180 days of date of receipt above 67 percent.
- Obj. 5.2** By the end of the current fiscal year, 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 the current fiscal year, the percent of license renewals that are processed through the use of internet and telecommunications technology will be at 92 percent or greater.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Percent of complaints closed within 180 days of receipt	47%	65%	78%	74%	77%	78%	78%
Average number of days to complete complaint process (date the complaint is received to date complaint is closed)	534	235	159	178	155	160	165
Percent of complaints resolved by mediation/settlement based on staff intervention	38%	40%	44%	40%	43%	45%	45%
Recoveries for consumers in non-guaranty cases as a result of Home Improvement Commission activities (millions of dollars)	\$1.08	\$1.52	\$1.82	\$1.90	\$1.51	\$1.90	\$1.95
Customer service rating on a scale of 1 to 10 (1= Very Dissatisfied/ 10 = Very Satisfied)	5.6	5.9	8.5	8.8	8.9	8.9	9.0
Average percent of renewals via internet and telecommunications technology	92%	92%	91%	92%	92%	93%	94%
Average percent of online initial applications via Internet	71%	75%	73%	75%	78%	79%	80%

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 the current fiscal year, 100 percent of all bank and credit union examinations will start within the statutory time period of 12 to 18 months.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Percentage of banks without onsite monitoring that have an offsite quarterly monitoring report within 90 days of close of the calendar quarter	100%	100%	98%	97%	100%	90%	90%
Percentage of bank and credit union examinations that start within statutory time frame	100%	100%	100%	100%	100%	100%	100%

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- Obj. 6.2** During the current fiscal year, 100 percent of all mortgage company examinations will start within the statutory time period (18 months of licensure and 36 months of the previous examination).
- Obj. 6.3** During the current fiscal year, reach an average disposition of 60 days for non-depository complaints.
- Obj. 6.4** Annually maintain 75 percent or greater of complainant survey respondents' satisfaction rating as "Satisfied" or better.
- Obj. 6.5** During the current fiscal year, reach disposition of 80 percent of non-depository license applications within 60 days (new applications).
- Obj. 6.6** During the current fiscal year, 100 percent of all Notice of Intent to Foreclose outreach letters will be sent within 30 days.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Percentage of mortgage companies examined that start within statutory time frame (18 months of licensure and 36 months of the previous examination)	58%	99%	100%	100%	100%	100%	100%
Number of non-depository complaints filed	2,063	1,092	1,092	958	878	976	937
Percent of complainants survey respondents rated overall satisfaction as "Satisfied" or better	70%	78%	77%	72%	75%	77%	78%
Number of non-mortgage licenses	3,363	3,358	3,395	3,437	3,339	3,388	3,363
Number of new non-mortgage licenses	623	478	598	398	480	510	520
Percent of non-mortgage license applications approved within 60 days	80%	67%	69%	70%	100%	100%	100%
Number of new mortgage lender licenses	637	478	495	715	541	580	590
Number of mortgage lender licenses	1,965	2,096	2,235	2,340	2,438	2,450	2,460
Number of new mortgage loan originator licenses	3,081	2,539	3,389	4,106	3,568	4,000	4,100
Percent of mortgage loan originator license applications approved within 60 days	N/A	N/A	N/A	N/A	94%	95%	95%
Number of mortgage loan originator licenses	8,574	9,149	10,915	11,386	11,974	11,850	11,860
Percent of mortgage lender license applications approved within 60 days	N/A	N/A	N/A	N/A	97%	97%	98%
Number of Notice of Intent to Foreclose outreach letters sent out within 30 days	100,824	70,635	65,721	72,777	64,849	65,000	65,000
Percent of Notice of Intent to Foreclose outreach letters sent within 30 days	100%	100%	100%	100%	100%	100%	100%