

## Labor and Workforce Development

### Performance Indicators - August 2012

	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
				Qtr End 2012* March	Qtr End 2012 June		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%	80.5%	84.3%	3.8%	84.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.2%	83.1%	85.9%	2.8%	85.9%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,463	\$12,255	\$12,435	1.5%	\$12,435
<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%	79.2%	83.6%	4.4%	83.6%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.9%	84.5%	87.7%	3.2%	87.7%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$15,869	\$16,767	\$17,508	4.4%	\$17,508
<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%	75.1%	75.7%	0.6%	75.7%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	59.0%	59.3%	66.5%	7.2%	66.5%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	45.0%	64.3%	67.8%	3.5%	67.8%
<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%	40.0%	45.0%	5.0%	45.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	70.2%	74.0%	77.0%	3.0%	77.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$14,810	\$15,500	\$16,435	6.0%	\$16,435
<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>				July-2012	August-2012		Aug 11-July 12
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	85	90:97	91.00	-1.0%	95.3
Percent of processed cases deemed accurate	Monthly	increase	97.0%	100%	98%	-2.0%	95.6%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	1	0.0%	0
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	88.1%	87.6%	-0.5%	82.8%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	80.3%	81.4%	1.1%	61.9%
Number of Lower Authority Appeals	Monthly						
Decisions within 30 days	Monthly	increase	60.0%	11.2%	2.9%	-8.3%	6.7%
Decisions within 45 days	Monthly	increase	80.0%	17.5%	7.2%	-10.3%	11.2%
Decisions within 90 days	Monthly	increase	95.0%	32.0%	16.2%	-15.8%	45.6%
Number of Upper Level Appeals	Monthly	reduce	600	1,335	1,161	-13.0%	2332
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	25:27	21:16	-16.4%	17:58
Percentage of initial claims filed online	Monthly	increase	55.0%	58%	52%	-6.0%	52.9%
Percentage of continued claims filed online	Monthly	increase	70.0%	87%	75%	-12.0%	59.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	53%	49%	-4.0%	53.8%
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%	58.9%	60.2%	1.3%	63.9%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	81.9%	83.2%	1.3%	86.9%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	78.0%	75.9%	-2.1%	76.6%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	94.6%	94.1%	-0.5%	92.0%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	7:22	5:32	-24.9%	23:04
Rate of Abandoned calls	Monthly	reduce	18.0%	19.0%	16.0%	-3.0%	17.0%
Percentage of calls handled without agent assistance	Monthly	increase	78.0%	71.0%	73.0%	2.0%	72.3%
<b>Workers' Compensation:</b>				July-2012	August-2012		July 11-Aug 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%	69.20%	2.2%	68.9%
<b>Labor Standards and Safety Enforcement:</b>			<b>Goal</b>	<b>July-2012</b>	<b>August-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	236	225	68.1%	232.0
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	10	23	34	N/A	26.9
Mine Inspections	Monthly	increase	33	31	44	N/A	77.4
Explosive Inspections	Monthly	increase	155	82	186	N/A	194.8
Retail Gasoline Inspections	Monthly	increase	12	3	3	N/A	15.8
Fireworks Inspections	Monthly	increase	3	3	0	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	0	1	1.0%	5
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	24	22	-8.3%	44
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	35	28	-16.7	30
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,102	2,951	40.4%	2,064
<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%	90.0%	-6.2%	94.3%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	98%	97%	-1.0%	96.1%
*New Category							