

Labor and Workforce Development Performance Indicators - November 2011	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
				Qtr End 2011	June	Qtr End September 2011	Oct 10- Sept 11
Workforce Development:							
Workforce Investment Act (WIA) - Adults Served							
Percent of Participants who Entered Employment	Quarterly	increase	79.3%	81.6%	79.7%	-1.9%	79.7%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.2%	85.4%	82.4%	-3.0%	82.4%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,463	\$12,133	\$11,566	-4.7%	\$11,566
WIA Dislocated Workers							
Percent of Participants who Entered Employment	Quarterly	increase	79.8%	83.1%	80.2%	-2.9%	80.2%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.9%	87.4%	84.4%	-3.0%	84.4%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$15,869	\$18,010	\$17,072	-5.2%	\$17,072
WIA Youth (age 14 - 21)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	59.0%	75.1%	60.8%	-14.3%	60.8%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	59.0%	62.6%	74.1%	11.5%	74.1%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	45.0%	56.2%	56.8%	0.6%	56.8%
Employment Services							
Percent of Participants who Entered Employment	Quarterly	increase	43.0%	41.0%	38.0%	-3.0%	38.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	70.2%	74.0%	72.0%	-2.0%	72.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$14,810	\$16,476	\$15,623	-5.2%	\$15,623
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	37.0%	36.0%	-1.0%	31.5%
Vocational Rehabilitation Services							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	65.0	64.0	-1.5%	71.0
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$9.50	\$9.47	\$9.52	0.5%	\$9.47

	Frequency			Prior Month	Current Month	Change	Last 12 Month Average
Income Security:				October-2011	November-2011		Dec 10- Nov 11
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	93.40	97.46	4.3%	93.2
Percent of processed cases deemed accurate	Monthly	increase	97.0%	96%	94%	-1.6%	93.2%
Cases that remain pending 12 or more months	Monthly	reduce	0	2	2	0.0%	0
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	79.4%	81.9%	2.5%	82.7%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	51.6%	49.5%	-2.1%	63.0%
Number of Lower Authority Appeals	Monthly						
Decisions within 30 days	Monthly	increase	60.0%	5.0%	2.7%	-2.3%	10.6%
Decisions within 45 days	Monthly	increase	80.0%	10.6%	6.9%	-3.7%	37.7%
Decisions within 90 days	Monthly	increase	95.0%	62.6%	51.8%	-10.8%	85.4%
Number of Upper Level Appeals	Monthly	reduce	600	2,728	2,741	0.5%	3316
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	16:32	15:10	-8.3%	na
Percentage of initial claims filed online	Monthly	increase	55.0%	49%	49%	0.0%	na
Percentage of continued claims filed online	Monthly	increase	70.0%	57%	49%	-7.8%	na
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	49%	52%	3.0%	na
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	na
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	61.1%	59.9%	-1.2%	64.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	85.3%	85.7%	0.4%	86.8%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	79.6%	76.2%	-3.4%	79.10%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	94.7%	91.5%	-3.2%	94.70%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	4:59	5:09	3.3%	5:46
Rate of Abandoned calls	Monthly	reduce	18.0%	15.0%	15.0%	0.0%	16.9%
Percentage of calls handled without agent assistance	Monthly	increase	78.0%	77.0%	75.0%	-2.0%	74.7%
Workers' Compensation:				October-2011	November-2011		Dec10-Nov11

