

<b>Labor and Workforce Development</b> <b>Performance Indicators - October 2010</b>	<b>Desired Trend</b>	<b>Prior Quarter</b>	<b>Current Quarter</b>	<b>Change</b>	<b>Last 12 Month Average</b>	
		<b>Qtr End 2010</b>	<b>June</b>	<b>Qtr End September 2010</b>	<b>Oct 09-Sep10</b>	
<b>Workforce Development:</b>						
<b>Workforce Investment Act (WIA) - Adults Served</b>						
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
<b>WIA Dislocated Workers</b>						
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
<b>WIA Youth (age 14 - 24)</b>						
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%
<b>Employment Services</b>						
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
<b>WorkFirst New Jersey</b>						
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%
<b>Vocational Rehabilitation Services</b>						
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

		Current Month	Current Month	Change	Last 12 Month Average
		September-2010	October-2010		Nov09-Oct10
<b>Income Security:</b>					
<b>Disability Determinations Services</b>					
Time it takes to process a case (in days)	reduce	95.5	99.1	3.8%	105.1
Percent of processed cases deemed accurate	increase	100%	96%	-4.3%	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	75.8%	75.3%	-0.5%	83.8%
Percent of Non-Monetary Determinations decided within 21 days	increase	36.9%	39.5%	2.6%	67.4%
Number of Lower Authority Appeals					
Decisions within 30 days	increase	34.6%	63.7%	29.1%	19.6%
Decisions within 45 days	increase	90.1%	89.5%	-0.6%	42.7%
Decisions within 90 days	increase	98.7%	98.4%	-0.3%	87.6%
Number of Upper Level Appeals					
	reduce	3,883	3,789	-2.4%	
<b>Unemployment Insurance Call Centers</b>					
Average wait time to speak to an agent (in minutes)	reduce	29:58	29:37	-1.5%	na
Percentage of initial claims filed online	increase	51%	54%	3.0%	na
Percentage of continued claims filed online	increase	37%	37%	0.0%	na
Percentage of initial claims filed without agent assistance	increase	48%	47%	-1.0%	na
Time to process initial claims handled by agents (in days)	reduce	7	6	-14.3%	na
<b>Temporary Disability Insurance</b>					
State Plan Initial Claims:					
Eligibility Determined within 14 days of receipt	increase	69.8%	73.8%	4.0%	73.0%
Eligibility Determined within 28 days of receipt	increase	88.9%	91.9%	3.0%	91.0%
<b>Family Leave Claims</b>					
Eligibility Determined within 14 days of receipt	increase	81.0%	78.6%	-2.4%	75.60%
Eligibility Determined within 28 days of receipt	increase	96.0%	95.7%	-0.3%	94.00%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>					
Average wait time to speak to an agent (in minutes)	reduce	5:16	5:42	8.2%	4:57
Rate of Abandoned calls	reduce	17.2%	17.2%	0.0%	15.5%
Percentage of calls handled without agent assistance	increase	76.0%	80.0%	4.0%	71.7%
<b>Temporary Disability Insurance-Family Leave Insurance Appeals</b>					

Decisions within 30 days	increase	14.0%	0.0%	-14.0%	1.2%
Decisions within 45 days	increase	14.0%	0.0%	-14.0%	7.40%
Decisions within 90 days	increase	43.0%	100.0%	57.0%	28.4%
<b>Workers' Compensation:</b>					
		September-2010	October-2010		Nov09-Oct10
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	61.0%	67.0%	6.0%	64.0%
<b>Labor Standards and Safety Enforcement:</b>					
		September-2010	October-2010		Nov09-Oct10
<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 quarterly basis)					
Number of annual health and safety consultation visits to public sector employers	increase	2	3	50.0%	4
Number of health and safety consultation visits to private sector employers	increase	126	117	-7.1%	125
<b>Boiler and Pressure Vessel Compliance</b>					
Number of boilers or pressure vessels inspected monthly	increase	2,080	2,319	11.5%	2,068
<b>Wage and Hour Compliance</b>					
<b>Response to Complaints</b>					
Inspections triggered by a worker complaint which are completed within 90 days	increase	93	89	-4.3%	87.65%
<b>Public Works Contractor Registration</b>					
Percent of applications processed within 30 days of receipt	increase	96%	97%	1.0%	94.1%