

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - April 2013				Qtr End 2012	Dec.	Qtr End March 2013	Apr 12 - Mar 13
Workforce Development:							
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

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Income Security:				March-2013	April-2013		May 12 - Apr 13
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	106.3	99.1	-6.8%	100.1
Percent of processed cases deemed accurate	Monthly	increase	97.0%	96.2%	97.9%	1.7%	95.8%
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%	68.4%	71.3%	2.9%	76.1%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	32.0%	35.6%	3.6%	54.2%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	46.3%	45.7%	-0.6%	14.3%
Decisions within 45 days	Monthly	increase	80.0%	64.6%	67.8%	3.2%	20.1%
Decisions within 90 days	Monthly	increase	95.0%	67.9%	72.1%	4.2%	25.6%
Number of Upper Level Appeals							
	Monthly	reduce	600	657	741	12.8%	860
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	15:50	16:18	2.9%	23:59
Percentage of initial claims filed online	Monthly	increase	55.0%	53%	53%	0.0%	54.8%
Percentage of continued claims filed online	Monthly	increase	70.0%	65%	59%	-6.0%	68.4%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	46%	40%	-6.0%	46.4%
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%	63.1%	59.4%	-3.7%	60.0%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	87.1%	83.9%	-3.2%	82.5%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	77.6%	78.0%	0.4%	77.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	95.2%	94.3%	-0.9%	92.6%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	6:36	6:19	-4.3%	6:07
Rate of Abandoned calls	Monthly	reduce	16.0%	17.0%	17.0%	0.0%	16.8%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	71.0%	69.0%	-2.0%	69.7%

	Monthly	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Workers' Compensation:				March-2013	April-2013		May 12 - Apr 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%	67.00%	66.00%	-1.0%	66.7%
Labor Standards and Safety Enforcement:				March-2013	April-2013		May 12 - Apr 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	273	204	-25.3%	225
Number of Inspections							
Crane Inspections	Monthly	increase	10	45	52	N/A	33
Mine Inspections	Monthly	increase	33	89	51	N/A	68
Explosive Inspections	Monthly	increase	155	232	171	N/A	176
Retail Gasoline Inspections	Monthly	increase	12	0	0	N/A	10
Fireworks Inspections	Monthly	increase	3	6	6	N/A	2
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	2	0	-100.0%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	25	40	60.0%	33
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	42	45	7.1%	36
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,228	2,071	-7.0%	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%	92.0%	91.0%	-1.1%	91.4%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97%	98%	1.0%	96.3%
*New Category							