

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - April 2014							
Workforce Development:				Qtr End Sept 2013	Qtr End Dec 2013		Jan 13 - Dec 13
Workforce Investment Act (WIA) - Adults Served^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	84.6%	83.0%	80.0%	-3.0%	83.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	83.2%	78.9%	-4.3%	82.3%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,856	\$12,923	\$13,407	3.8%	\$12,898
WIA Dislocated Workers^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	80.7%	80.9%	0.2%	80.8%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	87.1%	86.5%	-0.6%	85.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,365	\$17,611	\$17,980	2.1%	\$17,437
WIA Youth (age 14 - 21)^(a)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	75.0%	68.2%	64.9%	-3.3%	69.6%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	66.8%	68.0%	64.6%	-3.4%	65.2%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	56.2%	58.0%	56.9%	-1.1%	55.4%
Employment Services^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	48.0%	49.0%	1.0%	46.5%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	79.0%	79.0%	0.0%	77.3%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,603	\$17,143	\$17,217	0.4%	\$16,752
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	32.0%	NA	1.5%	34.7%
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	57.0	-10.9%	59.3
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$10.60	\$10.60	0.0%	\$10.97

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Income Security:				Mar-2014	Apr-2014		May 13 - Apr 14
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	95.7	88.7	-7.3%	94.3
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	97.0%	98.3%	100.0%	1.7%	94.7%
Cases that remain pending 12 or more months	Monthly	reduce	0	6	6	0.0%	5
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	70.0%	75.4%	5.4%	74.7%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	40.0%	46.2%	6.2%	32.3%
Number of Lower Authority Appeals ^(b)							
Decisions within 30 days	Monthly	increase	60.0%	8.4%	19.0%	10.6%	N/A
Decisions within 45 days	Monthly	increase	80.0%	15.6%	22.8%	7.2%	N/A
Decisions within 90 days	Monthly	increase	95.0%	47.9%	60.2%	12.3%	N/A
Number of Upper Level Appeals							
	Monthly	reduce	600	653	571	-12.6%	603
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	10:27	5:31	-47.2%	21:55
Percentage of initial claims filed online	Monthly	increase	55.0%	60%	57%	-3.0%	58.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	68%	67%	-1.0%	62.4%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	41%	45%	4.0%	40.8%
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%	48.3%	49.2%	0.9%	55.1%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	67.2%	72.4%	5.2%	80.1%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	58.9%	43.9%	-15.0%	67.9%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	82.1%	59.2%	-22.9%	88.7%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	7:33	7:52	4.2%	8:01
Rate of Abandoned calls	Monthly	reduce	16.0%	16.0%	16.0%	0.0%	17.8%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	61.0%	57.0%	-4.0%	63.1%

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Workers' Compensation:				Feb-2014	Mar-2014		Apr 13 - Mar 14
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%	63.0%	52.0%	-11.0%	61.0%
Labor Standards and Safety Enforcement:				Mar-2014	Apr-2014		May 13 - Apr 14
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	198	257	29.8%	214
Number of Inspections							
Crane Inspections	Monthly	increase	10	46	49	N/A	42
Mine Inspections	Monthly	increase	33	102	64	N/A	61
Explosive Inspections	Monthly	increase	155	139	116	N/A	51
Retail Gasoline Inspections	Monthly	increase	12	3	3	N/A	6
Fireworks Inspections	Monthly	increase	3	2	2	N/A	4
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	9	7	0.0%	11
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	26	25	-3.8%	37
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	35	56	60.0%	35
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,399	2,195	-8.5%	2,245
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%	91.0%	-1.1%	90.0%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97%	98%	1.0%	97.0%

Notes:

(a) New Federal targets as of July 1, 2013

(b) Implementation of new case management system in October 2013 resulted in reduced scheduling during training period.