

# Labor and Workforce Development

## Performance Indicators - September 2010

	Desired Trend	Prior Quarter	Current Quarter	Change	Last 12 Month Average
		Qtr End March 2010	Qtr End June 2010		Jul09-Jun10
<b>Workforce Development:</b>					
<b>Workforce Investment Act (WIA) - Adults Served</b>					
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
<b>WIA Dislocated Workers</b>					
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
<b>WIA Youth (age 14 - 24)</b>					
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%
<b>Employment Services</b>					
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
<b>WorkFirst New Jersey</b>					
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%
<b>Vocational Rehabilitation Services</b>					
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	0.3%	\$9.43

		Prior Month	Current Month	Change	Last 12 Month Average
		August-2010	September-2010		Oct09-Sep10
<b>Income Security:</b>					
<b>Disability Determinations Services</b>					
Time it takes to process a case (in days)	reduce	92.6	95.5	3.1%	99.9
Percent of processed cases deemed accurate	increase	87%	100%	13.0%	96.0%
Cases that remain pending 12 or more months	reduce	0	0	0.0%	0.00
<b>Unemployment Insurance</b>					
Initial Claims:					
Percent of cases receiving first payment within 21 days	increase	71.6%	75.8%	4.2%	84.7%
Percent of Non-Monetary Determinations decided within 21 days	increase	46.9%	36.9%	-10.0%	69.8%
Number of Lower Authority Appeals					
Decisions within 30 days	increase	53.5%	34.6%	-18.9%	14.7%
Decisions within 45 days	increase	84.3%	90.1%	5.8%	36.4%
Decisions within 90 days	increase	96.7%	98.7%	2.0%	86.1%
Number of Upper Level Appeals					
	reduce	3,505	3,883	10.8%	na
<b>Unemployment Insurance Call Centers</b>					
Average wait time to speak to an agent (in minutes)	reduce	29:53	29:58	0.3%	na
Percentage of initial claims filed online	increase	54%	51%	-3.0%	na
Percentage of continued claims filed online	increase	37%	37%	0.0%	na
Percentage of initial claims filed without agent assistance	increase	51%	48%	-3.0%	na
Time to process initial claims handled by agents (in days)	reduce	10	7	-30.0%	na
<b>Temporary Disability Insurance</b>					
State Plan Initial Claims:					
Eligibility Determined within 14 days of receipt	increase	69.7%	69.8%	0.1%	72.8%
Eligibility Determined within 28 days of receipt	increase	90.4%	88.9%	-1.5%	90.1%
<b>Family Leave Claims</b>					
Eligibility Determined within 14 days of receipt	increase	77.5%	81.0%	3.5%	75.10%
Eligibility Determined within 28 days of receipt	increase	96.6%	96.0%	-0.6%	93.40%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>					
Average wait time to speak to an agent (in minutes)	reduce	5:23	5:16	-2.2%	4:49

Rate of Abandoned calls	reduce	18.0%	17.2%	-0.8%	15.3%
Percentage of calls handled without agent assistance	increase	74.0%	76.0%	2.0%	70.4%
<b>Temporary Disability Insurance-Family Leave Insurance Appeals</b>					
Decisions within 30 days	increase	0.0%	14.0%	14.0%	na
Decisions within 45 days	increase	75.0%	14.0%	-61.0%	na
Decisions within 90 days	increase	25.0%	43.0%	18.0%	na
<b>Workers' Compensation:</b>					
		<b>August-2010</b>	<b>September-2010</b>		<b>Oct09-Sep10</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	100.0%	100.0%	0.0%	100.0%
Non-emergent issues resolved within 60 days	increase	64.0%	61.0%	-3.0%	62.5%
<b>Labor Standards and Safety Enforcement:</b>					
		<b>August-2010</b>	<b>September-2010</b>		<b>Oct09-Sep10</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	65.0%	65.0%	0.0%	65.0%
<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%	0.0%	100.0%
<b>On-Site Consultation &amp; Training</b> (data available on quartely basis)					
Number of annual health and safety consultation visits to public sector employers	increase	1	2	100.0%	3
Number of health and safety consultation visits to private sector employers	increase	122	126	3.3%	126
<b>Boiler and Pressure Vessel Compliance</b>					
Number of boilers or pressure vessels inspected monthly	increase	2,130	2,080	-2.3%	2,101
<b>Wage and Hour Compliance</b>					
<b>Response to Complaints</b>					
Inspections triggered by a worker complaint which are completed within 90 days	increase	96	93	-3.1%	87.5
<b>Public Works Contractor Registration</b>					
Percent of applications processed within 30 days of receipt	increase	94%	96%	2.0%	93.8%

