

<b>Labor and Workforce Development</b>	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
<b>Performance Indicators - May 2012</b>							
				Qtr End December 2011	Qtr End March *		Jan 11- Dec 11
<b>Workforce Development:</b>							
<b>Workforce Investment Act (WIA) - Adults Served</b>							
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>							
<b>WIA Dislocated Workers</b>							
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>							
<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%	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>							
<b>Employment Services</b>							
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>							
<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	\$9.50	\$9.52	\$9.47	-0.5%	\$9.47

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
<b>Income Security:</b>				April-2012	May-2012		June 11-May 12
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	85	90.58	91.24	0.7%	94.5
Percent of processed cases deemed accurate	Monthly	increase	97.0%	94%	94%	0.0%	95.6%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	0	-100.0%	0
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	82.8%	88.1%	5.3%	82.8%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	63.8%	80.3%	16.5%	61.7%
Number of Lower Authority Appeals	Monthly						
Decisions within 30 days	Monthly	increase	60.0%	11.2%	11.2%	0.0%	7.2%
Decisions within 45 days	Monthly	increase	80.0%	15.4%	17.5%	2.1%	12.0%
Decisions within 90 days	Monthly	increase	95.0%	26.6%	32.0%	5.4%	52.1%
Number of Upper Level Appeals	Monthly	reduce	600	1,661	1,335	-19.6%	2100
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	14:52	15:35	4.8%	17:58
Percentage of initial claims filed online	Monthly	increase	55.0%	50%	53%	3.0%	52.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	59%	63%	3.2%	56.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	56%	48%	-8.0%	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%	64.1%	66.0%	1.9%	65.6%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	88.1%	88.4%	0.3%	87.4%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	71.5%	77.1%	5.6%	78.90%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	87.5%	91.3%	3.8%	93.20%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	4:39	4:15	-8.6%	4:58
Rate of Abandoned calls	Monthly	reduce	18.0%	16.0%	14.0%	-2.0%	16.0%
Percentage of calls handled without agent assistance	Monthly	increase	78.0%	78.0%	68.0%	-10.0%	70.5%
<b>Workers' Compensation:</b>				April-2012	May-2012		June 11-May 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%	68.00%	1.0%	68.2%
<b>Labor Standards and Safety Enforcement:</b>			<b>Goal</b>	<b>April-2012</b>	<b>May-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	213	206	-16.0%	233.5
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	10	18	40	-10.0%	38.0
Mine Inspections	Monthly	increase	33	59	45	-48.2%	85
Explosive Inspections	Monthly	increase	155	137	188	-35.9%	206
Retail Gasoline Inspections	Monthly	increase	12	8	0	-38.4%	18.3
Fireworks Inspections	Monthly	increase	3	0	0	0.0%	0
<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	6	5	N/A	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	18	33	83.3%	39
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20		30	#DIV/0!	31
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	1,729	1,770	2.4%	2,085
<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%	96.0%	96.0%	0.0%	94.2%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97%	95%	-2.0%	95.8%
*New Category							