

Labor and Workforce Development Performance Indicators - March 2013	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Workforce Development:				Qtr End Sept. 2012	Qtr End Dec. 2012		Jan 12 - Dec 12
Workforce Investment Act (WIA) - Adults Served							
Percent of Participants who Entered Employment	Quarterly	increase	81.9%	82.2%	82.3%	0.1%	82.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	84.0%	85.5%	85.8%	0.3%	85.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,303	\$12,700	\$12,782	0.6%	\$12,782
WIA Dislocated Workers							
Percent of Participants who Entered Employment	Quarterly	increase	82.3%	80.9%	79.2%	-1.7%	79.2%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.1%	87.3%	86.9%	-0.4%	86.9%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,390	\$17,725	\$17,700	-0.1%	\$17,700
WIA Youth (age 14 - 21)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	77.2%	69.9%	68.1%	-1.8%	68.1%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	65.2%	67.1%	66.5%	-0.6%	66.5%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	65.4%	57.3%	52.7%	-4.6%	52.7%
Employment Services							
Percent of Participants who Entered Employment	Quarterly	increase	45.0%	42.0%	44.0%	2.0%	44.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.0%	75.0%	77.0%	2.0%	77.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,435	\$15,656	\$16,324	4.3%	\$16,324
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	37.5%	36.0%	1.5%	21.0%
Vocational Rehabilitation Services							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	65.0	63.0	-3.1%	71.0
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$11.69	\$12.80	9.5%	\$12.05

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Income Security:				February-2013	March-2013		Apr 12 - Mar 13
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	109.1	106.3	-2.6%	97.8
Percent of processed cases deemed accurate	Monthly	increase	97.0%	93.3%	96.2%	2.9%	95.8%
Cases that remain pending 12 or more months	Monthly	reduce	0	7	4	-42.9%	3
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	67.6%	68.4%	0.8%	77.0%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	31.8%	32.0%	0.2%	56.5%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	43.2%	46.3%	3.1%	11.4%
Decisions within 45 days	Monthly	increase	80.0%	52.9%	64.6%	11.7%	15.7%
Decisions within 90 days	Monthly	increase	95.0%	53.9%	67.9%	14.0%	21.8%
Number of Upper Level Appeals							
	Monthly	reduce	600	499	657	31.7%	860
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	21:44	15:50	-27.1%	23:43
Percentage of initial claims filed online	Monthly	increase	55.0%	53%	53%	0.0%	54.5%
Percentage of continued claims filed online	Monthly	increase	70.0%	71%	65%	-6.0%	68.4%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	40%	46%	6.0%	47.8%
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%	60.4%	63.1%	2.7%	60.0%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	86.7%	87.1%	0.4%	83.6%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	78.8%	77.6%	-1.2%	77.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	95.3%	95.2%	-0.1%	92.8%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	7:46	6:36	-15.0%	6:06
Rate of Abandoned calls	Monthly	reduce	16.0%	18.0%	17.0%	-1.0%	16.9%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	59.0%	71.0%	12.0%	70.1%

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Workers' Compensation:				February-2013	March-2013		Apr 12 - Mar 13
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%	100.0%	100.0%	0.0%	100.0%
Non-emergent issues resolved within 60 days	Monthly	increase	100.0%	67.00%	67.00%	0.0%	66.7%
Labor Standards and Safety Enforcement:				February-2013	March-2013		Apr 12 - Mar 13
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	230	226	273	20.8%	222
Number of Inspections							
Crane Inspections	Monthly	increase	10	29	45	N/A	31
Mine Inspections	Monthly	increase	33	70	89	N/A	48
Explosive Inspections	Monthly	increase	155	126	232	N/A	140
Retail Gasoline Inspections	Monthly	increase	12	0	0	N/A	2
Fireworks Inspections	Monthly	increase	3	4	6	N/A	3
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	0	2	NA	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	10	25	150.0%	22
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	39	42	7.7%	35
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,110	2,228	5.6%	2,113
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	92.0%	92.0%	0.0%	91.8%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	94%	97%	3.0%	91.2%