

<b>Labor and Workforce Development</b> <b>Performance Indicators - February 2012</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 September 2011</b>	<b>Qtr End December 2011</b>		<b>Jan 11 - Dec 11</b>
<b>Workforce Development:</b>							
<b>Workforce Investment Act (WIA) - Adults Served</b>							
Percent of Participants who Entered Employment	Quarterly	increase	79.3%	79.7%	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
<b>WIA Dislocated Workers</b>							
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
<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%	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%
<b>Employment Services</b>							
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
<b>WorkFirst New Jersey</b>							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	37.0%	36.0%	-1.0%	31.5%
<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	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	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
<b>Income Security:</b>				January-2012	February-2012		Mar 11-Feb 11
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	85	101.85	101.10	-0.7%	93.6
Percent of processed cases deemed accurate	Monthly	increase	97.0%	95%	96%	0.5%	94.7%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	0	0.0%	0
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	85.9%	79.5%	-6.4%	83.1%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	55.5%	52.3%	-3.2%	62.6%
Number of Lower Authority Appeals	Monthly						
Decisions within 30 days	Monthly	increase	60.0%	9.6%	12.7%	3.1%	6.7%
Decisions within 45 days	Monthly	increase	80.0%	11.4%	15.7%	4.3%	21.3%
Decisions within 90 days	Monthly	increase	95.0%	28.0%	32.9%	4.9%	68.9%
Number of Upper Level Appeals	Monthly	reduce	600	2,347	2,269	-3.3%	2981
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	29:21	20:50	-29.0%	25:43:00
Percentage of initial claims filed online	Monthly	increase	55.0%	56%	50%	-6.0%	52.6%
Percentage of continued claims filed online	Monthly	increase	70.0%	57%	59%	2.0%	50.6%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	50%	51%	1.0%	51.3%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	5.6
<b>Temporary Disability Insurance</b>							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	68.9%	69.8%	0.9%	69.4%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	88.5%	91.0%	2.5%	87.1%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	75.2%	76.8%	1.6%	79.10%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	90.4%	92.9%	2.5%	94.00%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	6:33	6:25	-2.0%	5:37
Rate of Abandoned calls	Monthly	reduce	18.0%	18.0%	20.0%	2.0%	16.8%
Percentage of calls handled without agent assistance	Monthly	increase	78.0%	66.0%	67.0%	1.0%	73.2%
<b>Workers' Compensation:</b>				January-2012	February-2012		Mar 11-Feb 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%	66.00%	67.00%	1.0%	67.6%
<b>Labor Standards and Safety Enforcement:</b>			<b>Goal</b>	<b>January-2012</b>	<b>February-2012</b>		<b>12 Month Average</b>
<b>Public Safety and Occupational Safety &amp; Health</b>							
<b>Asbestos Control</b>							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	increase	175	248	171	26.0%	173.0
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	10	Not Available	5	N/A	17.2
Mine Inspections	Monthly	increase	33	70	73	N/A	60
Explosive Inspections	Monthly	increase	155	257	148	N/A	162
Retail Gasoline Inspections	Monthly	increase	12	23	19	N/A	13
Fireworks Inspections	Monthly	increase	3	0	0	N/A	2.9
<b>Public Employees Occupational Safety &amp; Health (PEOSH)</b>							
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%
<b>On-Site Consultation &amp; Training</b>							
Number of annual health and safety consultation visits to public sector employers	Monthly	increase	4	5	0	-100.0%	3
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	28	31	10.7%	38
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	24	25	4.2%	32
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,054	2,180	6.1%	2,109
<b>Wage and Hour Compliance</b>							
<b>Response to Complaints</b>							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	95.0%	94.0%	-1.1%	93.1%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	90%	97%	7.0%	95.8%
*New Category							