### Labor and Workforce Development

#### Performance Indicators - October 2014

<table>
<thead>
<tr>
<th>Workforce Development:</th>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Workforce Investment Act (WIA) - Adults Served</strong>&lt;sup&gt;(a)&lt;/sup&gt;</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Percent of Participants who Entered Employment</td>
<td>Quarterly</td>
<td>increase</td>
<td>84.6%</td>
<td>82.3%</td>
<td>82.9%</td>
<td>0.6%</td>
<td>82.1%</td>
</tr>
<tr>
<td>Percent of Participants who Retained Employment for 6 months or more</td>
<td>Quarterly</td>
<td>increase</td>
<td>86.4%</td>
<td>81.5%</td>
<td>84.9%</td>
<td>3.4%</td>
<td>82.1%</td>
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<tr>
<td>Six Month Average Earnings of those who Entered Employment</td>
<td>Quarterly</td>
<td>increase</td>
<td>$12,856</td>
<td>$12,966</td>
<td>$13,031</td>
<td>0.5%</td>
<td>$13,082</td>
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<td><strong>WIA Dislocated Workers</strong>&lt;sup&gt;(a)&lt;/sup&gt;</td>
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<tr>
<td>Percent of Participants who Entered Employment</td>
<td>Quarterly</td>
<td>increase</td>
<td>83.3%</td>
<td>80.7%</td>
<td>82.7%</td>
<td>2.0%</td>
<td>81.3%</td>
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<tr>
<td>Percent of Participants who Retained Employment for 6 months or more</td>
<td>Quarterly</td>
<td>increase</td>
<td>87.5%</td>
<td>86.0%</td>
<td>86.5%</td>
<td>0.5%</td>
<td>86.5%</td>
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<tr>
<td>Six Month Average Earnings of those who Entered Employment</td>
<td>Quarterly</td>
<td>increase</td>
<td>$18,365</td>
<td>$17,903</td>
<td>$18,234</td>
<td>1.8%</td>
<td>$17,932</td>
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<tr>
<td><strong>WIA Youth (age 14 - 21)</strong>&lt;sup&gt;(a)&lt;/sup&gt;</td>
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<tr>
<td>Percent of Participants who have attained a High School Degree or a GED Certificate</td>
<td>Quarterly</td>
<td>increase</td>
<td>75.0%</td>
<td>66.8%</td>
<td>73.5%</td>
<td>6.7%</td>
<td>68.4%</td>
</tr>
<tr>
<td>Percent of Participants who Entered Employment or continued their Education</td>
<td>Quarterly</td>
<td>increase</td>
<td>66.8%</td>
<td>63.6%</td>
<td>66.5%</td>
<td>2.9%</td>
<td>65.7%</td>
</tr>
<tr>
<td>Percent of Participants who Demonstrated Gains in Literacy or Numeracy</td>
<td>Quarterly</td>
<td>increase</td>
<td>56.2%</td>
<td>54.3%</td>
<td>64.3%</td>
<td>10.0%</td>
<td>58.4%</td>
</tr>
<tr>
<td><strong>Employment Services</strong>&lt;sup&gt;(a)&lt;/sup&gt;</td>
<td></td>
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<td></td>
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<tr>
<td>Percent of Participants who Entered Employment</td>
<td>Quarterly</td>
<td>increase</td>
<td>51.0%</td>
<td>49.0%</td>
<td>50.0%</td>
<td>1.0%</td>
<td>49.0%</td>
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<tr>
<td>Percent of Participants who Retained Employment for 6 months or more</td>
<td>Quarterly</td>
<td>increase</td>
<td>77.8%</td>
<td>80.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>79.5%</td>
</tr>
<tr>
<td>Six Month Average Earnings of those who Entered Employment</td>
<td>Quarterly</td>
<td>increase</td>
<td>$16,603</td>
<td>$17,328</td>
<td>$17,475</td>
<td>0.8%</td>
<td>$17,291</td>
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<tr>
<td><strong>WorkFirst New Jersey</strong></td>
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<tr>
<td>Percent of Participants who Entered Employment</td>
<td>Quarterly</td>
<td>increase</td>
<td>15.0%</td>
<td>9.5%</td>
<td>10.3%</td>
<td>0.8%</td>
<td>10.5%</td>
</tr>
<tr>
<td><strong>Vocational Rehabilitation Services</strong></td>
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<tr>
<td>Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)</td>
<td>Quarterly</td>
<td>reduce</td>
<td>60 Days</td>
<td>56.0</td>
<td>58.0</td>
<td>3.6%</td>
<td>58.8</td>
</tr>
<tr>
<td>Average increase in the hourly rate of pay for those individuals who enter employment</td>
<td>Quarterly</td>
<td>increase</td>
<td>$12.17</td>
<td>$11.27</td>
<td>$11.34</td>
<td>0.6%</td>
<td>$10.95</td>
</tr>
<tr>
<td>Frequency</td>
<td>Desired Trend</td>
<td>Target</td>
<td>Prior Month</td>
<td>Current Month</td>
<td>Change</td>
<td>Last 12 Month Average</td>
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<tr>
<td><strong>Income Security:</strong></td>
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<tr>
<td><strong>Disability Determinations Services</strong></td>
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<tr>
<td>Time it takes to process a case (in days)</td>
<td>Monthly</td>
<td>reduce</td>
<td>85</td>
<td>79.6</td>
<td>76.1</td>
<td>-4.3%</td>
<td>86.9</td>
</tr>
<tr>
<td>Percent of processed cases deemed accurate by U.S. Social Security Administration sampling</td>
<td>Monthly</td>
<td>increase</td>
<td>97.0%</td>
<td>92.9%</td>
<td>100.0%</td>
<td>7.1%</td>
<td>96.2%</td>
</tr>
<tr>
<td>Cases that remain pending 12 or more months</td>
<td>Monthly</td>
<td>reduce</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>-100.0%</td>
<td>3</td>
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<tr>
<td><strong>Unemployment Insurance</strong></td>
<td></td>
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<tr>
<td>Initial Claims:</td>
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<td></td>
<td></td>
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<tr>
<td>Percent of cases receiving first payment within 21 days</td>
<td>Monthly</td>
<td>increase</td>
<td>87.0%</td>
<td>71.7%</td>
<td>71.6%</td>
<td>-0.1%</td>
<td>74.9%</td>
</tr>
<tr>
<td>Percent of Non-Monetary Determinations decided within 21 days</td>
<td>Monthly</td>
<td>increase</td>
<td>80.0%</td>
<td>23.5%</td>
<td>25.4%</td>
<td>1.9%</td>
<td>32.1%</td>
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<tr>
<td>Number of Lower Authority Appeals(b)</td>
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<td></td>
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<tr>
<td>Decisions within 30 days</td>
<td>Monthly</td>
<td>increase</td>
<td>60.0%</td>
<td>91.0%</td>
<td>86.9%</td>
<td>-4.1%</td>
<td>N/A</td>
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<tr>
<td>Decisions within 45 days</td>
<td>Monthly</td>
<td>increase</td>
<td>80.0%</td>
<td>95.7%</td>
<td>93.1%</td>
<td>-2.6%</td>
<td>N/A</td>
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<tr>
<td>Decisions within 90 days</td>
<td>Monthly</td>
<td>increase</td>
<td>95.0%</td>
<td>98.2%</td>
<td>96.8%</td>
<td>-1.5%</td>
<td>N/A</td>
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<tr>
<td>Number of Upper Level Appeals</td>
<td>Monthly</td>
<td>reduce</td>
<td>600</td>
<td>656</td>
<td>641</td>
<td>-2.3%</td>
<td>652</td>
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<tr>
<td><strong>Unemployment Insurance Call Centers</strong></td>
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<tr>
<td>Average wait time to speak to an agent (in minutes)</td>
<td>Monthly</td>
<td>reduce</td>
<td>20 Minutes</td>
<td>4:21</td>
<td>7.32</td>
<td>73.2%</td>
<td>17.00</td>
</tr>
<tr>
<td>Percentage of initial claims filed online</td>
<td>Monthly</td>
<td>increase</td>
<td>55.0%</td>
<td>56%</td>
<td>56%</td>
<td>0.0%</td>
<td>60.1%</td>
</tr>
<tr>
<td>Percentage of continued claims filed online</td>
<td>Monthly</td>
<td>increase</td>
<td>70.0%</td>
<td>60%</td>
<td>64%</td>
<td>4.0%</td>
<td>64.8%</td>
</tr>
<tr>
<td>Percentage of initial claims filed without agent assistance</td>
<td>Monthly</td>
<td>increase</td>
<td>60.0%</td>
<td>47%</td>
<td>47%</td>
<td>0.0%</td>
<td>43.9%</td>
</tr>
<tr>
<td>Time to process initial claims handled by agents (in days)</td>
<td>Monthly</td>
<td>reduce</td>
<td>5 days</td>
<td>5</td>
<td>5</td>
<td>0.0%</td>
<td>5</td>
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<tr>
<td><strong>Temporary Disability Insurance</strong></td>
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<tr>
<td>State Plan Initial Claims:</td>
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<tr>
<td>Eligibility Determined within 14 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>69.0%</td>
<td>57.6%</td>
<td>55.3%</td>
<td>-2.3%</td>
<td>52.8%</td>
</tr>
<tr>
<td>Eligibility Determined within 28 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>88.0%</td>
<td>82.8%</td>
<td>83.1%</td>
<td>0.3%</td>
<td>77.7%</td>
</tr>
<tr>
<td><strong>Family Leave Claims</strong></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eligibility Determined within 14 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>70.0%</td>
<td>74.2%</td>
<td>69.6%</td>
<td>-4.6%</td>
<td>61.2%</td>
</tr>
<tr>
<td>Eligibility Determined within 28 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>90.0%</td>
<td>90.9%</td>
<td>87.4%</td>
<td>-3.5%</td>
<td>86.8%</td>
</tr>
<tr>
<td><strong>Temporary Disability Insurance-Family Leave Insurance Call Center</strong></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average wait time to speak to an agent (in minutes)</td>
<td>Monthly</td>
<td>reduce</td>
<td>7 Minutes</td>
<td>6:18</td>
<td>7:28</td>
<td>18.5%</td>
<td>8.21</td>
</tr>
<tr>
<td>Rate of Abandoned calls</td>
<td>Monthly</td>
<td>reduce</td>
<td>16.0%</td>
<td>16.0%</td>
<td>17.0%</td>
<td>1.0%</td>
<td>18.6%</td>
</tr>
<tr>
<td>Percentage of calls handled without agent assistance</td>
<td>Monthly</td>
<td>increase</td>
<td>90.0%</td>
<td>72.0%</td>
<td>68.0%</td>
<td>-4.0%</td>
<td>62.3%</td>
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### Workers' Compensation:

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<tr>
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<th>Monthly</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Month</th>
<th>Current Month</th>
<th>Change</th>
<th>Last 12 Month Average</th>
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</thead>
<tbody>
<tr>
<td>Expedite the case listing and hearing of all motions involving medical treatment issues by completing:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Emergent medical treatment disputes resolved within 30 days</td>
<td>Monthly</td>
<td>increase</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>-</td>
<td>100.0%</td>
</tr>
<tr>
<td>Non-emergent issues resolved within 60 days</td>
<td>Monthly</td>
<td>increase</td>
<td>100.0%</td>
<td>67.0%</td>
<td>69.0%</td>
<td>2.0%</td>
<td>64.5%</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>Monthly</th>
<th>increase</th>
<th>230</th>
<th>189</th>
<th>292</th>
<th>54.5%</th>
<th>234</th>
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</table>

#### Crane Inspections

<table>
<thead>
<tr>
<th></th>
<th>Monthly</th>
<th>increase</th>
<th>10</th>
<th>37</th>
<th>53</th>
<th>N/A</th>
<th>44</th>
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#### Mine Inspections

<table>
<thead>
<tr>
<th></th>
<th>Monthly</th>
<th>increase</th>
<th>33</th>
<th>44</th>
<th>48</th>
<th>N/A</th>
<th>65</th>
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#### Explosive Inspections

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<tr>
<th></th>
<th>Monthly</th>
<th>increase</th>
<th>155</th>
<th>166</th>
<th>158</th>
<th>N/A</th>
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</table>

#### Retail Gasoline Inspections

<table>
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<tr>
<th></th>
<th>Monthly</th>
<th>increase</th>
<th>12</th>
<th>1</th>
<th>1</th>
<th>N/A</th>
<th>4</th>
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#### Fireworks Inspections

<table>
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<tr>
<th></th>
<th>Monthly</th>
<th>increase</th>
<th>3</th>
<th>9</th>
<th>10</th>
<th>N/A</th>
<th>8</th>
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</thead>
</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>Monthly</th>
<th>increase</th>
<th>100.0%</th>
<th>100.0%</th>
<th>100.0%</th>
<th>0.0%</th>
<th>100.0%</th>
</tr>
</thead>
</table>

### On-Site Consultation & Training

**Number of annual health and safety consultation visits to public sector employers**

<table>
<thead>
<tr>
<th></th>
<th>Monthly</th>
<th>increase</th>
<th>4</th>
<th>2</th>
<th>2</th>
<th>0.0%</th>
<th>8</th>
</tr>
</thead>
</table>

**Number of health and safety consultation visits to private sector employers**

<table>
<thead>
<tr>
<th></th>
<th>Monthly</th>
<th>increase</th>
<th>44</th>
<th>30</th>
<th>33</th>
<th>10.0%</th>
<th>28</th>
</tr>
</thead>
</table>

**WDPOccupational Safety Training-number of training sessions**

<table>
<thead>
<tr>
<th></th>
<th>Monthly</th>
<th>increase</th>
<th>20</th>
<th>27</th>
<th>27</th>
<th>0.0%</th>
<th>32</th>
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</thead>
</table>

### Boiler and Pressure Vessel Compliance

**Number of boilers or pressure vessels inspected monthly**

<table>
<thead>
<tr>
<th></th>
<th>Monthly</th>
<th>increase</th>
<th>1,600</th>
<th>2,735</th>
<th>3,099</th>
<th>13.3%</th>
<th>2,459</th>
</tr>
</thead>
</table>

### Wage and Hour Compliance

**Response to Complaints**

<table>
<thead>
<tr>
<th></th>
<th>Monthly</th>
<th>increase</th>
<th>80.0%</th>
<th>88.0%</th>
<th>88.0%</th>
<th>0.0%</th>
<th>89.3%</th>
</tr>
</thead>
</table>

### Public Works Contractor Registration

**Percent of applications processed within 30 days of receipt**

<table>
<thead>
<tr>
<th></th>
<th>Monthly</th>
<th>increase</th>
<th>90.0%</th>
<th>99%</th>
<th>99%</th>
<th>0.0%</th>
<th>97.0%</th>
</tr>
</thead>
</table>

**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.