<table>
<thead>
<tr>
<th>Labor and Workforce Development</th>
<th>Desired Trend</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workforce Development:</td>
<td></td>
<td>Qtr End June 2010</td>
<td>Qtr End September 2010</td>
<td></td>
<td>Oct 09-Sep10</td>
</tr>
<tr>
<td>Workforce Investment Act (WIA) - Adults Served</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of Participants who Entered Employment</td>
<td>increase</td>
<td>86.0%</td>
<td>81.1%</td>
<td>-4.9%</td>
<td>81.1%</td>
</tr>
<tr>
<td>Percent of Participants who Retained Employment for 6 months or more</td>
<td>increase</td>
<td>82.9%</td>
<td>82.0%</td>
<td>-0.9%</td>
<td>82.0%</td>
</tr>
<tr>
<td>Six Month Average Earnings of those who Entered Employment</td>
<td>increase</td>
<td>$11,942</td>
<td>$11,953</td>
<td>0.1%</td>
<td>$11,953</td>
</tr>
<tr>
<td>WIA Dislocated Workers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of Participants who Entered Employment</td>
<td>increase</td>
<td>82.3%</td>
<td>79.2%</td>
<td>-3.1%</td>
<td>79.2%</td>
</tr>
<tr>
<td>Percent of Participants who Retained Employment for 6 months or more</td>
<td>increase</td>
<td>85.3%</td>
<td>84.5%</td>
<td>-0.8%</td>
<td>84.5%</td>
</tr>
<tr>
<td>Six Month Average Earnings of those who Entered Employment</td>
<td>increase</td>
<td>$15,798</td>
<td>$15,850</td>
<td>0.3%</td>
<td>$15,850</td>
</tr>
<tr>
<td>WIA Youth (age 14 - 24)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of Participants who have attained a High School Degree or a GED Certificate</td>
<td>increase</td>
<td>67.5%</td>
<td>67.6%</td>
<td>0.1%</td>
<td>67.6%</td>
</tr>
<tr>
<td>Percent of Participants who Entered Employment or continued their Education</td>
<td>increase</td>
<td>62.1%</td>
<td>60.9%</td>
<td>-1.2%</td>
<td>60.9%</td>
</tr>
<tr>
<td>Percent of Participants who Demonstrated Gains in Literacy or Numeracy</td>
<td>increase</td>
<td>53.6%</td>
<td>45.0%</td>
<td>-8.6%</td>
<td>45.0%</td>
</tr>
<tr>
<td>Employment Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of Participants who Entered Employment</td>
<td>increase</td>
<td>41.0%</td>
<td>40.0%</td>
<td>-1.0%</td>
<td>40.0%</td>
</tr>
<tr>
<td>Percent of Participants who Retained Employment for 6 months or more</td>
<td>increase</td>
<td>72.0%</td>
<td>72.0%</td>
<td>0.0%</td>
<td>72.0%</td>
</tr>
<tr>
<td>Six Month Average Earnings of those who Entered Employment</td>
<td>increase</td>
<td>$15,250</td>
<td>$15,587</td>
<td>2.2%</td>
<td>$15,587</td>
</tr>
<tr>
<td>WorkFirst New Jersey</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Related Participation Rate</td>
<td>increase</td>
<td>25.0%</td>
<td>16.8%</td>
<td>-8.2%</td>
<td>21.4%</td>
</tr>
<tr>
<td>Percent of Participants who Entered Employment</td>
<td>increase</td>
<td>23.0%</td>
<td>32.0%</td>
<td>9.0%</td>
<td>24.5%</td>
</tr>
<tr>
<td>Vocational Rehabilitation Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment</td>
<td>reduce</td>
<td>21.6%</td>
<td>22.0%</td>
<td>0.4%</td>
<td>21.7%</td>
</tr>
<tr>
<td>Average increase in the hourly rate of pay for those individuals who enter employment</td>
<td>increase</td>
<td>$9.43</td>
<td>$9.50</td>
<td>0.7%</td>
<td>$9.48</td>
</tr>
<tr>
<td>Income Security:</td>
<td></td>
<td>Prior Month</td>
<td>Current Month</td>
<td>Change</td>
<td>Last 12 Month Average</td>
</tr>
<tr>
<td>-----------------</td>
<td>----------</td>
<td>-------------</td>
<td>---------------</td>
<td>--------</td>
<td>-----------------------</td>
</tr>
<tr>
<td><strong>Disability Determinations Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time it takes to process a case (in days)</td>
<td>reduce</td>
<td>99.1</td>
<td>101</td>
<td>1.9%</td>
<td>105.1</td>
</tr>
<tr>
<td>Percent of processed cases deemed accurate</td>
<td>increase</td>
<td>96%</td>
<td>98%</td>
<td>2.2%</td>
<td>96.0%</td>
</tr>
<tr>
<td>Cases that remain pending 12 or more months</td>
<td>reduce</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Unemployment Insurance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Initial Claims:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of cases receiving first payment within 21 days</td>
<td>increase</td>
<td>75.3%</td>
<td>74.9%</td>
<td>-0.4%</td>
<td>83.8%</td>
</tr>
<tr>
<td>Percent of Non-Monetary Determinations decided within 21 days</td>
<td>increase</td>
<td>39.5%</td>
<td>39.5%</td>
<td>0.0%</td>
<td>67.4%</td>
</tr>
<tr>
<td>Number of Lower Authority Appeals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Decisions within 30 days</td>
<td>increase</td>
<td>63.7%</td>
<td>43.5%</td>
<td>-20.2%</td>
<td>19.6%</td>
</tr>
<tr>
<td>Decisions within 45 days</td>
<td>increase</td>
<td>89.5%</td>
<td>88.6%</td>
<td>-0.9%</td>
<td>42.7%</td>
</tr>
<tr>
<td>Decisions within 90 days</td>
<td>increase</td>
<td>98.4%</td>
<td>98.2%</td>
<td>-0.2%</td>
<td>87.6%</td>
</tr>
<tr>
<td>Number of Upper Level Appeals</td>
<td>reduce</td>
<td>3,789</td>
<td>3,790</td>
<td>0.0%</td>
<td>3,167</td>
</tr>
<tr>
<td><strong>Unemployment Insurance Call Centers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average wait time to speak to an agent (in minutes)</td>
<td>reduce</td>
<td>29:37</td>
<td>30:48</td>
<td>4.9%</td>
<td>na</td>
</tr>
<tr>
<td>Percentage of initial claims filed online</td>
<td>increase</td>
<td>54%</td>
<td>53%</td>
<td>-1.0%</td>
<td>na</td>
</tr>
<tr>
<td>Percentage of continued claims filed online</td>
<td>increase</td>
<td>37%</td>
<td>37%</td>
<td>0.0%</td>
<td>na</td>
</tr>
<tr>
<td>Percentage of initial claims filed without agent assistance</td>
<td>increase</td>
<td>47%</td>
<td>51%</td>
<td>4.0%</td>
<td>na</td>
</tr>
<tr>
<td>Time to process initial claims handled by agents (in days)</td>
<td>reduce</td>
<td>6</td>
<td>7</td>
<td>16.7%</td>
<td>na</td>
</tr>
<tr>
<td><strong>Temporary Disability Insurance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Plan Initial Claims:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eligibility Determined within 14 days of receipt</td>
<td>increase</td>
<td>73.8%</td>
<td>71.1%</td>
<td>-2.7%</td>
<td>73.0%</td>
</tr>
<tr>
<td>Eligibility Determined within 28 days of receipt</td>
<td>increase</td>
<td>91.9%</td>
<td>91.0%</td>
<td>-0.9%</td>
<td>91.0%</td>
</tr>
<tr>
<td><strong>Family Leave Claims</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eligibility Determined within 14 days of receipt</td>
<td>increase</td>
<td>78.6%</td>
<td>76.0%</td>
<td>-2.6%</td>
<td>75.60%</td>
</tr>
<tr>
<td>Eligibility Determined within 28 days of receipt</td>
<td>increase</td>
<td>95.7%</td>
<td>95.6%</td>
<td>-0.1%</td>
<td>94.00%</td>
</tr>
<tr>
<td><strong>Temporary Disability Insurance-Family Leave Insurance Call Center</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average wait time to speak to an agent (in minutes)</td>
<td>reduce</td>
<td>5:42</td>
<td>5:44</td>
<td>0.6%</td>
<td>4:57</td>
</tr>
<tr>
<td>Rate of Abandoned calls</td>
<td>reduce</td>
<td>17.2%</td>
<td>16.0%</td>
<td>-1.2%</td>
<td>15.5%</td>
</tr>
<tr>
<td>Percentage of calls handled without agent assistance</td>
<td>increase</td>
<td>80.0%</td>
<td>78.0%</td>
<td>-2.0%</td>
<td>71.7%</td>
</tr>
<tr>
<td><strong>Temporary Disability Insurance-Family Leave Insurance Appeals</strong></td>
<td></td>
<td></td>
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</tbody>
</table>
## Workers' Compensation:

Expedite the case listing and hearing of all motions involving medical treatment issues by completing:

<table>
<thead>
<tr>
<th></th>
<th>October-2010</th>
<th>November-2010</th>
<th>Dec09-Nov10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergent medical treatment disputes resolved within 30 days</td>
<td>increase</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Non-emergent issues resolved within 60 days</td>
<td>increase</td>
<td>67.0%</td>
<td>70.0%</td>
</tr>
</tbody>
</table>

## 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

<table>
<thead>
<tr>
<th></th>
<th>October-2010</th>
<th>November-2010</th>
<th>Dec09-Nov10</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>increase</td>
<td>65.0%</td>
<td>65.0%</td>
</tr>
</tbody>
</table>

### Public Employees Occupational Safety & Health (PEOSH)

Percentage of complaints investigated within 5 days as negotiated with OSHA as part of an approved State Plan

<table>
<thead>
<tr>
<th></th>
<th>October-2010</th>
<th>November-2010</th>
<th>Dec09-Nov10</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>increase</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### On-Site Consultation & Training (data available on quartely basis)

<table>
<thead>
<tr>
<th></th>
<th>October-2010</th>
<th>November-2010</th>
<th>Dec09-Nov10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of annual health and safety consultation visits to public sector employers</td>
<td>increase</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Number of health and safety consultation visits to private sector employers</td>
<td>increase</td>
<td>117</td>
<td>112</td>
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</table>

### Boiler and Pressure Vessel Compliance

<table>
<thead>
<tr>
<th></th>
<th>October-2010</th>
<th>November-2010</th>
<th>Dec09-Nov10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of boilers or pressure vessels inspected monthly</td>
<td>increase</td>
<td>2,319</td>
<td>1,508</td>
</tr>
</tbody>
</table>

### Wage and Hour Compliance

### Response to Complaints

<table>
<thead>
<tr>
<th></th>
<th>October-2010</th>
<th>November-2010</th>
<th>Dec09-Nov10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspections triggered by a worker complaint which are completed within 90 days</td>
<td>increase</td>
<td>89</td>
<td>90</td>
</tr>
</tbody>
</table>

### Public Works Contractor Registration

<table>
<thead>
<tr>
<th></th>
<th>October-2010</th>
<th>November-2010</th>
<th>Dec09-Nov10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of applications processed within 30 days of receipt</td>
<td>increase</td>
<td>97%</td>
<td>97%</td>
</tr>
</tbody>
</table>