

<b>Labor and Workforce Development</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>Performance Indicators - February 2013</b>							
<b>Workforce Development:</b>				<b>Qtr End Sept. 2012</b>	<b>Qtr End Dec. 2012</b>		<b>Jan 12 - Dec 12</b>
<b>Workforce Investment Act (WIA) - Adults Served</b>							
Percent of Participants who Entered Employment	Quarterly	increase	81.9%	82.2%	82.3%	0.1%	82.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	84.0%	85.5%	85.8%	0.3%	85.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,303	\$12,700	\$12,782	0.6%	\$12,782
<b>WIA Dislocated Workers</b>							
Percent of Participants who Entered Employment	Quarterly	increase	82.3%	80.9%	79.2%	-1.7%	79.2%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.1%	87.3%	86.9%	-0.4%	86.9%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,390	\$17,725	\$17,700	-0.1%	\$17,700
<b>WIA Youth (age 14 - 21)</b>							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	77.2%	69.9%	68.1%	-1.8%	68.1%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	65.2%	67.1%	66.5%	-0.6%	66.5%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	65.4%	57.3%	52.7%	-4.6%	52.7%
<b>Employment Services</b>							
Percent of Participants who Entered Employment	Quarterly	increase	45.0%	42.0%	44.0%	2.0%	44.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.0%	75.0%	77.0%	2.0%	77.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,435	\$15,656	\$16,324	4.3%	\$16,324
<b>WorkFirst New Jersey</b>							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	37.5%	36.0%	1.5%	21.0%
<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	63.0	-3.1%	71.0
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$11.69	\$12.80	9.5%	\$12.05

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
<b>Income Security:</b>				January-2013	February-2013		Mar 12- Feb 13
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	85	113.9	109.1	-4.2%	98.5
Percent of processed cases deemed accurate	Monthly	increase	97.0%	98%	93%	-4.9%	95.7%
Cases that remain pending 12 or more months	Monthly	reduce	0	3	7	133.3%	3
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	73.5%	67.6%	-5.9%	77.8%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	28.4%	31.8%	3.4%	59.0%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	16.7%	43.2%	26.5%	8.6%
Decisions within 45 days	Monthly	increase	80.0%	18.3%	52.9%	34.6%	11.9%
Decisions within 90 days	Monthly	increase	95.0%	19.4%	53.9%	34.5%	18.7%
Number of Upper Level Appeals							
	Monthly	reduce	600	515	499	-3.1%	968
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	39:14	21:44	-44.6%	23:45
Percentage of initial claims filed online	Monthly	increase	55.0%	59%	53%	-6.0%	54.3%
Percentage of continued claims filed online	Monthly	increase	70.0%	56%	71%	15.0%	66.7%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	40%	40%	0.0%	47.8%
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%	59.4%	60.4%	1.0%	60.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	82.0%	86.7%	4.7%	83.1%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	76.3%	78.8%	2.5%	76.4%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	92.9%	95.3%	2.4%	91.6%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	6:47	7:46	14.5%	5:54
Rate of Abandoned calls	Monthly	reduce	16.0%	18.0%	18.0%	0.0%	16.6%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	67.0%	59.0%	-8.0%	70.7%

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<b>Workers' Compensation:</b>				January-2013	February-2013		Mar 12- Feb 13
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%	100.0%	100.0%	0.0%	100.0%
Non-emergent issues resolved within 60 days	Monthly	increase	100.0%	68.0%	67.0%	-1.0%	67.4%
<b>Labor Standards and Safety Enforcement:</b>				January-2013	February-2013		Mar 12- Feb 13
<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	230	192	226	17.7%	223.0
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	10	58	29	N/A	30.0
Mine Inspections	Monthly	increase	33	67	70	N/A	69
Explosive Inspections	Monthly	increase	155	227	126	N/A	167
Retail Gasoline Inspections	Monthly	increase	12	4	0	N/A	11
Fireworks Inspections	Monthly	increase	3	3	4	N/A	1.4
<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	4	0	-100.0%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	24	10	-58.3%	30
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	35	39	11.4%	35
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	1,909	2,110	10.5%	2,131
<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%	88.0%	92.0%	4.5%	92.0%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	98%	94%	-4.0%	96.0%
*New Category							