

Labor and Workforce Development Performance Indicators - March 2011	Frequency	Desired Trend	Prior Quarter	Current Quarter	Change	Last 12 Month Average
			Qtr End	September	Qtr End	Jan 10- Dec 10
Workforce Development:			2010	December 2010		
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:			February-2011	March-2011		Apr 10- Mar 11
Disability Determinations Services						
Time it takes to process a case (in days)	Monthly	reduce	95.95	90.84	-5.3%	97.2
Percent of processed cases deemed accurate	Monthly	increase	89%	95%	6.0%	95.0%
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	80.3%	80.9%	0.6%	80.9%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	65.2%	64.0%	-1.2%	56.8%
Number of Lower Authority Appeals	Monthly					
Decisions within 30 days	Monthly	increase	15.1%	11.6%	-3.5%	28.1%
Decisions within 45 days	Monthly	increase	68.3%	73.1%	4.8%	70.9%
Decisions within 90 days	Monthly	increase	97.5%	96.3%	-1.2%	96.7%
Number of Upper Level Appeals	Monthly	reduce	3,709	3,652	-1.5%	3,546
Unemployment Insurance Call Centers						
Average wait time to speak to an agent (in minutes)	Monthly	reduce	25:49	26:23	2.4%	na
Percentage of initial claims filed online	Monthly	increase	54%	50%	-4.0%	na
Percentage of continued claims filed online	Monthly	increase	40%	42%	2.0%	na
Percentage of initial claims filed without agent assistance	Monthly	increase	51%	48%	-3.0%	na
Time to process initial claims handled by agents (in days)	Monthly	reduce	6	7	16.7%	na
Temporary Disability Insurance						
State Plan Initial Claims:						
Eligibility Determined within 14 days of receipt	Monthly	increase	71.7%	68.9%	-2.8%	71.4%
Eligibility Determined within 28 days of receipt	Monthly	increase	91.8%	90.5%	-1.3%	90.3%
Family Leave Claims						
Eligibility Determined within 14 days of receipt	Monthly	increase	79.0%	79.2%	0.2%	77.40%
Eligibility Determined within 28 days of receipt	Monthly	increase	94.0%	95.3%	1.3%	94.90%
Temporary Disability Insurance-Family Leave Insurance Call Center						
Average wait time to speak to an agent (in minutes)	Monthly	reduce	6:18	3:39	-42.1%	5:06
Rate of Abandoned calls	Monthly	reduce	20.0%	11.7%	-8.3%	16.2%
Percentage of calls handled without agent assistance	Monthly	increase	73.0%	79.0%	6.0%	76.3%
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	0.0%	0.0%	0.0%	na
Workers' Compensation:			February-2011	March-2011		Apr 10- Mar 11
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	67.0%	65.0%	-2.0%	65.6%
Labor Standards and Safety Enforcement:			February-2011	March-2011		Apr 10- Mar 11
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%	66.0%
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%	2
Number of health and safety consultation visits to private sector employers	Quarterly	increase	80	92	15.0%	115
Boiler and Pressure Vessel Compliance						
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,074	2,029	-2.2%	1,979
Wage and Hour Compliance						
Response to Complaints						
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	181	216	19.3%	183
Public Works Contractor Registration						
Percent of applications processed within 30 days of receipt	Monthly	increase	98%	98%	0.0%	95.7%