

Labor and Workforce Development Performance Indicators - February 2011	Frequency	Desired Trend	Prior Quarter	Current Quarter	Change	Last 12 Month Average
			Qtr End September 2010	Qtr End December 2010		Jan 10- Dec 10
Workforce Development:						
Workforce Investment Act (WIA) - Adults Served						
Percent of Participants who Entered Employment	Quarterly	increase	81.1%	80.2%	-0.9%	80.2%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	82.0%	81.9%	-0.1%	81.9%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$11,953	\$12,441	4.1%	\$12,441
WIA Dislocated Workers						
Percent of Participants who Entered Employment	Quarterly	increase	79.2%	80.5%	1.3%	80.5%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	84.5%	84.9%	0.4%	84.9%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$15,850	\$16,383	3.4%	\$16,383
WIA Youth (age 14 - 24)						
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	67.6%	66.9%	-0.7%	66.9%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	60.9%	61.4%	0.5%	61.4%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	45.0%	48.4%	3.4%	48.4%
Employment Services						
Percent of Participants who Entered Employment	Quarterly	increase	40.0%	40.0%	0.0%	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	\$15,587	\$16,005	2.7%	\$16,005
WorkFirst New Jersey						
Work Related Participation Rate	Quarterly	increase	16.8%	17.9%	1.1%	19.0%
Percent of Participants who Entered Employment	Quarterly	increase	32.0%	51.0%	19.0%	28.0%
Vocational Rehabilitation Services						
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	83	76	-8.4%	68
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$9.50	\$9.40	-1.1%	\$9.45

	Frequency		Prior Month	Current Month	Change	Last 12 Month Average
Income Security:			January-2011	February-2011		Mar 10- Feb 11
Disability Determinations Services						
Time it takes to process a case (in days)	Monthly	reduce	101.7	95.95	-5.7%	97.7
Percent of processed cases deemed accurate	Monthly	increase	84%	89%	4.9%	94.9%
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	83.8%	80.3%	-3.5%	81.2%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	58.7%	65.2%	6.5%	58.0%
Number of Lower Authority Appeals						
Decisions within 30 days	Monthly	increase	14.3%	15.1%	0.8%	27.4%
Decisions within 45 days	Monthly	increase	74.8%	68.3%	-6.5%	65.5%
Decisions within 90 days	Monthly	increase	98.4%	97.5%	-0.9%	95.6%
Number of Upper Level Appeals						
	Monthly	reduce	3,712	3,709	-0.1%	3,494
Unemployment Insurance Call Centers						
Average wait time to speak to an agent (in minutes)	Monthly	reduce	33:03	25:49	-30.1%	na
Percentage of initial claims filed online	Monthly	increase	60%	54%	-6.0%	na
Percentage of continued claims filed online	Monthly	increase	38%	40%	2.0%	na
Percentage of initial claims filed without agent assistance	Monthly	increase	30%	51%	21.0%	na
Time to process initial claims handled by agents (in days)	Monthly	reduce	6	6	0.0%	na
Temporary Disability Insurance						
State Plan Initial Claims:						
Eligibility Determined within 14 days of receipt	Monthly	increase	67.3%	71.7%	4.4%	72.0%
Eligibility Determined within 28 days of receipt	Monthly	increase	85.1%	91.8%	6.7%	90.5%
Family Leave Claims						
Eligibility Determined within 14 days of receipt	Monthly	increase	73.8%	79.0%	5.2%	77.30%
Eligibility Determined within 28 days of receipt	Monthly	increase	89.0%	94.0%	5.0%	94.90%
Temporary Disability Insurance-Family Leave Insurance Call Center						
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7:02	6:18	-10.4%	5:09
Rate of Abandoned calls	Monthly	reduce	19.0%	20.0%	1.0%	16.3%
Percentage of calls handled without agent assistance	Monthly	increase	72.0%	73.0%	1.0%	75.7%
Temporary Disability Insurance-Family Leave Insurance Appeals						
Decisions within 30 days	Monthly	increase	0.0%	0.0%	0.0%	na
Decisions within 45 days	Monthly	increase	0.0%	0.0%	0.0%	na

Decisions within 90 days	Monthly	increase	33.0%	0.0%	-33.0%	na
Workers' Compensation:						
Expedite the case listing and hearing of all motions involving medical treatment issues by completing:			January-2011	February-2011		Mar 10- Feb 11
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	66.0%	67.0%	1.0%	65.7%
Labor Standards and Safety Enforcement:						
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 quarterly basis)						
Number of annual health and safety consultation visits to public sector employers	Quarterly	increase	2	2	0.0%	4
Number of health and safety consultation visits to private sector employers	Quarterly	increase	90	80	-11.1%	116
Boiler and Pressure Vessel Compliance						
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,006	2,074	3.4%	2,051
Wage and Hour Compliance						
Response to Complaints						
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	155	181	16.8%	179
Public Works Contractor Registration						
Percent of applications processed within 30 days of receipt	Monthly	increase	92%	98%	6.0%	95.3%