

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - December 2013				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	66.8%	72.8%	68.2%	-4.6%	70.4%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	75.0%	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

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Income Security:				Nov-2013	Dec-2013		Jan 13 - Dec 13
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	90.9	90.0	-1.0%	97.5
Percent of processed cases deemed accurate	Monthly	increase	97.0%	94.6%	89.8%	-4.8%	94.8%
Cases that remain pending 12 or more months	Monthly	reduce	0	6	5	-16.7%	5
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	75.9%	75.9%	0.0%	73.5%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	22.9%	24.9%	2.0%	31.3%
Number of Lower Authority Appeals ^(b)							
Decisions within 30 days	Monthly	increase	60.0%	5.8%	2.7%	-3.1%	N/A
Decisions within 45 days	Monthly	increase	80.0%	10.7%	7.3%	-3.4%	N/A
Decisions within 90 days	Monthly	increase	95.0%	72.9%	86.1%	13.2%	N/A
Number of Upper Level Appeals							
	Monthly	reduce	600	737	855	16.0%	552
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	26:28	27:56	5.5%	21:55
Percentage of initial claims filed online	Monthly	increase	55.0%	59%	60%	1.0%	54.8%
Percentage of continued claims filed online	Monthly	increase	70.0%	65%	67%	2.0%	61.8%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	40%	49%	9.0%	40.7%
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%	60.0%	54.6%	-5.4%	59.1%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	84.6%	84.1%	-0.5%	84.1%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	73.3%	61.2%	-12.1%	76.7%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	92.2%	88.1%	-4.1%	94.1%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	8:26	8:43	3.4%	7:26
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%	69.0%	62.0%	-7.0%	66.3%

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Workers' Compensation:				Nov-2013	Dec-2013		Dec 12 - Nov 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%	NA	-	100.0%
Non-emergent issues resolved within 60 days	Monthly	increase	100.0%	NA	NA	-	66.0%
Labor Standards and Safety Enforcement:				Nov-2013	Dec-2013		Jan 13 - Dec 13
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	178	163	-8.4%	212
Number of Inspections							
Crane Inspections	Monthly	increase	10	50	53	N/A	50
Mine Inspections	Monthly	increase	33	43	57	N/A	60
Explosive Inspections	Monthly	increase	155	98	60	N/A	161
Retail Gasoline Inspections	Monthly	increase	12	6	0	N/A	3
Fireworks Inspections	Monthly	increase	3	0	15	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	27	33	22.2%	34
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	14	14	0.0%	35
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,257	1,946	-13.8%	2,206
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	88.0%	90.0%	2.3%	90.4%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	98%	99%	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.