

Labor and Workforce Development Performance Indicators - April 2012	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
				Qtr End December 2011	Qtr End March *		Jan 11- Dec 11
Workforce Development:							
Workforce Investment Act (WIA) - Adults Served							
Percent of Participants who Entered Employment	Quarterly	increase	79.3%	82.1%	80.5%	-1.6%	82.1%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.2%	84.3%	83.1%	-1.2%	84.3%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,463	\$12,178	\$12,255	0.6%	\$12,178
<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%	83.0%	79.2%	-3.8%	83.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.9%	86.8%	84.5%	-2.3%	86.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$15,869	\$18,042	\$16,767	-7.1%	\$18,042
<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%	74.9%	75.1%	0.2%	74.9%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	59.0%	60.9%	59.3%	-1.6%	60.9%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	45.0%	62.1%	64.3%	2.2%	62.1%
<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%	43.0%	40.0%	-3.0%	43.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	70.2%	75.0%	74.0%	-1.0%	75.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$14,810	\$15,493	\$15,500	0.0%	\$15,493
<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	\$9.50	\$9.52	\$9.47	-0.5%	\$9.47

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Income Security:				March-2012	April-2012		May 11-April 12
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	95.12	90.58	-4.8%	94.1
Percent of processed cases deemed accurate	Monthly	increase	97.0%	100%	94%	-6.5%	95.3%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	1	100.0%	0
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	77.9%	82.8%	4.9%	82.8%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	52.5%	63.8%	11.3%	62.8%
Number of Lower Authority Appeals	Monthly						
Decisions within 30 days	Monthly	increase	60.0%	12.1%	11.2%	-0.9%	6.7%
Decisions within 45 days	Monthly	increase	80.0%	19.2%	15.4%	-3.8%	15.9%
Decisions within 90 days	Monthly	increase	95.0%	30.3%	26.6%	-3.7%	62.8%
Number of Upper Level Appeals	Monthly	reduce	600	1,951	1,661	-14.9%	2682
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	14:30	14:52	2.5%	18:21
Percentage of initial claims filed online	Monthly	increase	55.0%	50%	50%	0.0%	52.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	56%	59%	3.3%	54.1%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	46%	56%	10.0%	56.2%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	5.5
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	67.6%	66.2%	-1.4%	66.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	90.6%	88.1%	-2.5%	88.4%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	74.4%	71.5%	-2.9%	76.60%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	90.5%	87.5%	-3.0%	92.10%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	5:41	4:39	-18.2%	5:00
Rate of Abandoned calls	Monthly	reduce	18.0%	16.0%	16.0%	0.0%	15.5%
Percentage of calls handled without agent assistance	Monthly	increase	78.0%	74.0%	78.0%	4.0%	77.0%
Workers' Compensation:				March-2012	April-2012		May 11-April 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%	67.00%	73.00%	6.0%	67.9%
Labor Standards and Safety Enforcement:			Goal	March-2012	April-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	254	213	-16.0%	194.0
Number of Inspections							
Crane Inspections	Monthly	increase	10	20	18	-10.0%	26.2
Mine Inspections	Monthly	increase	33	114	59	-48.2%	85
Explosive Inspections	Monthly	increase	155	214	137	-35.9%	206
Retail Gasoline Inspections	Monthly	increase	12	13	8	-38.4%	18.3
Fireworks Inspections	Monthly	increase	3	0	0	0.0%	2.9
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	2	6	N/A	3
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	51	18	-64.7%	38
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	38		-100.0%	32
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,449	1,729	-29.4%	2,189
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	96.0%	96.0%	0.0%	93.8%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97%	97%	0.0%	97.8%
*New Category							