

<b>Labor and Workforce Development</b>	Frequency	Desired Trend	Target	Prior Quarter		Current Quarter		Change	Last 12 Month Average
<b>Performance Indicators - December 2012</b>				Qtr End 2012	June	Qtr End 2012	Sept.		
<b>Workforce Development:</b>									
<b>Workforce Investment Act (WIA) - Adults Served</b>									
Percent of Participants who Entered Employment	Quarterly	increase	79.3%	84.3%		82.2%		-2.1%	82.2%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.2%	85.9%		85.5%		-0.4%	85.5%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,463	\$12,435		\$12,700		2.1%	\$12,700
<b>WIA Dislocated Workers</b>									
Percent of Participants who Entered Employment	Quarterly	increase	79.8%	83.6%		80.9%		-2.7%	80.9%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.9%	87.7%		87.3%		-0.4%	87.3%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$15,869	\$17,508		\$17,725		1.2%	\$17,725
<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%	75.7%		69.9%		-5.8%	69.9%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	59.0%	66.5%		67.1%		0.6%	67.1%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	45.0%	67.8%		57.3%		-10.5%	57.3%
<b>Employment Services</b>									
Percent of Participants who Entered Employment	Quarterly	increase	43.0%	45.0%		42.0%		-3.0%	42.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	70.2%	77.0%		75.0%		-2.0%	75.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$14,810	\$16,435		\$15,656		-4.7%	\$15,656
<b>WorkFirst New Jersey</b>									
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	36.0%		37.5%		1.5%	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	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
<b>Income Security:</b>				November-2012	December-2012		Sept 11-Oct 12
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	85	106.83	96.81	-0.9%	96.8
Percent of processed cases deemed accurate	Monthly	increase	97.0%	95%	93%	-0.1%	95.7%
Cases that remain pending 12 or more months	Monthly	reduce	0	4	7	300.0%	4
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	67.9%	47.2%	-20.7%	79.8%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	51.3%	38.0%	-13.3%	63.0%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	0.1%	3.2%	3.1%	5.4%
Decisions within 45 days	Monthly	increase	80.0%	0.9%	3.7%	2.8%	8.3%
Decisions within 90 days	Monthly	increase	95.0%	3.9%	6.2%	2.3%	17.6%
Number of Upper Level Appeals							
	Monthly	reduce	600	547	547	0.0%	1758
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	45:56	30:12	-34.3%	19:00:00
Percentage of initial claims filed online	Monthly	increase	55.0%	63%	54%	-9.0%	50.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	57%	62%	5.0%	58.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	46%	50%	4.0%	55.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	5
<b>Temporary Disability Insurance</b>							
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%
<b>Family Leave Claims</b>							
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%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
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%

<b>Workers' Compensation:</b>				<b>November-2012</b>	<b>December-2012</b>		<b>Sept 11-Oct 12</b>
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%	67.00%	68.00%	1.0%	68.1%
<b>Labor Standards and Safety Enforcement:</b>			<b>Goal</b>	<b>November-2012</b>	<b>December-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	188	209	68.1%	226.0
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	10	13	59	N/A	27.7
Mine Inspections	Monthly	increase	33	12	33	N/A	65.8
Explosive Inspections	Monthly	increase	155	41	105	N/A	166
Retail Gasoline Inspections	Monthly	increase	12	3	0	N/A	12.5
Fireworks Inspections	Monthly	increase	3	0	2	N/A	1
<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	3	3	0.0%	4.8
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	17	14	-17.6%	32.3
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	25	18	-16.7	30.8
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	1,848	1,814	-1.8%	2,025
<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%	87.0%	88.0%	1.1%	93.6%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97%	94%	-3.0%	95.8%
*New Category							