

	Frequency			Prior Month	Current Month	Change	Last 12 Month Average
Income Security:				June-2011	July-2011		Jul 10- Jun 11
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	87.94	91.15	3.7%	94.1
Percent of processed cases deemed accurate	Monthly	increase	97.0%	98%	96%	-2.1%	93.5%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	0	0.0%	0
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	87.5%	89.1%	1.6%	80.9%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	78.6%	74.7%	-3.9%	58.9%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	8.7%	3.7%	-5.0%	25.6%
Decisions within 45 days	Monthly	increase	80.0%	17.9%	7.6%	-10.3%	64.2%
Decisions within 90 days	Monthly	increase	95.0%	94.3%	92.5%	-1.8%	96.9%
Number of Upper Level Appeals							
	Monthly	reduce	600	3,262	3,212	-1.5%	3,607
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	30:04	31:54	6.1%	na
Percentage of initial claims filed online	Monthly	increase	55.0%	51%	55%	4.0%	na
Percentage of continued claims filed online	Monthly	increase	70.0%	50%	50%	0.0%	na
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	55%	49%	-6.0%	na
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	6	6	0.0%	na
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	65.1%	62.6%	-2.5%	66.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	86.4%	83.9%	-2.5%	88.7%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	80.6%	81.4%	0.8%	78.50%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	95.0%	95.1%	0.1%	94.90%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	6:04	7:11	18.4%	5:36
Rate of Abandoned calls	Monthly	reduce	18.0%	18.0%	20.0%	2.0%	16.9%
Percentage of calls handled without agent assistance	Monthly	increase	78.0%	73.0%	68.0%	-5.0%	75.7%
Temporary Disability Insurance-Family Leave Insurance Appeals							
Decisions within 30 days	Monthly	increase	60.0%	0.0%	0.0%	0.0%	na
Decisions within 45 days	Monthly	increase	80.0%	0.0%	0.0%	0.0%	na

Decisions within 90 days	Monthly	increase	90.0%	0.0%	0.0%	0.0%	na
Workers' Compensation:							
Expedite the case listing and hearing of all motions involving medical treatment issues by completing:				June-2011	July-2011		Jul 10- Jun 11
Emergent medical treatment disputes resolved within 30 days	Monthly	increase	100.0%	100.0%	100.0%	0.0%	100.0%
Non-emergent issues resolved within 60 days	Monthly	increase	100.0%	69.0%	62.0%	4.0%	66.4%
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	55.0%	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%	100.0%	0.0%	100.0%
On-Site Consultation & Training							
Number of annual health and safety consultation visits to public sector employers	Monthly	increase	4	6	4	-33.3%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	79	111	40.5%	110
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	1,871	2,272	21.4%	2,015
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	95.0%	93.0%	-2.1%	90.3%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	94%	98%	4.0%	96.0%