| Labor and Workforce Development<br>Performance Indicators - November 2011                                     | Frequency | Desired<br>Trend | Target   | Prior Quarter | Current Quarter | Change | Last 12 Month<br>Average |
|---|-----------|------------------|----------|---------------|-----------------|--------|--------------------------|
|   |           |                  |          |               |                 |        |                          |
| Workforce Development:  |           |                  |          | 2011          | September 2011  |        |                          |
| Workforce Investment Act (WIA) - Adults Served  |           |                  |          |               |                 |        |                          |
| Percent of Participants who Entered Employment  | Quarterly | increase         | 79.3%    | 81.6%         | 79.7%           | -1.9%  | 79.7%                    |
| Percent of Participants who Retained Employment for 6 months or more  | Quarterly | increase         | 79.2%    | 85.4%         | 82.4%           | -3.0%  | 82.4%                    |
| Six Month Average Earnings of those who Entered Employment  | Quarterly | increase         | \$12,463 | \$12,133      | \$11,566        | -4.7%  | \$11,566                 |
| WIA Dislocated Workers  |           |                  |          |               |                 |        |                          |
| Percent of Participants who Entered Employment  | Quarterly | increase         | 79.8%    | 83.1%         | 80.2%           | -2.9%  | 80.2%                    |
| Percent of Participants who Retained Employment for 6 months or more  | Quarterly | increase         | 79.9%    | 87.4%         | 84.4%           | -3.0%  | 84.4%                    |
| Six Month Average Earnings of those who Entered Employment  | Quarterly | increase         | \$15,869 | \$18,010      | \$17,072        | -5.2%  | \$17,072                 |
| WIA Youth (age 14 - 21)   |           |                  |          |               |                 |        |                          |
| Percent of Participants who have attained a High School Degree or a GED<br>Certificate                        | Quarterly | increase         | 59.0%    | 75.1%         | 60.8%           | -14.3% | 60.8%                    |
| Percent of Participants who Entered Employment or continued their Education                                   | Quarterly | increase         | 59.0%    | 62.6%         | 74.1%           | 11.5%  | 74.1%                    |
| Percent of Participants who Demonstrated Gains in Literacy or Numeracy  | Quarterly | increase         | 45.0%    | 56.2%         | 56.8%           | 0.6%   | 56.8%                    |
| Employment Services   |           |                  |          |               |                 |        |                          |
| Percent of Participants who Entered Employment  | Quarterly | increase         | 43.0%    | 41.0%         | 38.0%           | -3.0%  | 38.0%                    |
| Percent of Participants who Retained Employment for 6 months or more  | Quarterly | increase         | 70.2%    | 74.0%         | 72.0%           | -2.0%  | 72.0%                    |
| Six Month Average Earnings of those who Entered Employment  | Quarterly | increase         | \$14,810 | \$16,476      | \$15,623        | -5.2%  | \$15,623                 |
| WorkFirst New Jersey  |           |                  |          |               |                 |        |                          |
| Percent of Participants who Entered Employment  | Quarterly | increase         | 15.0%    | 37.0%         | 36.0%           | -1.0%  | 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  | 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 |          |            | Prior Month  | Current Month | Change | Last 12 Month<br>Average |
|---|-----------|----------|------------|--------------|---------------|--------|--------------------------|
| Income Security:  |           |          |            | October-2011 | November-2011 |        | Dec 10- Nov 11           |
| Disability Determinations Services                                |           |          |            |              |               |        |                          |
| Time it takes to process a case (in days)                         | Monthly   | reduce   | 85         | 93.40        | 97.46         | 4.3%   | 93.2                     |
| Percent of processed cases deemed accurate                        | Monthly   | increase | 97.0%      | 96%          | 94%           | -1.6%  | 93.2%                    |
| Cases that remain pending 12 or more months                       | Monthly   | reduce   | 0          | 2            | 2             | 0.0%   | 0                        |
| Unemployment Insurance  |           |          |            |              |               |        |                          |
| Initial Claims:   |           |          |            |              |               |        |                          |
| Percent of cases receiving first payment within 21 days           | Monthly   | increase | 87.0%      | 79.4%        | 81.9%         | 2.5%   | 82.7%                    |
| Percent of Non-Monetary Determinations decided within 21 days     | Monthly   | increase | 80.0%      | 51.6%        | 49.5%         | -2.1%  | 63.0%                    |
| Number of Lower Authority Appeals                                 | Monthly   |          |            |              |               |        |                          |
| Decisions within 30 days  | Monthly   | increase | 60.0%      | 5.0%         | 2.7%          | -2.3%  | 10.6%                    |
| Decisions within 45 days  | Monthly   | increase | 80.0%      | 10.6%        | 6.9%          | -3.7%  | 37.7%                    |
| Decisions within 90 days  | Monthly   | increase | 95.0%      | 62.6%        | 51.8%         | -10.8% | 85.4%                    |
| Newboo of Hanna Level America                                     | - M - 11  | 1        | (00        | 0.700        | 0.741         | 0.5%   | 2216                     |
| Number of Upper Level Appeals                                     | Monthly   | reduce   | 600        | 2,728        | 2,741         | 0.5%   | 3316                     |
| Unemployment Insurance Call Centers                               |           |          |            |              |               |        |                          |
| Average wait time to speak to an agent (in minutes)               | Monthly   | reduce   | 20 Minutes | 16:32        | 15:10         | -8.3%  | na                       |
| Percentage of initial claims filed online                         | Monthly   | increase | 55.0%      | 49%          | 49%           | 0.0%   | na                       |
| Percentage of continued claims filed online                       | Monthly   | increase | 70.0%      | 57%          | 49%           | -7.8%  | na                       |
| Percentage of initial claims filed without agent assistance       | Monthly   | increase | 60.0%      | 49%          | 52%           | 3.0%   | na                       |
| Time to process initial claims handled by agents (in days)        | Monthly   | reduce   | 5 days     | 5            | 5             | 0.0%   | na                       |
| Temporary Disability Insurance                                    |           |          |            |              |               |        |                          |
| State Plan Initial Claims:  |           |          |            |              |               |        |                          |
| Eligibility Determined within 14 days of receipt                  | Monthly   | increase | 69.0%      | 61.1%        | 59.9%         | -1.2%  | 64.2%                    |
| Eligibility Determined within 28 days of receipt                  | Monthly   | increase | 88.0%      | 85.3%        | 85.7%         | 0.4%   | 86.8%                    |
| Family Leave Claims   |           |          |            |              |               |        |                          |
| Eligibility Determined within 14 days of receipt                  | Monthly   | increase | 70.0%      | 79.6%        | 76.2%         | -3.4%  | 79.10%                   |
| Eligibility Determined within 28 days of receipt                  | Monthly   | increase | 90.0%      | 94.7%        | 91.5%         | -3.2%  | 94.70%                   |
| Temporary Disability Insurance-Family Leave Insurance Call Center |           |          |            |              |               |        |                          |
| Average wait time to speak to an agent (in minutes)               | Monthly   | reduce   | 7 Minutes  | 4:59         | 5:09          | 3.3%   | 5:46                     |
| Rate of Abandoned calls   | Monthly   | reduce   | 18.0%      | 15.0%        | 15.0%         | 0.0%   | 16.9%                    |
| Percentage of calls handled without agent assistance              | Monthly   | increase | 78.0%      | 77.0%        | 75.0%         | -2.0%  | 74.7%                    |
|   |           |          |            |              |               |        |                          |
|   |           |          |            |              |               |        |                          |
| Workers' Compensation:  |           |          |            | October-2011 | November-2011 |        | Dec10-Nov11              |

| 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% | 71.00%       | 68.00%        | -3.0%  | 67.6%            |
|   |          |          |        |              |               |        |                  |
| Labor Standards and Safety Enforcement:   |          |          | Goal   | October-2011 | November-2011 |        | 12 Month Average |
| Public Safety and Occupational Safety & Health                                      |          |          |        |              |               |        |                  |
| Asbestos Control  |          |          |        |              |               |        |                  |
| Monitor asbestos abatement contractors', workers', and supervisors' compliance with |          |          | 175    | 142          | 1.00          | 26.004 | 174.5            |
| licensing requirements through inspection of work sites                             | Monthly  | increase | 175    | 143          | 169           | 26.0%  | 174.5            |
| Number of Inspections   |          |          |        |              |               |        |                  |
| Crane Inspections   | Monthly  | increase | 10     | 10           | Not Available | N/A    | 17.2             |
| Mine Inspections  | Monthly  | increase | 33     | 49           | 25            | N/A    | 56               |
| Explosive Inspections   | Monthly  | increase | 155    | 133          | 44            | N/A    | 153              |
| Retail Gasoline Inspections   | Monthly  | increase | 12     | 16           | 5             | N/A    | 12.25            |
| Fireworks Inspections   | Monthly  | increase | 3      | 2            | 1             | N/A    | 3.2              |
|   |          |          |        |              |               |        |                  |
| Public Employees Occupational Safety & Health (PEOSH)                               |          |          |        |              |               |        |                  |
| Percentage of complaints investigated within 5 days as negotiated with OSHA as      | Monthly  | inonaca  | 100.0% | 100.0%       | 100.0%        | 0.0%   | 100.0%           |
| part of an approved State Plan  | Wollding | 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   | Monthy   | increase | 4      | 2            | 4             | 100.0% | 4                |
| Number of health and safety consultation visits to private sector employers         | Monthly  | increase | 44     | 34           | 20            | -41.2% | 115              |
|   |          |          |        |              |               |        |                  |
| Boiler and Pressure Vessel Compliance   |          |          |        |              |               |        |                  |
| Number of boilers or pressure vessels inspected monthly                             | Monthly  | increase | 1,600  | 2,063        | 2,017         | -2.2%  | 2,041            |
| 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%        | 94.0%         | 2.2%   | 90.7%            |
|   |          |          |        |              |               |        |                  |
| Public Works Contractor Registration  |          |          |        |              |               |        |                  |
| Percent of applications processed within 30 days of receipt                         | Monthly  | increase | 90.0%  | 96%          | 95%           | -1.0%  | 96.2%            |
|   |          |          |        |              |               |        |                  |