

## Labor and Workforce Development

### Performance Indicators - February 2012

	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
				Qtr End September 2011	Qtr End December 2011		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%	79.7%	82.1%	2.4%	82.1%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.2%	82.4%	84.3%	1.9%	84.3%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,463	\$11,566	\$12,178	5.3%	\$12,178
<b>WIA Dislocated Workers</b>							
Percent of Participants who Entered Employment	Quarterly	increase	79.8%	80.2%	83.0%	2.8%	83.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	79.9%	84.4%	86.8%	2.4%	86.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$15,869	\$17,072	\$18,042	5.7%	\$18,042
<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%	60.8%	74.9%	14.1%	74.9%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	59.0%	74.1%	60.9%	-13.2%	60.9%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	45.0%	56.8%	62.1%	5.3%	62.1%
<b>Employment Services</b>							
Percent of Participants who Entered Employment	Quarterly	increase	43.0%	38.0%	43.0%	5.0%	43.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	70.2%	72.0%	75.0%	3.0%	75.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$14,810	\$15,623	\$15,493	-0.8%	\$15,493
<b>WorkFirst New Jersey</b>							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	37.0%	36.0%	-1.0%	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	65.0	64.0	-1.5%	71.0
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$9.50	\$9.47	\$9.52	0.5%	\$9.47

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
<b>Income Security:</b>				February-2012	March-2012		April 11-Mar 12
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	85	101.10	95.12	-5.9%	94.0
Percent of processed cases deemed accurate	Monthly	increase	97.0%	96%	100%	4.5%	95.1%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	0	0.0%	0
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	79.5%	77.9%	-1.6%	82.9%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	52.3%	52.5%	0.2%	62.1%
Number of Lower Authority Appeals	Monthly						
Decisions within 30 days	Monthly	increase	60.0%	12.7%	12.1%	-0.6%	6.8%
Decisions within 45 days	Monthly	increase	80.0%	15.7%	19.2%	3.5%	16.8%
Decisions within 90 days	Monthly	increase	95.0%	32.9%	30.3%	-2.6%	63.4%
Number of Upper Level Appeals	Monthly	reduce	600	2,269	1,951	-14.0%	2840
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	20:50	14:30	-30.4%	18:20
Percentage of initial claims filed online	Monthly	increase	55.0%	50%	50%	0.0%	52.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	59%	56%	-3.0%	53.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	51%	46%	-5.0%	51.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	5.5
<b>Temporary Disability Insurance</b>							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	69.8%	67.6%	-2.2%	67.4%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	91.0%	90.6%	-0.4%	87.1%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	76.8%	74.4%	-2.4%	78.70%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	92.9%	90.5%	-2.4%	93.60%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	6:25	5:41	-11.4%	5:47
Rate of Abandoned calls	Monthly	reduce	18.0%	20.0%	16.0%	-4.0%	17.1%
Percentage of calls handled without agent assistance	Monthly	increase	78.0%	67.0%	74.0%	7.0%	72.8%
<b>Workers' Compensation:</b>				February-2012	March-2012		Mar 11-Feb 11

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%	67.00%	0.0%	67.6%
<b>Labor Standards and Safety Enforcement:</b>			<b>Goal</b>	<b>February-2012</b>	<b>March-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	171	254	26.0%	194.0
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	10	5	20	N/A	26.2
Mine Inspections	Monthly	increase	33	73	114	N/A	85
Explosive Inspections	Monthly	increase	155	148	214	N/A	206
Retail Gasoline Inspections	Monthly	increase	12	19	13	N/A	18.3
Fireworks Inspections	Monthly	increase	3	0	0	N/A	2.9
<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	2	N/A	3
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	31	51	64.5%	38
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	25	38	52.0%	32
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,180	2,449	12.3%	2,189
<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%	94.0%	96.0%	2.1%	93.8%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97%	97%	0.0%	97.8%
*New Category							