

<b>Labor and Workforce Development</b> <b>Performance Indicators - June 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 December 2010</b>	<b>Qtr End March 2011</b>		<b>Dec10- Mar11</b>
<b>Workforce Development:</b>						
<b>Workforce Investment Act (WIA) - Adults Served</b>						
Percent of Participants who Entered Employment	Quarterly	increase	80.2%	79.8%	-0.4%	79.8%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	81.9%	82.2%	0.3%	82.2%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,441	\$11,584	-6.9%	\$11,584
<b>WIA Dislocated Workers</b>						
Percent of Participants who Entered Employment	Quarterly	increase	80.5%	78.7%	-1.8%	78.7%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	84.9%	83.8%	-1.1%	83.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,383	\$16,415	0.2%	\$16,415
<b>WIA Youth (age 14 - 21)</b>						
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	66.9%	73.9%	7.0%	73.9%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	61.4%	59.6%	-1.8%	59.6%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	48.4%	49.9%	1.5%	49.9%
<b>Employment Services</b>						
Percent of Participants who Entered Employment	Quarterly	increase	40.0%	36.0%	-4.0%	36.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	72.0%	71.0%	-1.0%	71.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,005	\$15,233	-4.8%	\$15,233
<b>WorkFirst New Jersey</b>						
Percent of Participants who Entered Employment	Quarterly	increase	28.0%	37.0%	9.0%	32.5%
<b>Vocational Rehabilitation Services</b>						
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	68.0	65.0	-4.4%	72.0
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$9.45	\$9.47	0.2%	\$9.30

	Frequency		Prior Month	Current Month	Change	Last 12 Month Average
<b>Income Security:</b>			May-2011	June-2011		Jul 10- Jun 11
<b>Disability Determinations Services</b>						
Time it takes to process a case (in days)	Monthly	reduce	86.40	87.94	1.8%	94.6
Percent of processed cases deemed accurate	Monthly	increase	91%	98%	7.6%	93.9%
Cases that remain pending 12 or more months	Monthly	reduce	1	0	-100.0%	0
<b>Unemployment Insurance</b>						
Initial Claims:						
Percent of cases receiving first payment within 21 days	Monthly	increase	86.6%	87.5%	0.9%	80.7%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	77.5%	78.6%	1.1%	58.0%
Number of Lower Authority Appeals						
Decisions within 30 days	Monthly	increase	6.2%	8.7%	2.5%	27.4%
Decisions within 45 days	Monthly	increase	23.6%	17.9%	-5.7%	69.9%
Decisions within 90 days	Monthly	increase	97.3%	94.3%	-3.0%	97.2%
Number of Upper Level Appeals						
	Monthly	reduce	3,514	3,262	-7.2%	3,613
<b>Unemployment Insurance Call Centers</b>						
Average wait time to speak to an agent (in minutes)	Monthly	reduce	26:41	30:04	12.7%	na
Percentage of initial claims filed online	Monthly	increase	48%	51%	3.0%	na
Percentage of continued claims filed online	Monthly	increase	47%	50%	3.0%	na
Percentage of initial claims filed without agent assistance	Monthly	increase	52%	55%	3.0%	na
Time to process initial claims handled by agents (in days)	Monthly	reduce	6	6	0.0%	na
<b>Temporary Disability Insurance</b>						
State Plan Initial Claims:						
Eligibility Determined within 14 days of receipt	Monthly	increase	68.2%	65.1%	-3.1%	68.4%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.6%	86.4%	-2.2%	89.3%
<b>Family Leave Claims</b>						
Eligibility Determined within 14 days of receipt	Monthly	increase	81.6%	80.6%	-1.0%	78.10%
Eligibility Determined within 28 days of receipt	Monthly	increase	96.6%	95.0%	-1.6%	95.00%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>						
Average wait time to speak to an agent (in minutes)	Monthly	reduce	4:56	6:04	23.0%	5:26
Rate of Abandoned calls	Monthly	reduce	15.0%	18.0%	3.0%	16.7%
Percentage of calls handled without agent assistance	Monthly	increase	76.0%	73.0%	-3.0%	76.1%
<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:			May-2011	June-2011		Jul 10- Jun 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%	69.0%	4.0%	66.4%
<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>						
Number of annual health and safety consultation visits to public sector employers	Monthly	increase	5	6	20.0%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	97	79	-18.6%	106
<b>Boiler and Pressure Vessel Compliance</b>						
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,114	1,871	-11.5%	2,034
<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	93.0%	95.0%	2.2%	90.6%
<b>Public Works Contractor Registration</b>						
Percent of applications processed within 30 days of receipt	Monthly	increase	94%	94%	0.0%	95.8%