

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - May 2013							
Workforce Development:				Qtr End 2012	Dec. Qtr End March 2013		Apr 12 - Mar 13
Workforce Investment Act (WIA) - Adults Served							
Percent of Participants who Entered Employment	Quarterly	increase	81.9%	82.3%	85.0%	2.7%	82.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	84.0%	85.8%	83.8%	-2.0%	85.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,303	\$12,782	\$12,542	-1.9%	\$12,782
WIA Dislocated Workers							
Percent of Participants who Entered Employment	Quarterly	increase	82.3%	79.2%	82.3%	3.1%	79.2%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.1%	86.9%	84.7%	-2.2%	86.9%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,390	\$17,700	\$17,057	-3.6%	\$17,700
WIA Youth (age 14 - 21)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	77.2%	68.1%	72.3%	4.2%	68.1%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	65.2%	66.5%	62.6%	-3.9%	66.5%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	65.4%	52.7%	53.1%	0.4%	52.7%
Employment Services							
Percent of Participants who Entered Employment	Quarterly	increase	45.0%	44.0%	43.0%	-1.0%	44.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.0%	77.0%	75.0%	-2.0%	77.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,435	\$16,324	\$16,198	-0.8%	\$16,324
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	36.0%	36.0%	1.5%	21.0%
Vocational Rehabilitation Services							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	63.0	63.0	0.0%	71.0
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$12.80	\$12.80	0.0%	\$12.05

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Income Security:				April-2013	May-2013		June 12 - May 13
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	99.1	95.0	-4.1%	99.9
Percent of processed cases deemed accurate	Monthly	increase	97.0%	97.9%	95.7%	-2.2%	95.9%
Cases that remain pending 12 or more months	Monthly	reduce	0	4	4	0.0%	3
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	71.3%	76.2%	4.9%	75.1%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	35.6%	43.6%	8.0%	51.1%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	45.7%	32.0%	-13.7%	16.0%
Decisions within 45 days	Monthly	increase	80.0%	67.8%	59.1%	-8.7%	23.6%
Decisions within 90 days	Monthly	increase	95.0%	72.1%	64.7%	-7.4%	28.3%
Number of Upper Level Appeals							
	Monthly	reduce	600	741	601	-18.9%	723
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	16:18	13:52	-14.9%	23:51
Percentage of initial claims filed online	Monthly	increase	55.0%	53%	52%	-1.0%	54.8%
Percentage of continued claims filed online	Monthly	increase	70.0%	59%	62%	3.0%	68.3%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	40%	39%	-1.0%	45.7%
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%	59.4%	59.6%	0.2%	59.5%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	83.9%	84.6%	0.7%	82.2%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	78.0%	78.0%	0.0%	77.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	94.3%	94.3%	0.0%	92.6%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	6:19	7:21	16.4%	6:22
Rate of Abandoned calls	Monthly	reduce	16.0%	17.0%	19.0%	2.0%	17.2%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	69.0%	66.0%	-3.0%	69.5%

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Workers' Compensation:				April-2013	May-2013		June 12 - May 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%	0.0%	100.0%
Non-emergent issues resolved within 60 days	Monthly	increase	100.0%	66.0%	66.0%	0.0%	66.7%
Labor Standards and Safety Enforcement:				April-2013	May-2013		June 12 - May 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	204	188	-7.8%	222
Number of Inspections							
Crane Inspections	Monthly	increase	10	52	57	N/A	35
Mine Inspections	Monthly	increase	33	51	62	N/A	68
Explosive Inspections	Monthly	increase	155	171	202	N/A	178
Retail Gasoline Inspections	Monthly	increase	12	0	1	N/A	9
Fireworks Inspections	Monthly	increase	3	6	12	N/A	3
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	0	2	N/A	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	40	33	-17.5%	32
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	45	41	-8.9%	37
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,071	2,864	38.3%	2,260
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	91.0%	96.0%	5.5%	91.0%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	98%	99%	1.0%	96.0%
*New Category							