

<b>Labor and Workforce Development</b> <b>Performance Indicators - April 2011</b>	<b>Frequency</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 September 2010</b>	<b>Qtr End December 2010</b>		<b>Jan 10- Dec 10</b>
<b>Workforce Development:</b>						
<b>Workforce Investment Act (WIA) - Adults Served</b>						
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
<b>WIA Dislocated Workers</b>						
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
<b>WIA Youth (age 14 - 24)</b>						
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%
<b>Employment Services</b>						
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
<b>WorkFirst New Jersey</b>						
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%
<b>Vocational Rehabilitation Services</b>						
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:			March-2011	April-2011		May 10- Apr 11
<b>Disability Determinations Services</b>						
Time it takes to process a case (in days)	Monthly	reduce	90.84	89.30	-1.7%	96.4
Percent of processed cases deemed accurate	Monthly	increase	95%	90%	-4.7%	94.6%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	0.0%	0
<b>Unemployment Insurance</b>						
Initial Claims:						
Percent of cases receiving first payment within 21 days	Monthly	increase	80.9%	85.1%	4.2%	80.8%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	64.0%	76.1%	12.1%	57.2%
Number of Lower Authority Appeals						
Decisions within 30 days	Monthly	increase	11.6%	11.5%	-0.1%	28.7%
Decisions within 45 days	Monthly	increase	73.1%	66.5%	-6.6%	75.2%
Decisions within 90 days	Monthly	increase	96.3%	96.4%	0.1%	97.1%
Number of Upper Level Appeals						
	Monthly	reduce	3,652	3,554	-1.5%	3,581
<b>Unemployment Insurance Call Centers</b>						
Average wait time to speak to an agent (in minutes)	Monthly	reduce	26:23	29:30	13.0%	na
Percentage of initial claims filed online	Monthly	increase	50%	52%	2.0%	na
Percentage of continued claims filed online	Monthly	increase	42%	44%	1.5%	na
Percentage of initial claims filed without agent assistance	Monthly	increase	48%	54%	6.0%	na
Time to process initial claims handled by agents (in days)	Monthly	reduce	7	7	0.0%	na
<b>Temporary Disability Insurance</b>						
State Plan Initial Claims:						
Eligibility Determined within 14 days of receipt	Monthly	increase	68.9%	67.1%	-1.8%	70.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.5%	88.8%	-1.7%	90.1%
<b>Family Leave Claims</b>						
Eligibility Determined within 14 days of receipt	Monthly	increase	79.2%	78.7%	-0.5%	77.50%
Eligibility Determined within 28 days of receipt	Monthly	increase	95.3%	95.9%	0.6%	94.90%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>						
Average wait time to speak to an agent (in minutes)	Monthly	reduce	3:39	3:39	0.0%	5:06
Rate of Abandoned calls	Monthly	reduce	11.7%	12.0%	0.3%	16.1%
Percentage of calls handled without agent assistance	Monthly	increase	79.0%	81.0%	2.0%	76.5%
<b>Temporary Disability Insurance-Family Leave Insurance Appeals</b>						
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
<b>Workers' Compensation:</b>						
Expedite the case listing and hearing of all motions involving medical treatment issues by completing:			March-2011	April-2011		May 10- Apr 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	65.0%	71.0%	6.0%	66.2%
<b>Labor Standards and Safety Enforcement:</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	Monthly	increase	65.0%	65.0%	0.0%	66.0%
<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	Monthly	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	Quarterly	increase	2	4	100.0%	3.2
Number of health and safety consultation visits to private sector employers	Quarterly	increase	92	69	-25.0%	116
<b>Boiler and Pressure Vessel Compliance</b>						
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,029	2,114	4.2%	2,030
<b>Wage and Hour Compliance</b>						
<b>Response to Complaints</b>						
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	216	216	0.0%	185
<b>Public Works Contractor Registration</b>						
Percent of applications processed within 30 days of receipt	Monthly	increase	98%	97%	-1.0%	95.8%