

Labor and Workforce Development

Performance Indicators - August 2010

	Desired Trend	Prior Quarter	Current Quarter	Change	Last 12 Month Average
		Qtr End March 2010	Qtr End June 2010		Jul09-Jun10
Workforce Development:					
Workforce Investment Act (WIA) - Adults Served					
Percent of Participants who Entered Employment	increase	85.2%	85.2%	0.0%	85.2%
Percent of Participants who Retained Employment for 6 months or more	increase	82.4%	82.4%	0.0%	82.4%
Six Month Average Earnings of those who Entered Employment	increase	\$12,031	\$12,253	1.8%	\$12,253
WIA Dislocated Workers					
Percent of Participants who Entered Employment	increase	84.7%	83.0%	-1.7%	83.0%
Percent of Participants who Retained Employment for 6 months or more	increase	85.6%	84.1%	-1.5%	84.1%
Six Month Average Earnings of those who Entered Employment	increase	\$16,484	\$15,863	-3.8%	\$15,863
WIA Youth (age 14 - 24)					
Percent of Participants who have attained a High School Degree or a GED Certificate	increase	47.8%	50.0%	2.2%	50.0%
Percent of Participants who Entered Employment or continued their Education	increase	57.3%	51.9%	-5.4%	51.9%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	increase	31.2%	47.7%	16.5%	47.7%
Employment Services					
Percent of Participants who Entered Employment	increase	46.0%	43.0%	-3.0%	43.0%
Percent of Participants who Retained Employment for 6 months or more	increase	74.0%	73.0%	-1.0%	73.0%
Six Month Average Earnings of those who Entered Employment	increase	\$15,064	\$14,920	-1.0%	\$14,920
WorkFirst New Jersey					
Work Related Participation Rate	increase	25.0%	25.0%	0.0%	25.0%
Percent of Participants who Entered Employment	increase	23.0%	23.0%	0.0%	23.0%
Vocational Rehabilitation Services					
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment	reduce	22.4%	21.6%	-0.8%	21.6%
Average increase in the hourly rate of pay for those individuals who enter employment	increase	\$9.40	\$9.43	3.0%	\$9.43
		Prior Month	Current Month	Change	Last 12 Month Average
Income Security:		July-2010	August-2010		Sep09-Aug10

Disability Determinations Services					
Time it takes to process a case (in days)	reduce	97.9	92.6	-5.4%	105.3
Percent of processed cases deemed accurate	increase	100%	87%	-13.0%	96.1%
Cases that remain pending 12 or more months	reduce	1	0	-100.0%	0.05
Unemployment Insurance					
Initial Claims:					
Percent of cases receiving first payment within 21 days	increase	86.8%	71.6%	-15.2%	85.7%
Percent of Non-Monetary Determinations decided within 21 days	increase	64.3%	46.9%	-17.4%	72.8%
Number of Lower Authority Appeals					
Decisions within 30 days	increase	25.4%	53.5%	28.1%	12.2%
Decisions within 45 days	increase	76.0%	84.3%	8.3%	30.1%
Decisions within 90 days	increase	95.9%	96.7%	0.8%	84.8%
Number of Upper Level Appeals				0	
Unemployment Insurance Call Centers					
Average wait time to speak to an agent (in minutes)	reduce	30:00	29:53	-0.5%	13.9%
Percentage of initial claims filed online	increase	62%	54%	-8.0%	48.0%
Percentage of continued claims filed online	increase	37%	37%	0.0%	34.0%
Percentage of initial claims filed without agent assistance	increase	49%	51%	2.0%	51.0%
Time to process initial claims handled by agents (in days)	reduce	8	10	25.0%	8
Temporary Disability Insurance					
State Plan Initial Claims:					
Eligibility Determined within 14 days of receipt	increase	71.6%	69.7%	-1.9%	72.9%
Eligibility Determined within 28 days of receipt	increase	91.6%	90.4%	-1.2%	90.0%
Family Leave Claims					
Eligibility Determined within 14 days of receipt	increase	77.7%	77.5%	-0.2%	74.20%
Eligibility Determined within 28 days of receipt	increase	96.7%	96.6%	-0.1%	92.90%
TDI-FLI Call Center					
Average wait time to speak to an agent (in minutes)	reduce	5:19	5:23	1.3%	4:33
Rate of Abandoned calls	reduce	18.0%	18.0%	0.0%	14.8%
Percentage of calls handled without agent assistance	increase	89.1%	74.0%	-15.1%	68.5%
TDI-FLI Appeals					

Decisions within 30 days	increase	0.0%	0.0%	0.0%	0.0%
Decisions within 45 days	increase	0.0%	75.0%	75.0%	7.10%
Decisions within 90 days	increase	33.3%	25.0%	-8.3%	30.6%

Workers' Compensation:		July-2010	August-2010		Sep09-Aug10
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	75.0%	64.0%	-11.0%	64.0%

Labor Standards and Safety Enforcement:		July-2010	August-2010		Sep09-Aug10
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	55.0%	65.0%	10.0%	65.0%
Percentage of complaints investigated within 5 days	increase	95.0%	100.0%	5.0%	100.0%
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%
Facilitate the reduction of injuries and illnesses in four targeted public employer sectors as part of the OSHA approved five-year strategic plan	increase				
On-Site Consultation & Training (data available on quarterly basis)					
Number of annual health and safety consultation visits to public sector employers	increase	1	1	0.0%	3
Number of health and safety consultation visits to private sector employers	increase	116	122	5.2%	126
Boiler and Pressure Vessel Compliance					
Number of boilers or pressure vessels inspected annually	increase	6007	2130	-64.5%	2101
Wage and Hour Compliance					
Response to Complaints					
Inspections triggered by a worker complaint which are completed within 90 days	increase	89	96	7.9%	87.50
Public Works Contractor Registration					
Percent of applications processed within 30 days of receipt	increase	95.0%	94%	-1.0%	93.8%