

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - January 2014				Qtr End June 2013	Qtr End Sept 2013		Oct 12 - Sept 13
Workforce Development:							
Workforce Investment Act (WIA) - Adults Served^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	84.6%	83.9%	83.0%	-0.9%	83.6%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	83.4%	83.2%	-0.2%	84.1%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,856	\$12,721	\$12,923	1.6%	\$12,742
WIA Dislocated Workers^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	79.1%	80.7%	1.6%	80.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	84.8%	87.1%	2.3%	85.9%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,365	\$17,101	\$17,611	3.0%	\$17,367
WIA Youth (age 14 - 21)^(a)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	75.0%	72.8%	68.2%	-4.6%	70.4%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	66.8%	65.7%	68.0%	2.3%	65.7%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	56.2%	53.5%	58.0%	4.5%	54.3%
Employment Services^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	46.0%	48.0%	2.0%	45.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	76.0%	79.0%	3.0%	76.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,603	\$16,449	\$17,143	4.2%	\$16,529
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	36.0%	32.0%	1.5%	25.6%
Vocational Rehabilitation Services							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	53.0	64.0	20.8%	60.8
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$9.87	\$10.60	7.4%	\$11.52

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Income Security:				Dec-2013	Jan-2014		Feb 13 - Jan 13
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	90.0	94.9	5.5%	95.9
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	97.0%	89.8%	94.9%	5.1%	94.5%
Cases that remain pending 12 or more months	Monthly	reduce	0	5	3	-40.0%	5
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	75.9%	80.8%	4.9%	74.1%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	24.9%	23.9%	-1.0%	31.0%
Number of Lower Authority Appeals ^(b)							
Decisions within 30 days	Monthly	increase	60.0%	2.7%	5.0%	2.3%	N/A
Decisions within 45 days	Monthly	increase	80.0%	7.3%	11.0%	3.7%	N/A
Decisions within 90 days	Monthly	increase	95.0%	86.1%	81.4%	-4.7%	N/A
Number of Upper Level Appeals							
	Monthly	reduce	600	855	903	5.6%	552
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	27:56	37:02	32.6%	21:44
Percentage of initial claims filed online	Monthly	increase	55.0%	60%	67%	7.0%	55.5%
Percentage of continued claims filed online	Monthly	increase	70.0%	67%	59%	-8.0%	62.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	49%	41%	-8.0%	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%	54.6%	47.5%	-7.1%	58.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	84.1%	72.1%	-12.0%	83.5%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	61.2%	55.5%	-5.7%	75.0%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	88.1%	86.7%	-1.4%	93.6%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	8:43	9:31	9.2%	7:40
Rate of Abandoned calls	Monthly	reduce	16.0%	18.0%	18.0%	0.0%	18.1%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	62.0%	55.0%	-7.0%	65.3%

	Monthly	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Workers' Compensation:				Nov-2013	Dec-2013		Jan 13 - Dec 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%	-	100.0%
Non-emergent issues resolved within 60 days	Monthly	increase	100.0%	52.0%	52.0%	-	63.0%
Labor Standards and Safety Enforcement:				Dec-2013	Jan-2014		Feb 13 - Jan 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	163	215	31.9%	214
Number of Inspections							
Crane Inspections	Monthly	increase	10	53	44	N/A	49
Mine Inspections	Monthly	increase	33	57	54	N/A	58
Explosive Inspections	Monthly	increase	155	60	199	N/A	159
Retail Gasoline Inspections	Monthly	increase	12	0	12	N/A	4
Fireworks Inspections	Monthly	increase	3	15	3	N/A	7
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	9	0.0%	3
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	33	26	-21.2%	34
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	14	23	64.3%	34
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	1,946	2,541	30.6%	2,259
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	90.0%	88.0%	-2.2%	90.4%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	99%	98%	-1.0%	97.8%

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.