

<b>Labor and Workforce Development</b> <b>Performance Indicators - September 2011</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Quarter</b>	<b>Current Quarter</b>	<b>Change</b>	<b>Last 12 Month Average</b>
				<b>Qtr End March 2011</b>	<b>Qtr End June 2011</b>		<b>Jul 10- Jun 11</b>
<b>Workforce Development:</b>							
<b>Workforce Investment Act (WIA) - Adults Served</b>							
Percent of Participants who Entered Employment	Quarterly	increase	79.3%	79.8%	81.6%	1.8%	81.6%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.2%	82.2%	85.4%	3.2%	85.4%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,463	\$11,584	\$12,133	4.7%	\$12,133
<b>WIA Dislocated Workers</b>							
Percent of Participants who Entered Employment	Quarterly	increase	79.8%	78.7%	83.1%	4.4%	83.1%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.9%	83.8%	87.4%	3.6%	87.4%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$15,869	\$16,415	\$18,010	9.7%	\$18,010
<b>WIA Youth (age 14 - 21)</b>							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	59.0%	73.9%	75.1%	1.2%	75.1%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	59.0%	59.6%	62.6%	3.0%	62.6%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	45.0%	49.9%	56.2%	6.3%	56.2%
<b>Employment Services</b>							
Percent of Participants who Entered Employment	Quarterly	increase	51.5%	36.0%	41.0%	5.0%	41.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	70.2%	71.0%	74.0%	3.0%	74.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$14,810	\$15,233	\$16,476	8.2%	\$16,476
<b>WorkFirst New Jersey</b>							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	37.0%	37.0%	0.0%	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	60 Days	65.0	65.0	0.0%	72.0
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$9.50	\$9.47	\$9.47	0.0%	\$9.30

	Frequency			Prior Month	Current Month	Change	Last 12 Month Average
<b>Income Security:</b>				August-2011	September-2011		Oct 10- Sep 11
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	85	92.50	94.60	2.3%	94.0
Percent of processed cases deemed accurate	Monthly	increase	97.0%	94%	94%	0.0%	94.6%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	1	100.0%	0
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	78.3%	79.9%	1.6%	81.8%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	60.1%	58.7%	-1.4%	61.1%
Number of Lower Authority Appeals	Monthly						
Decisions within 30 days	Monthly	increase	60.0%	2.5%	4.4%	1.9%	18.8%
Decisions within 45 days	Monthly	increase	80.0%	6.6%	10.9%	4.3%	51.1%
Decisions within 90 days	Monthly	increase	95.0%	81.2%	58.2%	-23.0%	92.3%
Number of Upper Level Appeals	Monthly	reduce	600	3,405	2,963	-13.0%	3,492
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	36:35	24:13	-33.8%	na
Percentage of initial claims filed online	Monthly	increase	55.0%	60%	53%	-7.0%	na
Percentage of continued claims filed online	Monthly	increase	70.0%	51%	51%	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	7	5	-28.6%	na
<b>Temporary Disability Insurance</b>							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	61.5%	61.2%	-0.3%	67.5%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	84.7%	83.5%	-1.2%	87.8%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	81.5%	82.9%	1.4%	79.00%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	96.1%	96.3%	0.2%	94.90%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	7:26	6:37	-11.0%	5:53
Rate of Abandoned calls	Monthly	reduce	18.0%	20.0%	18.0%	-2.0%	17.2%
Percentage of calls handled without agent assistance	Monthly	increase	78.0%	70.0%	74.0%	4.0%	75.2%
<b>Workers' Compensation:</b>				August-2011	September-2011		Oct 10- Sep 11

