

# 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, 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** Apprenticeship programs are reviewed regularly by the Department's Office of Apprenticeship 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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Percentage of EARN Maryland participants who complete training placed into employment.	N/A	N/A	77%	80%	84%	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	N/A	94%	98%	98%	95%	95%
Number of active registered apprenticeship programs	132	137	136	134	133	145	150
Number of technical assistance contacts	1,376	1,410	816	789	888	977	1,075
Number of program reviews	31	5	2	10	6	50	50
Total number of active apprentices	7,433	7,561	7,904	8,441	9,060	9,603	10,084
Total number of new apprentices	2,550	2,117	2,346	2,543	3,135	3,679	4,159
Total number of apprenticeship graduates	1,078	854	906	862	1,012	1,113	1,180
Number of new programs	8	6	6	5	6	9	12
Number of reactivated programs	4	1	0	3	2	8	6

# Department of Labor, Licensing and Regulation

- 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.

<b>Performance Measures</b>	<b>2013 Act.</b>	<b>2014 Act.</b>	<b>2015 Act.</b>	<b>2016 Act.</b>	<b>2017 Act.</b>	<b>2018 Est.</b>	<b>2019 Est.</b>
<sup>1</sup> Employment rate of adult participants, Quarter 2	80%	80%	79%	75%	N/A	72%	72%
<sup>1</sup> Youth participant placement in employment or education, Quarter 2	79%	77%	78%	77%	N/A	60%	60%
<sup>1</sup> Employment rate, Quarter 4	90%	88%	91%	87%	N/A	70%	70%
Total students served per year	8,069	7,085	6,762	7,103	6,111	6,500	6,500
Students who earn an Adult Basic Literacy certificate	690	614	653	727	558	575	575
Number of students who earn an Intermediate Low certificate	897	885	756	812	759	775	775
Number of students who earn an Intermediate High certificate	780	657	825	883	797	800	800
Number of students who earn a high school diploma	692	482	220	471	493	500	525
Number of students who earn a transitional certificate	2,998	3,124	3,457	3,005	2,511	3,000	3,025

# Department of Labor, Licensing and Regulation

**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 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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of occupational certificates earned	875	990	916	893	860	875	900
Number of national certificates issued	815	852	667	881	838	875	900
Total students served per year	39,584	39,070	36,030	34,862	36,654	36,000	36,000
Number of GED applicants tested	9,976	8,727	5,590	7,186	7,072	7,150	7,200
Learner Persistence Rate	65%	47%	39%	43%	53%	53%	53%
Number of High School Diplomas by Examination awarded	5,790	4,989	2,187	3,911	3,529	3,570	3,600
Percent advancing a literacy level	59%	54%	51%	53%	55%	55%	55%
GED pass rate	57%	52%	63%	75%	68%	69%	70%
<sup>1</sup> Percent of adult secondary students receiving a High School Diploma	72%	57%	44%	67%	N/A	70%	70%
Percent of senior employment participants placed in jobs	16%	26%	23%	18%	24%	27%	27%
Total number of senior employment program participants trained	213	190	212	165	116	169	169
Total number of hours senior employment participants served local communities	118,456	108,640	109,513	17,991	74,454	75,943	75,943

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

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Average age of a case pending before the Board	58	51	73	99	76	50	40
Percent of UI appeals processed within 45 days	91%	90%	96%	97%	95%	95%	95%
Number of cases evaluated	160	160	120	80	80	80	80
Percentage of cases passing with 80% of cases scoring 85 or better	99%	95%	94%	95%	95%	95%	95%
Intrastate initial claims paid within 21 days	89%	89%	91%	90%	88%	89%	89%

# Department of Labor, Licensing and Regulation

**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.

<b>Performance Measures (MOSH)</b>	<b>2013 Act.</b>	<b>2014 Act.</b>	<b>2015 Act.</b>	<b>2016 Act.</b>	<b>2017 Act.</b>	<b>2018 Est.</b>	<b>2019 Est.</b>
Number of inspections/investigations opened	1,909	1,874	1,650	1,212	1,469	1,800	1,950
Number of hazards identified	7,651	6,710	4,596	4,227	5,351	6,300	6,825
National DART rate average of injuries and illnesses	1.7	1.7	1.6	2	N/A	N/A	N/A
Maryland DART rate average of injuries and illnesses	1.5	1.7	1.6	2	N/A	N/A	N/A
Number of formal complaints investigated	124	119	106	92	85	94	95
Average number of days to initiate inspection of formal complaints	3.7	2.8	2.8	4.0	3.0	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.

<b>Performance Measures (MOSH)</b>	<b>2013 Act.</b>	<b>2014 Act.</b>	<b>2015 Act.</b>	<b>2016 Act.</b>	<b>2017 Act.</b>	<b>2018 Est.</b>	<b>2019 Est.</b>
Number of individuals attending safety and health seminars	5,690	6,352	4,952	6,933	5,723	6,000	6,000
Percent of individuals who rate overall services received as satisfactory	92%	93%	95%	92%	92%	93%	94%
Number of consultation visits conducted	315	332	387	440	473	450	450
Percent of employers who rate consultation services received as satisfactory	100%	100%	100%	100%	99%	100%	100%

# Department of Labor, Licensing and Regulation

- 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)	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Total railroad accidents/incidents investigated	13	7	6	12	15	11	11
Track inspections	362	294	354	396	342	350	350
Operating practices inspections	122	146	115	23	0	130	130
Motive Power and Equipment (MP&E) inspections	199	199	206	188	83	200	200
Number of amusement ride inspections	4,903	6,455	6,534	6,899	6,311	6,500	6,500
Amusement Ride Accidents	4	3	3	6	2	4	4
Amusement Ride Incidents	8	2	5	12	8	7	7
Number of elevator inspections (State)	11,531	9,938	8,513	10,019	8,696	9,700	9,700
Number of elevator inspections (third party QEI)	21,432	21,154	21,938	22,615	21,964	22,000	22,000
Total units inspected	32,963	31,092	30,451	32,634	30,660	31,700	31,700
Elevator ride incidents	4	2	1	6	2	3	3
Elevator ride accidents	6	3	6	6	1	4	4
Number of BPV inspections conducted by State inspectors	5,106	4,798	4,200	6,564	5,699	6,000	6,000
Number of inspected boilers and pressure vessels by insurance inspectors	30,920	27,559	32,025	30,158	31,544	31,500	31,500
Total units inspected	36,026	32,357	36,225	36,722	37,243	37,500	37,500
Boiler/pressure vessel incidents	0	0	0	0	0	1	1
Boiler/pressure vessel accidents	1	0	1	1	0	1	1

# Department of Labor, Licensing and Regulation

**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 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.

<b>Performance Measures</b>	<b>2013 Act.</b>	<b>2014 Act.</b>	<b>2015 Act.</b>	<b>2016 Act.</b>	<b>2017 Act.</b>	<b>2018 Est.</b>	<b>2019 Est.</b>
Percentage of wage claims where disposition is reached within 90 calendar days	71%	61%	68%	71%	77%	77%	78%
Number of workers reviewed	2,500	3,344	1,213	1,144	1,016	1,500	1,500
Number of referrals concerning misclassification	41	125	177	121	127	100	100
Number of workers found to have been misclassified as independent contractors	56	342	531	330	53	50	50
Percent of referral investigations initiated within 30 days	92%	94%	96%	100%	100%	100%	100%
Number of project sites investigated	623	525	496	692	996	750	800
Wages recovered through investigations	\$287,640	\$756,192	\$161,507	\$499,140	\$476,240	\$400,000	\$400,000
Amount of money recovered per project	\$462	\$1,440	\$326	\$721	\$478	\$500	\$500
Number of employees interviewed	7,316	4,871	4,076	9,435	12,812	10,000	10,000
Percentage of workers owed wages	5%	8%	6%	5%	4%	4%	4%
Number of wage determinations requested and issued	281	640	567	683	710	700	700
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	149	144	208	409	350	300	300
Total Living Wage service contracts	908	1,046	1,243	1,635	1,979	2,300	2,600
New Living Wage service contracts	126	144	208	409	350	300	300
Amount of Living Wage restitution recovered	\$0	\$884,781	\$9,098	\$1,440	\$50,348	\$25,000	\$25,000
Average amount of restitution recovered per employee	\$0	\$3,326	\$172	\$85	\$514	\$250	\$250
Percentage of initial compliance reviews conducted within 120 days	100%	100%	100%	100%	100%	100%	100%

# Department of Labor, Licensing and Regulation

**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, 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 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.

<b>Performance Measures</b>	<b>2013 Act.</b>	<b>2014 Act.</b>	<b>2015 Act.</b>	<b>2016 Act.</b>	<b>2017 Act.</b>	<b>2018 Est.</b>	<b>2019 Est.</b>
Percent of complaints closed within 180 days of receipt	65%	47%	65%	78%	74%	75%	75%
Average number of days to complete complaint process (date the complaint is received to date complaint is closed)	308	534	235	159	178	160	150
Percent of complaints resolved by mediation/settlement based on staff intervention	42%	38%	40%	44%	40%	45%	45%
Recoveries for consumers in non-guaranty cases as a result of Home Improvement Commission activities (millions of dollars)	\$0.90	\$1.08	\$1.52	\$1.82	\$1.90	\$1.85	\$1.90
Customer service rating on a scale of 1 to 10 (1= Very Dissatisfied/ 10 = Very Satisfied)	5.4	5.6	5.9	8.5	8.8	8.7	8.7
Average percent of renewals via internet and telecommunications technology	91%	92%	92%	91%	92%	93%	94%
Average percent of online initial applications via Internet	72%	71%	75%	73%	75%	78%	78%

**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.

<b>Performance Measures</b>	<b>2013 Act.</b>	<b>2014 Act.</b>	<b>2015 Act.</b>	<b>2016 Act.</b>	<b>2017 Act.</b>	<b>2018 Est.</b>	<b>2019 Est.</b>
Percentage of banks without onsite monitoring that have an offsite quarterly monitoring report within 90 days of close of the calendar quarter	85%	100%	100%	98%	97%	100%	100%
Percentage of bank and credit union examinations that start within statutory time frame	100%	100%	100%	100%	100%	100%	100%

# Department of Labor, Licensing and Regulation

- Obj. 6.2** Examine 95 percent of mortgage companies within 18 months of licensure and, after the first examination, within 36 months of the previous examination.
- Obj. 6.3** During the current fiscal year, 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. 6.4** Annually maintain 75 percent or greater of complainant survey respondents' satisfaction rating as "Satisfied" or better.
- Obj. 6.5** Reach disposition on 80 percent of non-mortgage applications (new applications) within 60 days during the current fiscal year.
- Obj. 6.6** During the current fiscal year, reach disposition of 90 percent of mortgage applications within 75 days (new applications).

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of new mortgage lender licensees	658	637	478	495	715	500	500
Number of mortgage lender licensees	1,907	1,965	2,096	2,235	2,342	2,402	2,467
Percentage of mortgage companies examined within 18 months of licensure	79%	54%	99%	100%	100%	100%	100%
Percentage of mortgage companies examined within 36 months of the previous examination	57%	59%	99%	100%	100%	100%	100%
Number of non-mortgage complaints filed	1,731	1,447	1,174	880	832	750	700
Number of mortgage complaints filed	687	683	405	274	228	200	200
Percent of consumer non-mortgage complaints where disposition is reached within 60 days	78%	87%	86%	80%	81%	80%	80%
Percent of consumer mortgage complaints where disposition is reached within 90 days	93%	97%	96%	88%	90%	90%	90%
Percent of complainants survey respondents rated overall satisfaction as "Satisfied" or better	82%	70%	78%	77%	72%	80%	80%
Number of approved non-mortgage applications	480	623	478	598	398	400	400
Non-mortgage applications approved within 60 days	70%	80%	67%	69%	70%	80%	80%
Number of approved mortgage applications	2,821	3,818	3,032	3,886	4,821	5,000	5,000
Percent of mortgage applications approved within 75 days	90%	75%	88%	93%	94%	95%	95%

## NOTES

<sup>1</sup> Fiscal year 2016 and prior were calculated using a different measure. There was no reporting requirement under the Workforce Innovation and Opportunity Act (WIOA) in fiscal year 2017. Future years are estimated using the new measure.