

Department of Labor

MISSION

The mission of the Maryland Department of Labor is to connect Marylanders to good jobs; protect workers, consumers, and the public; support Maryland businesses; and foster economic growth and competitiveness.

VISION

We envision an equitable and inclusive Maryland where all residents have the opportunities and resources to earn fair pay, attain financial stability, reach their career potential, and contribute to their communities; where businesses have access to capital and the skilled workforce they need to succeed; where residents are safe where they live, work, and play; and where the economy is resilient and growing.

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	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percentage of EARN Maryland participants who complete training placed into employment	81%	83%	81%	80%	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	97%	97%	99%	99%	96%	96%	97%
Number of active registered apprenticeship programs	153	170	177	180	198	200	205
Number of apprenticeship technical assistance contacts provided to apprenticeship sponsors	1,274	1,469	1,579	2,472	3,511	3,600	3,650
Number of apprenticeship program reviews	82	38	102	57	84	75	90
Total number of active apprentices	9,546	10,542	10,490	11,005	11,020	12,000	12,500
Total number of new apprentices	3,391	3,181	3,187	3,747	3,933	4,300	4,500
Total number of apprenticeship graduates	1,376	953	1,682	1,396	2,043	1,750	1,800
Number of new apprenticeship programs	27	23	20	25	41	35	35
Number of reactivated apprenticeship programs	10	3	2	3	4	2	3

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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	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Employment Rate of WIOA adult program participants employed during the 2nd quarter after exit	76%	81%	77%	74%	81%	76%	76%
Percentage of WIOA Youth participants placed into employment or receiving education during the 2nd quarter after exit	76%	74%	71%	76%	80%	72%	72%
Employment Rate of WIOA adult program participants employed during the 4th quarter after exit	75%	77%	77%	74%	79%	74%	74%
Total Correctional Education students served per year	4,749	3,544	1,908	2,531	4,283	4,800	4,900
Number of Correctional Education students who earn an Adult Basic Literacy certificate	574	274	60	53	377	550	600
Number of Correction Education students who earn an Intermediate Low certificate	422	277	29	155	262	410	450
Number of Correctional Education students who earn an Intermediate High certificate	33	24	14	41	82	85	90
Number of Correctional Education students who earn a high school diploma	387	186	4	171	225	375	450
Number of Correctional Education students who earn a transitional certificate	2,370	1,483	135	1,164	1,529	2,000	2,500

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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	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of occupational certificates earned by Correctional Education students	631	402	80	229	371	650	700
Number of national certificates issued to Correctional Education students	564	447	69	476	896	915	925
Total students served per year	32,518	29,814	17,984	22,755	26,851	27,000	28,000
Number of GED applicants tested	6,316	4,529	3,418	4,038	4,506	4,550	4,600
Learner Persistence Rate	58%	45%	60%	60%	62%	63%	65%
Number of High School Diplomas by Examination awarded	3,110	1,934	1,579	1,677	1,913	1,950	2,000
Percent advancing a literacy level	59%	54%	49%	57%	59%	60%	61%
GED pass rate	68%	64%	67%	67%	69%	69%	70%
Percent of senior employment participants placed in jobs	24%	29%	16%	18%	N/A	32%	32%
Total number of senior employment program participants trained	122	71	57	82	N/A	71	71
¹ Total number of hours senior employment participants served local communities	54,012	56,800	30,761	69,888	N/A	57,000	57,500

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, pay 87 percent of intrastate initial claims within 21 days.
- Obj. 2.2** During the current fiscal year, process 85 percent of UI appeals at the Lower Appeals level within 45 days.
- Obj. 2.3** During the current fiscal year, ensure at least 80 percent of evaluated cases pass the Federal case quality criteria review with a score of 85 percent or higher.
- Obj. 2.4** During the current fiscal year, reduce the average age of UI cases pending before the Board of Appeals to 40 days.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Intrastate initial claims paid within 21 days	91%	73%	41%	38%	60%	87%	87%
Percent of UI Lower Appeals cases processed within 45 days	96%	88%	64%	45%	7%	40%	65%
Percent of UI Lower Appeals cases evaluated for quality scoring 85% or higher	99%	98%	100%	87%	96%	90%	90%
Average age of a case pending before the Board of Appeals (days)	45	36	35	65	52	40	40

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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 percent 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)	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of inspections/investigations opened	2,237	1,717	1,179	1,448	1,393	1,340	1,394
Number of hazards identified	9,111	6,701	4,221	7,009	5,873	5,701	5,787
² National DART rate average of injuries and illnesses	1.5	1.7	1.7	1.7	N/A	N/A	N/A
² Maryland DART rate average of injuries and illnesses	1.5	1.6	1.7	1.6	N/A	N/A	N/A
Number of formal complaints investigated	72	51	136	182	232	190	200
Average number of days to initiate inspection of formal	5.9	5.3	3.2	2.7	3.3	3.5	3.5

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

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

Performance Measures (MOSH)	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of individuals attending safety and health seminars	6,219	3,531	1,192	1,206	1,395	2,000	2,000
Percent of individuals who rate overall services received as satisfactory	92%	93%	N/A	N/A	N/A	N/A	N/A
Number of consultation visits conducted	388	306	274	496	376	328	328
Percent of employers who rate consultation services received as satisfactory	100%	100%	100%	100%	100%	90%	90%

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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)	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Total railroad accidents/incidents investigated	18	12	24	29	34	24	24
Track inspections	288	231	221	168	61	194	200
Operating practices inspections	10	46	128	105	82	130	130
Motive Power and Equipment (MP&E) inspections	0	89	151	116	65	84	125
Number of amusement ride inspections	5,715	3,809	2,288	4,654	5,675	5,700	5,800
Amusement Ride Accidents	5	3	2	3	5	4	4
Amusement Ride Incidents	10	6	11	8	10	9	9
Number of elevator inspections (State)	9,102	8,357	8,833	4,015	4,068	5,000	5,500
Number of elevator inspections (third party QEI)	25,857	29,426	30,330	33,178	34,588	35,000	35,500
Total units inspected	34,959	37,783	39,163	37,193	38,656	40,000	41,000
Elevator ride incidents	3	1	0	2	3	2	2
Elevator ride accidents	3	4	3	1	2	3	3
Number of BPV inspections conducted by State inspectors	7,391	6,717	7,663	6,793	6,587	7,000	7,200
Number of inspected boilers and pressure vessels by insurance inspectors	31,856	24,507	31,462	29,756	26,974	29,000	30,000
Total units inspected	39,247	31,224	39,125	36,549	33,561	36,000	37,200
Boiler/pressure vessel incidents	0	2	0	0	0	1	1
Boiler/pressure vessel accidents	0	2	0	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

- 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	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percentage of wage claims where disposition is reached within 90 calendar days	72%	69%	66%	76%	82%	83%	84%
Number of workers interviewed for possible misclassification	5,894	4,045	16	2,485	1,612	2,000	2,000
Number of referrals concerning possible misclassification	58	14	8	28	34	40	40
Number of workers found to have been misclassified as independent contractors	74	0	0	0	0	10	10
Percent of referral and complaint inquiries opened in 30 days	100%	100%	100%	100%	100%	100%	100%
Number of random site investigations of possible misclassification conducted	1,397.0	986	2	1,105	1,000	1,000	1,000
Number of prevailing wage project sites investigated	99	55	0	692	823	850	850
Wages collected through prevailing wage investigations	\$848,430	\$660,818	\$244,030	\$355,224	\$124,107	\$125,000	\$125,000
Amount of wages recovered per prevailing wage project	\$607	\$12,014	\$0	\$513	\$151	\$147	\$147
Number of employees interviewed	1,201	274	0	5,477	6,133	6,000	6,000
Percentage of workers owed wages on prevailing wage projects	7%	30%	0%	10%	19%	20%	20%
Number of wage determinations requested and issued	444	413	395	423	582	550	550
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	443	572	630	675	730	775	850
Total Living Wage service contracts	2,382	2,627	2,884	3,259	3,480	3,600	3,800
New Living Wage service contracts	147	242	257	375	230	250	250
Amount of wage restitution collected on living wage contracts	\$0	\$39,584	\$81,200	\$0	\$25	\$100	\$100
Average amount of wages under the living wage statute recovered per employee	\$0	\$683	\$478	\$0	\$25	\$25	\$25
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, ensure that the percentage of complaints against licensees investigated within 180 days of receipt is 95%.
- 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	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent of complaints against licensees investigated within 180 days of receipt	70%	70%	72%	67%	56%	60%	65%
Average number of days to complete complaint process (date the complaint is received to date complaint is closed)	195	192	200	240	315	300	280
Percent of complaints resolved by mediation/settlement based on staff intervention	45%	57%	40%	45%	40%	45%	47%
Recoveries for consumers in non-guaranty cases as a result of Home Improvement Commission activities (millions of dollars)	\$1.60	\$0.90	\$0.28	\$1.52	\$1.85	\$1.86	\$1.87
Customer service rating on a scale of 1 to 10 (1= Very Dissatisfied/ 10 = Very Satisfied)	9.0	9.0	N/A	N/A	N/A	N/A	N/A
Average percent of renewals via internet and telecommunications technology	94%	94%	96%	96%	97%	98%	98%
Average percent of online initial applications via Internet	77%	77%	81%	79%	91%	92%	93%

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	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 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%	100%	100%	100%	100%	100%
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	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percentage of mortgage companies examined that start within statutory time frame (18 months of licensure and 36 months of the previous examination)	100%	99%	98%	100%	91%	100%	100%
Number of non-depository complaints filed	913	956	701	1,016	1,317	1,502	1,611
Average number of days to reach disposition of non-depository complaints	47	54	53	33	42	42	42
Percent of complainants survey respondents rated overall satisfaction as "Satisfied" or better	53%	71%	77%	68%	67%	75%	75%
Number of non-mortgage licenses	3,363	3,354	3,760	3,563	3,862	2,900	2,900
Number of new non-mortgage licenses	467	396	521	475	509	250	300
Percent of non-mortgage license applications approved within 60 days	78%	76%	81%	80%	77%	76%	76%
Number of new mortgage lender licenses	601	629	851	885	832	100	150
Number of mortgage lender licenses	2,404	2,660	3,223	3,776	3,608	1,200	1,200
Number of new mortgage loan originator licenses	2,540	3,658	7,253	6,446	2,703	1,700	3,000
Percent of mortgage loan originator license applications approved within 60 days	94%	97%	88%	86%	97%	88%	88%
Number of mortgage loan originator licenses	11,081	12,800	18,675	22,313	15,563	12,000	13,000
Percent of mortgage lender license applications approved within 60 days	1.0	93%	91%	90%	95%	90%	90%
Number of Notice of Intent to Foreclose outreach letters sent out within 30 days	62,002	55,239	0	38,112	79,462	N/A	N/A
Percent of Notice of Intent to Foreclose outreach letters sent within 30 days	100%	100%	100%	100%	100%	100%	100%

NOTES

¹ Due to the COVID-19 pandemic, nearly all participants were locked out of their training assignments in FY 2021 and FY 2022. Host agencies have set internal standards for the protection of their health and well being.

² Data is published by the U.S. Bureau of Labor Statistics on a calendar year basis.