

Labor and Workforce Development			Frequency	Desired Trend	Prior Quarter		Current Quarter	Change	Last 12 Month Average
Performance Indicators - December 2010					Qtr End 2010	June	Qtr End September 2010		Oct 09- Sep10
Workforce Development:									
Workforce Investment Act (WIA) - Adults Served									
Percent of Participants who Entered Employment	Quarterly	increase	86.0%		81.1%	-4.9%	81.1%		
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	82.9%		82.0%	-0.9%	82.0%		
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$11,942		\$11,953	0.1%	\$11,953		
WIA Dislocated Workers									
Percent of Participants who Entered Employment	Quarterly	increase	82.3%		79.2%	-3.1%	79.2%		
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	85.3%		84.5%	-0.8%	84.5%		
Six Month Average Earnings of those who Entered Employment	Quarterly	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	Quarterly	increase	67.5%		67.6%	0.1%	67.6%		
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	62.1%		60.9%	-1.2%	60.9%		
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	53.6%		45.0%	-8.6%	45.0%		
Employment Services									
Percent of Participants who Entered Employment	Quarterly	increase	41.0%		40.0%	-1.0%	40.0%		
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	72.0%		72.0%	0.0%	72.0%		
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$15,250		\$15,587	2.2%	\$15,587		
WorkFirst New Jersey									
Work Related Participation Rate	Quarterly	increase	25.0%		16.8%	-8.2%	21.4%		
Percent of Participants who Entered Employment	Quarterly	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 (in days)	Quarterly	reduce	59		83	40.7%	170		
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$9.43		\$9.50	0.7%	\$9.48		

	Frequency		Prior Month	Current Month	Change	Last 12 Month Average
Income Security:			November-2010	December-2010		Jan 10- Dec 10
Disability Determinations Services						
Time it takes to process a case (in days)	Monthly	reduce	101	97.5	-3.5%	102.0
Percent of processed cases deemed accurate	Monthly	increase	98%	97%	-0.9%	96.0%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	0.0%	0
Unemployment Insurance						
Initial Claims:						
Percent of cases receiving first payment within 21 days	Monthly	increase	74.9%	79.9%	5.0%	82.2%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	39.5%	41.1%	1.6%	61.4%
Number of Lower Authority Appeals						
Decisions within 30 days	Monthly	increase	43.5%	40.9%	-2.6%	25.7%
Decisions within 45 days	Monthly	increase	88.6%	85.5%	-3.1%	55.1%
Decisions within 90 days	Monthly	increase	98.2%	98.4%	0.2%	91.0%
Number of Upper Level Appeals						
	Monthly	reduce	3,790	3,698	-2.4%	3,292
Unemployment Insurance Call Centers						
Average wait time to speak to an agent (in minutes)	Monthly	reduce	30:48	32:47	8.3%	na
Percentage of initial claims filed online	Monthly	increase	53%	61%	8.0%	na
Percentage of continued claims filed online	Monthly	increase	37%	37%	0.0%	na
Percentage of initial claims filed without agent assistance	Monthly	increase	51%	32%	-19.0%	na
Time to process initial claims handled by agents (in days)	Monthly	reduce	7	7	0.0%	na
Temporary Disability Insurance						
State Plan Initial Claims:						
Eligibility Determined within 14 days of receipt	Monthly	increase	71.1%	68.5%	-2.6%	72.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	91.0%	86.9%	-4.1%	91.0%
Family Leave Claims						
Eligibility Determined within 14 days of receipt	Monthly	increase	76.0%	74.7%	-1.3%	76.80%
Eligibility Determined within 28 days of receipt	Monthly	increase	95.6%	93.8%	-1.8%	95.00%
Temporary Disability Insurance-Family Leave Insurance Call Center						
Average wait time to speak to an agent (in minutes)	Monthly	reduce	5:44	6:21	10.8%	5:00
Rate of Abandoned calls	Monthly	reduce	16.0%	19.0%	3.0%	15.8%
Percentage of calls handled without agent assistance	Monthly	increase	78.0%	78.0%	0.0%	74.3%
Temporary Disability Insurance-Family Leave Insurance Appeals						
Decisions within 30 days	Monthly	increase	0.0%	4.5%	4.5%	na
Decisions within 45 days	Monthly	increase	0.0%	10.2%	10.2%	na

Decisions within 90 days	Monthly	increase	0.0%	38.6%	38.6%	na
Workers' Compensation:			November-2010	December-2010		Jan 10- Dec 10
Expedite the case listing and hearing of all motions involving medical treatment issues by completing:						
Emergent medical treatment disputes resolved within 30 days	Monthly	increase	100.0%	100.0%	0.0%	100.0%
Non-emergent issues resolved within 60 days	Monthly	increase	70.0%	65.0%	-5.0%	65.4%
Labor Standards and Safety Enforcement:			November-2010	December-2010		Jan 10- Dec 10
Public Safety and Occupational Safety & Health						
Asbestos Control						
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	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	Monthly	increase	100.0%	100.0%	0.0%	100.0%
On-Site Consultation & Training (data available on quartely basis)						
Number of annual health and safety consultation visits to public sector employers	Quarterly	increase	3	2	-33.3%	4
Number of health and safety consultation visits to private sector employers	Quarterly	increase	112	102	-8.9%	126
Boiler and Pressure Vessel Compliance						
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,508	1,671	10.8%	1,998
Wage and Hour Compliance						
Response to Complaints						
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	246	163	-33.7%	178
Public Works Contractor Registration						
Percent of applications processed within 30 days of receipt	Monthly	increase	97%	95%	-2.0%	94.9%