

Labor and Workforce Development Performance Indicators - May 2011	Frequency	Desired Trend	Prior Quarter	Current Quarter	Change	Last 12 Month Average
			Qtr End December 2010	Qtr End March 2011		Dec10- Mar11
Workforce Development:						
Workforce Investment Act (WIA) - Adults Served						
Percent of Participants who Entered Employment	Quarterly	increase	80.2%	79.8%	-0.4%	79.8%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	81.9%	82.2%	0.3%	82.2%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,441	\$11,584	-6.9%	\$11,584
WIA Dislocated Workers						
Percent of Participants who Entered Employment	Quarterly	increase	80.5%	78.7%	-1.8%	78.7%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	84.9%	83.8%	-1.1%	83.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,383	\$16,415	0.2%	\$16,415
WIA Youth (age 14 - 24)						
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	66.9%	73.9%	7.0%	73.9%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	61.4%	59.6%	-1.8%	59.6%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	48.4%	49.9%	1.5%	49.9%
Employment Services						
Percent of Participants who Entered Employment	Quarterly	increase	40.0%	36.0%	-4.0%	36.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	72.0%	71.0%	-1.0%	71.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,005	\$15,233	-4.8%	\$15,233
WorkFirst New Jersey						
Work Related Participation Rate	Quarterly	increase	19.0%	21.0%	2.0%	20.0%
Percent of Participants who Entered Employment	Quarterly	increase	28.0%	37.0%	9.0%	32.5%
Vocational Rehabilitation Services						
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	68	65	-4.4%	72
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$9.45	\$9.47	0.2%	\$9.30

	Frequency		Prior Month	Current Month	Change	Last 12 Month Average
Income Security:			April-2011	May-2011		Jun 10- May 11
Disability Determinations Services						
Time it takes to process a case (in days)	Monthly	reduce	89.30	86.40	-3.2%	95.5
Percent of processed cases deemed accurate	Monthly	increase	90%	91%	0.2%	94.0%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	100.0%	0
Unemployment Insurance						
Initial Claims:						
Percent of cases receiving first payment within 21 days	Monthly	increase	85.1%	86.6%	1.5%	80.7%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	76.1%	77.5%	1.4%	57.1%
Number of Lower Authority Appeals						
Decisions within 30 days	Monthly	increase	11.5%	6.2%	-5.3%	28.2%
Decisions within 45 days	Monthly	increase	66.5%	23.6%	-42.9%	73.7%
Decisions within 90 days	Monthly	increase	96.4%	97.3%	0.9%	97.3%
Number of Upper Level Appeals						
	Monthly	reduce	3,554	3,514	-1.1%	3,609
Unemployment Insurance Call Centers						
Average wait time to speak to an agent (in minutes)	Monthly	reduce	29:30	26:41	-9.5%	na
Percentage of initial claims filed online	Monthly	increase	52%	48%	-4.0%	na
Percentage of continued claims filed online	Monthly	increase	44%	47%	3.5%	na
Percentage of initial claims filed without agent assistance	Monthly	increase	54%	52%	-2.0%	na
Time to process initial claims handled by agents (in days)	Monthly	reduce	7	6	-14.3%	na
Temporary Disability Insurance						
State Plan Initial Claims:						
Eligibility Determined within 14 days of receipt	Monthly	increase	67.1%	68.2%	1.1%	77.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.8%	88.6%	-0.2%	89.8%
Family Leave Claims						
Eligibility Determined within 14 days of receipt	Monthly	increase	78.7%	81.6%	2.9%	77.80%
Eligibility Determined within 28 days of receipt	Monthly	increase	95.9%	96.6%	0.7%	95.00%
Temporary Disability Insurance-Family Leave Insurance Call Center						
Average wait time to speak to an agent (in minutes)	Monthly	reduce	3:39	4:56	35.2%	5:18
Rate of Abandoned calls	Monthly	reduce	12.0%	15.0%	3.0%	16.5%
Percentage of calls handled without agent assistance	Monthly	increase	81.0%	76.0%	-5.0%	76.1%
Temporary Disability Insurance-Family Leave Insurance Appeals						
Decisions within 30 days	Monthly	increase	0.0%	0.0%	0.0%	na
Decisions within 45 days	Monthly	increase	0.0%	0.0%	0.0%	na

Decisions within 90 days	Monthly	increase	0.0%	0.0%	0.0%	na
Workers' Compensation:						
Expedite the case listing and hearing of all motions involving medical treatment issues by completing:			April-2011	May-2011		Jun 10- May 11
Emergent medical treatment disputes resolved within 30 days	Monthly	increase	100.0%	100.0%	0.0%	100.0%
Non-emergent issues resolved within 60 days	Monthly	increase	71.0%	65.0%	-6.0%	61.0%
Labor Standards and Safety Enforcement:						
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	65.0%	65.0%	0.0%	66.0%
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%	0.0%	100.0%
On-Site Consultation & Training (data available on quarterly basis)						
Number of annual health and safety consultation visits to public sector employers	Quarterly	increase	4	5	25.0%	3
Number of health and safety consultation visits to private sector employers	Quarterly	increase	69	97	40.6%	113
Boiler and Pressure Vessel Compliance						
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,114	2,114	0.0%	2,030
Wage and Hour Compliance						
Response to Complaints						
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	216	227	5.1%	191
Public Works Contractor Registration						
Percent of applications processed within 30 days of receipt	Monthly	increase	97%	94%	-3.0%	95.8%