

Labor and Workforce Development Performance Indicators - November 2010	Desired Trend	Prior Quarter		Current Quarter	Change	Last 12 Month Average
		Qtr End 2010	June	Qtr End September 2010		
Workforce Development:						
Workforce Investment Act (WIA) - Adults Served						
Percent of Participants who Entered Employment	increase	86.0%		81.1%	-4.9%	81.1%
Percent of Participants who Retained Employment for 6 months or more	increase	82.9%		82.0%	-0.9%	82.0%
Six Month Average Earnings of those who Entered Employment	increase	\$11,942		\$11,953	0.1%	\$11,953
WIA Dislocated Workers						
Percent of Participants who Entered Employment	increase	82.3%		79.2%	-3.1%	79.2%
Percent of Participants who Retained Employment for 6 months or more	increase	85.3%		84.5%	-0.8%	84.5%
Six Month Average Earnings of those who Entered Employment	increase	\$15,798		\$15,850	0.3%	\$15,850
WIA Youth (age 14 - 24)						
Percent of Participants who have attained a High School Degree or a GED Certificate	increase	67.5%		67.6%	0.1%	67.6%
Percent of Participants who Entered Employment or continued their Education	increase	62.1%		60.9%	-1.2%	60.9%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	increase	53.6%		45.0%	-8.6%	45.0%
Employment Services						
Percent of Participants who Entered Employment	increase	41.0%		40.0%	-1.0%	40.0%
Percent of Participants who Retained Employment for 6 months or more	increase	72.0%		72.0%	0.0%	72.0%
Six Month Average Earnings of those who Entered Employment	increase	\$15,250		\$15,587	2.2%	\$15,587
WorkFirst New Jersey						
Work Related Participation Rate	increase	25.0%		16.8%	-8.2%	21.4%
Percent of Participants who Entered Employment	increase	23.0%		32.0%	9.0%	24.5%
Vocational Rehabilitation Services						
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment	reduce	21.6%		22.0%	0.4%	21.7%
Average increase in the hourly rate of pay for those individuals who enter employment	increase	\$9.43		\$9.50	0.7%	\$9.48

		Prior Month	Current Month	Change	Last 12 Month Average
		October-2010	November-2010		Dec09-Nov10
Income Security:					
Disability Determinations Services					
Time it takes to process a case (in days)	reduce	99.1	101	1.9%	105.1
Percent of processed cases deemed accurate	increase	96%	98%	2.2%	96.0%
Cases that remain pending 12 or more months	reduce	0	0	0.0%	0.00
Unemployment Insurance					
Initial Claims:					
Percent of cases receiving first payment within 21 days	increase	75.3%	74.9%	-0.4%	83.8%
Percent of Non-Monetary Determinations decided within 21 days	increase	39.5%	39.5%	0.0%	67.4%
Number of Lower Authority Appeals					
Decisions within 30 days	increase	63.7%	43.5%	-20.2%	19.6%
Decisions within 45 days	increase	89.5%	88.6%	-0.9%	42.7%
Decisions within 90 days	increase	98.4%	98.2%	-0.2%	87.6%
Number of Upper Level Appeals					
	reduce	3,789	3,790	0.0%	3,167
Unemployment Insurance Call Centers					
Average wait time to speak to an agent (in minutes)	reduce	29:37	30:48	4.9%	na
Percentage of initial claims filed online	increase	54%	53%	-1.0%	na
Percentage of continued claims filed online	increase	37%	37%	0.0%	na
Percentage of initial claims filed without agent assistance	increase	47%	51%	4.0%	na
Time to process initial claims handled by agents (in days)	reduce	6	7	16.7%	na
Temporary Disability Insurance					
State Plan Initial Claims:					
Eligibility Determined within 14 days of receipt	increase	73.8%	71.1%	-2.7%	73.0%
Eligibility Determined within 28 days of receipt	increase	91.9%	91.0%	-0.9%	91.0%
Family Leave Claims					
Eligibility Determined within 14 days of receipt	increase	78.6%	76.0%	-2.6%	75.60%
Eligibility Determined within 28 days of receipt	increase	95.7%	95.6%	-0.1%	94.00%
Temporary Disability Insurance-Family Leave Insurance Call Center					
Average wait time to speak to an agent (in minutes)	reduce	5:42	5:44	0.6%	4:57
Rate of Abandoned calls	reduce	17.2%	16.0%	-1.2%	15.5%
Percentage of calls handled without agent assistance	increase	80.0%	78.0%	-2.0%	71.7%
Temporary Disability Insurance-Family Leave Insurance Appeals					

Decisions within 30 days	increase	0.0%	0.0%	0.0%	1.2%
Decisions within 45 days	increase	0.0%	0.0%	0.0%	7.40%
Decisions within 90 days	increase	100.0%	0.0%	-100.0%	28.4%
Workers' Compensation:		October-2010	November-2010		Dec09-Nov10
Expedite the case listing and hearing of all motions involving medical treatment issues by completing:					
Emergent medical treatment disputes resolved within 30 days	increase	100.0%	100.0%	0.0%	100.0%
Non-emergent issues resolved within 60 days	increase	67.0%	70.0%	3.0%	65.5%
Labor Standards and Safety Enforcement:		October-2010	November-2010		Dec09-Nov10
Public Safety and Occupational Safety & Health					
Asbestos Control					
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	increase	65.0%	65.0%	0.0%	65.0%
Public Employees Occupational Safety & Health (PEOSH)					
Percentage of complaints investigated within 5 days as negotiated with OSHA as part of an approved State Plan	increase	100.0%	100.0%	0.0%	100.0%
On-Site Consultation & Training (data available on quarterly basis)					
Number of annual health and safety consultation visits to public sector employers	increase	3	3	0.0%	4
Number of health and safety consultation visits to private sector employers	increase	117	112	-4.3%	127
Boiler and Pressure Vessel Compliance					
Number of boilers or pressure vessels inspected monthly	increase	2,319	1,508	-35.0%	2,048
Wage and Hour Compliance					
Response to Complaints					
Inspections triggered by a worker complaint which are completed within 90 days	increase	89	90	1.1%	89
Public Works Contractor Registration					
Percent of applications processed within 30 days of receipt	increase	97%	97%	0.0%	94.9%