

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter		Current Quarter		Change	Last 12 Month Average
Performance Indicators - November 2012				Qtr End 2012	June	Qtr End 2012	Sept.		
Workforce Development:									
Workforce Investment Act (WIA) - Adults Served									
Percent of Participants who Entered Employment	Quarterly	increase	79.3%	84.3%		82.2%		-2.1%	82.2%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.2%	85.9%		85.5%		-0.4%	85.5%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,463	\$12,435		\$12,700		2.1%	\$12,700
WIA Dislocated Workers									
Percent of Participants who Entered Employment	Quarterly	increase	79.8%	83.6%		80.9%		-2.7%	80.9%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.9%	87.7%		87.3%		-0.4%	87.3%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$15,869	\$17,508		\$17,725		1.2%	\$17,725
WIA Youth (age 14 - 21)									
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	59.0%	75.7%		69.9%		-5.8%	69.9%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	59.0%	66.5%		67.1%		0.6%	67.1%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	45.0%	67.8%		57.3%		-10.5%	57.3%
Employment Services									
Percent of Participants who Entered Employment	Quarterly	increase	43.0%	45.0%		42.0%		-3.0%	42.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	70.2%	77.0%		75.0%		-2.0%	75.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$14,810	\$16,435		\$15,656		-4.7%	\$15,656
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	\$12.17	\$11.35		\$11.69		3.0%	\$12.05

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Income Security:				October-2012	November-2012		Sept 11-Oct 12
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	94.40	106.83	3.0%	95.8
Percent of processed cases deemed accurate	Monthly	increase	97.0%	100%	95%	-5.0%	96.2%
Cases that remain pending 12 or more months	Monthly	reduce	0	5	4	-100.0%	2
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	84.5%	67.9%	-16.6%	83.6%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	57.8%	51.3%	-6.5%	64.3%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	0.4%	0.1%	-0.3%	5.4%
Decisions within 45 days	Monthly	increase	80.0%	2.2%	0.9%	-1.3%	8.4%
Decisions within 90 days	Monthly	increase	95.0%	4.3%	3.9%	-0.4%	20.0%
Number of Upper Level Appeals							
	Monthly	reduce	600	547	547	0.0%	1758
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	15:05	45:56	204.5%	19:00:00
Percentage of initial claims filed online	Monthly	increase	55.0%	51%	63%	12.0%	52.9%
Percentage of continued claims filed online	Monthly	increase	70.0%	79%	57%	-22.0%	57.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	46%	46%	0.0%	53.8%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	5
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	50.7%	62.2%	11.5%	63.1%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	78.7%	81.8%	3.1%	86.4%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	78.7%	77.9%	-0.8%	76.1%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	92.6%	92.5%	-0.1%	91.5%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	5:25	5:53	8.6%	5:31
Rate of Abandoned calls	Monthly	reduce	16.0%	16.0%	16.0%	0.0%	16.8%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	69.0%	73.0%	4.0%	71.8%

Workers' Compensation:				October-2012	November-2012		Sept 11-Oct 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%	63.00%	67.00%	4.0%	68.1%
Labor Standards and Safety Enforcement:			Goal	October-2012	November-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	232	188	68.1%	232.0
Number of Inspections							
Crane Inspections	Monthly	increase	10	15	13	N/A	26.0
Mine Inspections	Monthly	increase	33	33	12	N/A	73.98
Explosive Inspections	Monthly	increase	155	50	41	N/A	183.66
Retail Gasoline Inspections	Monthly	increase	12	0	3	N/A	14.66
Fireworks Inspections	Monthly	increase	3	1	0	N/A	1
				0.0%			
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%	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	10	3	N/A	5
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	18	17	-5.6%	35
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	47	25	-16.7	32
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,377	1,848	-22.3%	2,274
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	94.0%	87.0%	-7.4%	94.2%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97%	94%	-3.0%	95.9%
*New Category							