

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - September 2012							
Workforce Development:				Qtr End March 2012*	Qtr End June 2012		Jul 11- June12
Workforce Investment Act (WIA) - Adults Served							
Percent of Participants who Entered Employment	Quarterly	increase	79.3%	80.5%	84.3%	3.8%	84.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.2%	83.1%	85.9%	2.8%	85.9%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,463	\$12,255	\$12,435	1.5%	\$12,435
<i>* Out-of-state wage data unavailable 3/12 - lowers outcomes 2-3%</i>							
WIA Dislocated Workers							
Percent of Participants who Entered Employment	Quarterly	increase	79.8%	79.2%	83.6%	4.4%	83.6%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.9%	84.5%	87.7%	3.2%	87.7%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$15,869	\$16,767	\$17,508	4.4%	\$17,508
<i>* Out-of-state wage data unavailable 3/12 - lowers outcomes 2-3%</i>							
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%	75.7%	0.6%	75.7%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	59.0%	59.3%	66.5%	7.2%	66.5%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	45.0%	64.3%	67.8%	3.5%	67.8%
<i>* Out-of-state wage data unavailable 3/12 - lowers outcomes 2-3%</i>							
Employment Services							
Percent of Participants who Entered Employment	Quarterly	increase	43.0%	40.0%	45.0%	5.0%	45.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	70.2%	74.0%	77.0%	3.0%	77.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$14,810	\$15,500	\$16,435	6.0%	\$16,435
<i>* Out-of-state wage data unavailable 3/12 - lowers outcomes 2-3%</i>							
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	36.0%	37.5%	1.5%	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	64.0	65.0	1.6%	71.0
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$11.35	\$11.69	3.0%	\$12.05

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Income Security:				August-2012	September-2012		Aug 11-Sept 12
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	90:97	91.00	-1.0%	95.3
Percent of processed cases deemed accurate	Monthly	increase	97.0%	100%	98%	-2.0%	95.6%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	1	0.0%	0
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	83.2%	84.8%	1.6%	83.6%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	71.7%	66.6%	-5.1%	63.6%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	0.2%	0.4%	0.2%	6.0%
Decisions within 45 days	Monthly	increase	80.0%	0.7%	2.4%	1.7%	9.6%
Decisions within 90 days	Monthly	increase	95.0%	4.9%	13.6%	8.7%	13.6%
Number of Upper Level Appeals							
	Monthly	reduce	600	1,335	547	-59.0%	1758
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	21:16	15:35	-26.7%	17:58
Percentage of initial claims filed online	Monthly	increase	55.0%	52%	52%	0.0%	52.9%
Percentage of continued claims filed online	Monthly	increase	70.0%	75%	63%	-12.0%	59.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	49%	46%	-3.0%	53.8%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	5
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	58.9%	50.7%	-8.2%	63.0%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	81.9%	78.7%	-3.2%	86.4%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	78.0%	78.7%	0.7%	76.3%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	94.6%	92.6%	-2.0%	91.7%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	7:22	5:31	-25.1%	23:04
Rate of Abandoned calls	Monthly	reduce	18.0%	19.0%	16.0%	-3.0%	16.8%
Percentage of calls handled without agent assistance	Monthly	increase	78.0%	71.0%	69.0%	-2.0%	71.8%

Workers' Compensation:				August-2012	September-2012		Aug 11-Sept 12
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%	69.20%	65.00%	-4.2%	68.8%
Labor Standards and Safety Enforcement:				Goal	August-2012	September-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	225	168	68.1%	232.0
Number of Inspections							
Crane Inspections	Monthly	increase	10	34	18	N/A	26.9
Mine Inspections	Monthly	increase	33	44	29	N/A	77.4
Explosive Inspections	Monthly	increase	155	186	152	N/A	194.8
Retail Gasoline Inspections	Monthly	increase	12	3	1	N/A	15.8
Fireworks Inspections	Monthly	increase	3	3		N/A	1
					0.0%		
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	1	0	-100.0%	5
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	22	23	4.5%	44
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	26	33		30
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,351	2,176	-7.4%	2,064
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	90.0%	88.0%	-2.2%	94.3%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	37%	96%	59.0%	96.1%
*New Category							