

Labor and Workforce Development Performance Indicators - July 2013	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
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

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Income Security:				June-2013	July-2013		Aug 12 - July 13
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	94.1	92.8	-1.4%	99.2
Percent of processed cases deemed accurate	Monthly	increase	97.0%	92.9%	94.0%	1.1%	96.1%
Cases that remain pending 12 or more months	Monthly	reduce	0	6	5	-16.7%	4
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	77.9%	83.1%	5.2%	73.8%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	42.7%	39.4%	-3.3%	44.9%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	23.4%	27.2%	3.8%	19.9%
Decisions within 45 days	Monthly	increase	80.0%	61.9%	67.0%	5.1%	33.5%
Decisions within 90 days	Monthly	increase	95.0%	78.7%	77.7%	-1.0%	38.9%
Number of Upper Level Appeals							
	Monthly	reduce	600	324	395	21.9%	605
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	18:20	22:54	24.9%	23:00
Percentage of initial claims filed online	Monthly	increase	55.0%	53%	57%	4.0%	54.3%
Percentage of continued claims filed online	Monthly	increase	70.0%	66%	52%	-14.0%	63.9%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	47%	39%	-8.0%	44.0%
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%	60.3%	58.8%	-1.5%	58.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	83.8%	83.7%	-0.1%	82.9%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	79.8%	NA	-	77.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	95.8%	NA	-	93.6%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	6:41	8:05	20.9%	6:41
Rate of Abandoned calls	Monthly	reduce	16.0%	19.0%	19.0%	0.0%	17.5%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	72.0%	65.0%	-7.0%	68.7%

