

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - January 2012							
				Qtr End September 2011	Qtr End December 2011		Jan 11 - Dec 11
Workforce Development:							
Workforce Investment Act (WIA) - Adults Served							
Percent of Participants who Entered Employment	Quarterly	increase	79.3%	79.7%	82.1%	2.4%	82.1%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.2%	82.4%	84.3%	1.9%	84.3%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,463	\$11,566	\$12,178	5.3%	\$12,178
WIA Dislocated Workers							
Percent of Participants who Entered Employment	Quarterly	increase	79.8%	80.2%	83.0%	2.8%	83.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.9%	84.4%	86.8%	2.4%	86.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$15,869	\$17,072	\$18,042	5.7%	\$18,042
WIA Youth (age 14 - 21)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	59.0%	60.8%	74.9%	14.1%	74.9%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	59.0%	74.1%	60.9%	-13.2%	60.9%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	45.0%	56.8%	62.1%	5.3%	62.1%
Employment Services							
Percent of Participants who Entered Employment	Quarterly	increase	43.0%	38.0%	43.0%	5.0%	43.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	70.2%	72.0%	75.0%	3.0%	75.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$14,810	\$15,623	\$15,493	-0.8%	\$15,493
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

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Income Security:				December-2011	January-2012		Jan 11-Dec 11
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	97.30	101.85	4.7%	93.2
Percent of processed cases deemed accurate	Monthly	increase	97.0%	98%	96%	-1.6%	94.3%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	0	-100.0%	1
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	83.2%	85.9%	2.7%	83.2%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	53.1%	55.5%	2.4%	63.7%
Number of Lower Authority Appeals	Monthly						
Decisions within 30 days	Monthly	increase	60.0%	2.2%	9.6%	7.4%	6.9%
Decisions within 45 days	Monthly	increase	80.0%	4.8%	11.4%	6.6%	25.7%
Decisions within 90 days	Monthly	increase	95.0%	35.0%	28.0%	-7.0%	74.3%
Number of Upper Level Appeals	Monthly	reduce	600	2,491	2,347	-5.8%	3101
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	20:11	29:21	45.4%	26:20:00
Percentage of initial claims filed online	Monthly	increase	55.0%	54%	56%	2.0%	52.9%
Percentage of continued claims filed online	Monthly	increase	70.0%	57%	57%	0.0%	48.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	52%	50%	-2.0%	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%	65.8%	68.9%	3.1%	67.0%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	88.5%	88.5%	0.0%	87.2%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	76.2%	75.2%	-1.0%	79.10%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	91.5%	90.4%	-1.1%	94.10%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	5:09	6:33	27.2%	5:36
Rate of Abandoned calls	Monthly	reduce	18.0%	15.0%	18.0%	3.0%	16.7%
Percentage of calls handled without agent assistance	Monthly	increase	78.0%	75.0%	66.0%	-9.0%	73.7%
Workers' Compensation:				December-2011	January-2012		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%	62.00%	66.00%	-3.0%	67.8%
Labor Standards and Safety Enforcement:			Goal	December-2011	January-2012		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	248	248	26.0%	174.5
Number of Inspections							
Crane Inspections	Monthly	increase	10	11	Not Available	N/A	17.2
Mine Inspections	Monthly	increase	33	48	70	N/A	60
Explosive Inspections	Monthly	increase	155	79	257	N/A	162
Retail Gasoline Inspections	Monthly	increase	12	30	23	N/A	13
Fireworks Inspections	Monthly	increase	3	1	0	N/A	2.9
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	5	25.0%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	20	28	40.0%	81
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	34	24	-29.4%	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%	91.0%	95.0%	4.4%	92.2%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97%	90%	-7.0%	95.9%
*New Category							