

Labor and Workforce Development Performance Indicators - December 2011	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
				Qtr End June 2011	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:				November-2011	December-2011		Jan 11-Dec 11
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	97.46	97.30	-0.2%	93.2
Percent of processed cases deemed accurate	Monthly	increase	97.0%	94%	98%	3.7%	93.3%
Cases that remain pending 12 or more months	Monthly	reduce	0	2	1	-100.0%	1
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	81.9%	83.2%	1.3%	83.0%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	49.5%	53.1%	3.6%	63.4%
Number of Lower Authority Appeals	Monthly						
Decisions within 30 days	Monthly	increase	60.0%	2.7%	2.2%	-0.5%	8.7%
Decisions within 45 days	Monthly	increase	80.0%	6.9%	4.8%	-2.1%	30.6%
Decisions within 90 days	Monthly	increase	95.0%	51.8%	35.0%	-16.8%	80.2%
Number of Upper Level Appeals	Monthly	reduce	600	2,741	2,491	-9.1%	3215
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	15:10	20:11	33.1%	26:20:00
Percentage of initial claims filed online	Monthly	increase	55.0%	49%	54%	5.0%	52.9%
Percentage of continued claims filed online	Monthly	increase	70.0%	49%	57%	7.8%	48.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	52%	52%	0.0%	49.7%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	6
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	59.9%	65.8%	5.9%	66.6%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	85.7%	88.5%	2.8%	86.9%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	76.2%	75.4%	-0.8%	79.10%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	91.5%	88.5%	-3.0%	94.00%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	5:09	4:46	-7.4%	5:38
Rate of Abandoned calls	Monthly	reduce	18.0%	15.0%	18.0%	3.0%	16.8%
Percentage of calls handled without agent assistance	Monthly	increase	78.0%	75.0%	72.0%	-3.0%	74.2%
Workers' Compensation:				November-2011	December-2011		Jan 11-Dec 11

Expedite the case listing and hearing of all motions involving medical treatment issues by completing:							
Emergent medical treatment disputes resolved within 30 days	Monthly	increase	100.0%	100.00%	100.00%	100%	100.0%
Non-emergent issues resolved within 60 days	Monthly	increase	100.0%	68.00%	62.00%	-3.0%	67.1%
Labor Standards and Safety Enforcement:			Goal	November-2011	December-2011		12 Month Average
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	175	169	248	26.0%	174.5
Number of Inspections							
Crane Inspections	Monthly	increase	10	Not Available	11	N/A	17.2
Mine Inspections	Monthly	increase	33	25	48	N/A	56
Explosive Inspections	Monthly	increase	155	44	79	N/A	153
Retail Gasoline Inspections	Monthly	increase	12	5	30	N/A	12.25
Fireworks Inspections	Monthly	increase	3	1	1	N/A	3.2
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	4	4	0.0%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	20	42	110.0%	81
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	34	20	-41.2%	N/A
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,017	2,054	1.8%	1,980
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	94.0%	91.0%	-3.2%	90.1%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	95%	97%	2.0%	96.2%
*New Category							