

# Department of Labor

## Performance Indicators - July 2010

	Desired Trend	Prior Quarter	Current Quarter as of July	% Change	Last 12 Month Average
<b>Workforce Development:</b>					
<b>Workforce Investment Act (WIA) - Adults Served</b>					
Percent of Participants who Entered Employment	increase	85.2%			-
Percent of Participants who Retained Employment for 6 months or more	increase	82.4%			-
Six Month Average Earnings of those who Entered Employment	increase	\$12,253			-
					-
<b>WIA Dislocated Workers</b>					
Percent of Participants who Entered Employment	increase	83.0%			-
Percent of Participants who Retained Employment for 6 months or more	increase	84.1%			-
Six Month Average Earnings of those who Entered Employment	increase	\$15,863			-
					-
<b>WIA Youth (age 14 - 24)</b>					
Percent of Participants who have attained a High School Degree or a GED Certificate	increase	50.0%			-
Percent of Participants who Entered Employment or continued their Education	increase	51.9%			-
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	increase	47.7%			-
					-
<b>Employment Services</b>					
Percent of Participants who Entered Employment	increase	43%			-
Percent of Participants who Retained Employment for 6 months or more	increase	73%			-
Six Month Average Earnings of those who Entered Employment	increase	\$14,920			-
					-
<b>WorkFirst New Jersey</b>					
Work Related Participation Rate	increase	25%			-
Percent of Participants who Entered Employment	increase	23%			-
					-
<b>Vocational Rehabilitation Services</b>					
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment	reduce				-
Average increase in the hourly rate of pay for those individuals who enter employment	increase				-
					-
		<b>Prior Month</b>	<b>Current Month</b>		
<b>Income Security:</b>					
<b>Disability Determinations Services</b>					
		June	July		

Time it takes to process a case (in days)	reduce	98	97.9	-0.1%	
Percent of processed cases deemed accurate	increase	100%	100%	0.0%	
Cases that remain pending 12 or more months	reduce	0	1	100%	
<b>Unemployment Insurance</b>					-
Initial Claims:		June	July		-
Percent of cases receiving first payment within 21 days	increase	87.2%	86.8%	-0.5%	-
Percent of Non-Monetary Determinations decided within 21 days	increase	67.7%	64.3%	-5.0%	-
Number of Lower Authority Appeals					-
Decisions within 30 days	increase	18.2%	25.4%	39.6%	
Decisions within 45 days	increase	64.1%	76.0%	18.6%	
Decisions within 90 days	increase	95.1%	95.9%	0.8%	
Number of Upper Level Appeals					-
					-
					-
<b>Unemployment Insurance Call Centers</b>		June	July		-
Average wait time to speak to an agent (in minutes)	reduce	28:05	30:00	7.0%	-
Percentage of initial claims filed online	increase	55%	62%	12.7%	-
Percentage of continued claims filed online	increase	37%	37%	0.0%	-
Percentage of initial claims filed without agent assistance	increase	57%	49%	-14.0%	-
Time to process initial claims handled by agents (in days)	reduce	7	8	14.3%	-
					-
<b>Temporary Disability Insurance</b>					-
State Plan Initial Claims:		June	July		-
Eligibility Determined within 14 days of receipt	increase	74.6%	71.6%	-4.0%	-
Eligibility Determined within 28 days of receipt	increase	92.8%	91.6%	-1.3%	-
					-
<b>Family Leave Claims</b>					-
Eligibility Determined within 14 days of receipt	increase	77.1%	77.7%	0.8%	-
Eligibility Determined within 28 days of receipt	increase	95.5%	96.7%	1.3%	-
					-
<b>TDI-FLI Call Center</b>		June	July		-
Average wait time to speak to an agent (in minutes)	reduce	4:17	5:19		-
Rate of Abandoned calls	reduce	15.5%	18.0%		-
Percentage of calls handled without agent assistance	increase	87.5%	89.1%		-
					-
<b>TDI-FLI Appeals</b>		June	July		-
Decisions within 30 days	increase	0.0%	0.0%		-

Decisions within 45 days	increase	0.0%	0.0%		-
Decisions within 90 days	increase	44.4%	33.3%		-
<b>Workers' Compensation:</b>					
Expedite the case listing and hearing of all motions involving medical treatment issues by completing:					
Emergent medical treatment disputes resolved within 30 days	increase	80.0%	100.0%	25.0%	-
Non-emergent issues resolved within 60 days	increase	70.0%	75.0%	7.1%	-
					-
<b>Labor Standards and Safety Enforcement:</b>					
<b>Public Safety and Occupational Safety &amp; Health</b>					
<b>Asbestos Control</b>					
Monitor asbestos abatement contractors, workers, and supervisors compliance with licensing requirements through inspection of work sites	increase	55.0%	55.0%	0.0%	
Percentage of complaints investigated within 5 days	increase	95.0%	95.0%	0.0%	
<b>Public Employees Occupational Safety &amp; Health (PEOSH)</b>					
Percentage of complaints investigated within 5 days as negotiated with OSHA as part of an approved State Plan	increase	100.0%	100.0%		
Facilitate the reduction of injuries and illnesses in four targeted public employer sectors as part of the OSHA approved five-year strategic plan	increase				
<b>On-Site Consultation &amp; Training</b>					
Number of annual health and safety consultation visits to public sector employers	increase	9	1	-88.9%	-
Number of health and safety consultation visits to private sector employers	increase	135	116	-14.1%	-
					-
<b>Boiler and Pressure Vessel Compliance</b>					
Number of boilers or pressure vessels inspected annually	increase	5976	6007	0.5%	-
<b>Wage and Hour Compliance</b>					
<b>Response to Complaints</b>					
Inspections triggered by a worker complaint which are completed within 90 days	increase	84%	89%	6%	-
					-
					-
<b>Public Works Contractor Registration</b>					
Percent of applications processed within 30 days of receipt	increase	94%	95%	1.1%	-
					-