

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average		
Performance Indicators - October 2012									
Workforce Development:				Qtr End 2012*	March	Qtr End 2012	June		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:				September-2012	October-2012		Sept 11-Oct 12
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	91.00	94.4*	3.0%	95.3
Percent of processed cases deemed accurate	Monthly	increase	97.0%	98%	100%	2.0%	96.1%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	5	400.0%	0
*Represents 3 weeks. Due to Hurricane Sandy SSA was unable to generate reports.							
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	84.8%	84.5%	-0.3%	83.6%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	66.6%	57.8%	-8.8%	64.1%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	0.4%	0.4%	0.0%	5.6%
Decisions within 45 days	Monthly	increase	80.0%	2.4%	2.2%	-0.2%	8.9%
Decisions within 90 days	Monthly	increase	95.0%	13.6%	4.3%	-9.3%	24.0%
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	15:35	15:05	-3.2%	17:58
Percentage of initial claims filed online	Monthly	increase	55.0%	52%	51%	-1.0%	52.9%
Percentage of continued claims filed online	Monthly	increase	70.0%	63%	79%	16.0%	59.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	46%	46%	0.0%	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%	50.7%	62.2%	11.5%	63.1%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	78.7%	81.8%	3.1%	86.4%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	78.7%	77.9%	-0.8%	76.1%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	92.6%	92.5%	-0.1%	91.5%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	5:25	5:53	8.6%	5:31
Rate of Abandoned calls	Monthly	reduce	16.0%	16.0%	16.0%	0.0%	16.8%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	69.0%	73.0%	4.0%	71.8%

Workers' Compensation:				September-2012	October-2012		Sept 11-Oct 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%	65.00%	63.00%	-2.0%	67.1%
Labor Standards and Safety Enforcement:			Goal	September-2012	October-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	166	232	68.1%	232.0
Number of Inspections							
Crane Inspections	Monthly	increase	10	18	15	N/A	26.0
Mine Inspections	Monthly	increase	33	23	33	N/A	73.98
Explosive Inspections	Monthly	increase	155	152	50	N/A	183.66
Retail Gasoline Inspections	Monthly	increase	12	1	0	N/A	14.66
Fireworks Inspections	Monthly	increase	3	3	1	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	0	10	N/A	5
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	23	18	-21.7%	35
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	33	47	-16.7	32
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,176	2,377	9.2%	2,274
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	88.0%	94.0%	6.8%	94.2%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	36%	97%	61.0%	95.9%
*New Category							