

| <b>Labor and Workforce Development</b><br><b>Performance Indicators - August 2013</b>                         | <b>Frequency</b> | <b>Desired Trend</b> | <b>Target</b> | <b>Prior Quarter</b>      | <b>Current Quarter</b>   | <b>Change</b> | <b>Last 12 Month Average</b> |
|---|------------------|----------------------|---------------|---------------------------|--------------------------|---------------|------------------------------|
| <b>Workforce Development:</b>   |                  |                      |               | <b>Qtr End March 2013</b> | <b>Qtr End June 2013</b> |               | <b>July 12 - June 13</b>     |
| <b>Workforce Investment Act (WIA) - Adults Served</b>   |                  |                      |               |                           |                          |               |                              |
| Percent of Participants who Entered Employment  | Quarterly        | increase             | 81.9%         | 85.0%                     | 83.9%                    | -1.1%         | 83.9%                        |
| Percent of Participants who Retained Employment for 6 months or more  | Quarterly        | increase             | 84.0%         | 83.8%                     | 83.4%                    | -0.4%         | 83.4%                        |
| Six Month Average Earnings of those who Entered Employment  | Quarterly        | increase             | \$12,303      | \$12,542                  | \$12,721                 | 1.4%          | \$12,721                     |
|   |                  |                      |               |                           |                          |               |                              |
| <b>WIA Dislocated Workers</b>   |                  |                      |               |                           |                          |               |                              |
| Percent of Participants who Entered Employment  | Quarterly        | increase             | 82.3%         | 82.3%                     | 79.1%                    | -3.2%         | 79.1%                        |
| Percent of Participants who Retained Employment for 6 months or more  | Quarterly        | increase             | 87.1%         | 84.7%                     | 84.8%                    | 0.1%          | 84.8%                        |
| Six Month Average Earnings of those who Entered Employment  | Quarterly        | increase             | \$18,390      | \$17,057                  | \$17,101                 | 0.3%          | \$17,101                     |
|   |                  |                      |               |                           |                          |               |                              |
| <b>WIA Youth (age 14 - 21)</b>  |                  |                      |               |                           |                          |               |                              |
| Percent of Participants who have attained a High School Degree or a GED Certificate                           | Quarterly        | increase             | 77.2%         | 72.3%                     | 72.8%                    | 0.5%          | 72.8%                        |
| Percent of Participants who Entered Employment or continued their Education                                   | Quarterly        | increase             | 65.2%         | 62.6%                     | 65.7%                    | 3.1%          | 65.7%                        |
| Percent of Participants who Demonstrated Gains in Literacy or Numeracy  | Quarterly        | increase             | 65.4%         | 53.1%                     | 53.5%                    | 0.4%          | 53.5%                        |
|   |                  |                      |               |                           |                          |               |                              |
| <b>Employment Services</b>  |                  |                      |               |                           |                          |               |                              |
| Percent of Participants who Entered Employment  | Quarterly        | increase             | 45.0%         | 43.0%                     | 46.0%                    | 3.0%          | 46.0%                        |
| Percent of Participants who Retained Employment for 6 months or more  | Quarterly        | increase             | 77.0%         | 75.0%                     | 76.0%                    | 1.0%          | 76.0%                        |
| Six Month Average Earnings of those who Entered Employment  | Quarterly        | increase             | \$16,435      | \$16,198                  | \$16,449                 | 1.5%          | \$16,449                     |
|   |                  |                      |               |                           |                          |               |                              |
| <b>WorkFirst New Jersey</b>   |                  |                      |               |                           |                          |               |                              |
| Percent of Participants who Entered Employment  | Quarterly        | increase             | 15.0%         | 36.0%                     | 36.0%                    | 1.5%          | 21.0%                        |
|   |                  |                      |               |                           |                          |               |                              |
| <b>Vocational Rehabilitation Services</b>   |                  |                      |               |                           |                          |               |                              |
| Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days) | Quarterly        | reduce               | 60 Days       | 52.0                      | 53.0                     | 1.9%          | 53.0                         |
| Average increase in the hourly rate of pay for those individuals who enter employment                         | Quarterly        | increase             | \$12.17       | \$10.12                   | \$9.87                   | -2.5%         | \$9.87                       |

|  | Frequency | Desired Trend | Target     | Prior Month | Current Month | Change | Last 12 Month Average |
|--|-----------|---------------|------------|-------------|---------------|--------|-----------------------|
| Income Security:   |           |               |            | July-2013   | Aug-2013      |        | Sep 12 - Aug 13       |
| <b>Disability Determinations Services</b>                                |           |               |            |             |               |        |                       |
| Time it takes to process a case (in days)                                | Monthly   | reduce        | 85         | 92.8        | 89.9          | -3.1%  | 99.1                  |
| Percent of processed cases deemed accurate                               | Monthly   | increase      | 97.0%      | 94.0%       | 96.3%         | 2.3%   | 95.8%                 |
| Cases that remain pending 12 or more months                              | Monthly   | reduce        | 0          | 5           | 5             | 0.0%   | 5                     |
| <b>Unemployment Insurance</b>  |           |               |            |             |               |        |                       |
| Initial Claims:  |           |               |            |             |               |        |                       |
| Percent of cases receiving first payment within 21 days                  | Monthly   | increase      | 87.0%      | 83.1%       | 69.1%         | -14.0% | 73.8%                 |
| Percent of Non-Monetary Determinations decided within 21 days            | Monthly   | increase      | 80.0%      | 39.4%       | 26.6%         | -12.8% | 44.9%                 |
| Number of Lower Authority Appeals  |           |               |            |             |               |        |                       |
| Decisions within 30 days   | Monthly   | increase      | 60.0%      | 27.2%       | N/A           | -      | 19.9%                 |
| Decisions within 45 days   | Monthly   | increase      | 80.0%      | 67.0%       | N/A           | -      | 33.5%                 |
| Decisions within 90 days   | Monthly   | increase      | 95.0%      | 77.7%       | N/A           | -      | 38.9%                 |
| Number of Upper Level Appeals  |           |               |            |             |               |        |                       |
|  | Monthly   | reduce        | 600        | 395         | 366           | -7.3%  | 524                   |
| <b>Unemployment Insurance Call Centers</b>                               |           |               |            |             |               |        |                       |
| Average wait time to speak to an agent (in minutes)                      | Monthly   | reduce        | 20 Minutes | 22:54       | 19:45         | -13.8% | 22:53                 |
| Percentage of initial claims filed online                                | Monthly   | increase      | 55.0%      | 57%         | 51%           | -6.0%  | 54.3%                 |
| Percentage of continued claims filed online                              | Monthly   | increase      | 70.0%      | 52%         | 59%           | 7.0%   | 63.9%                 |
| Percentage of initial claims filed without agent assistance              | Monthly   | increase      | 60.0%      | 39%         | 37%           | -2.0%  | 44.0%                 |
| Time to process initial claims handled by agents (in days)               | Monthly   | reduce        | 5 days     | 5           | 5             | 0.0%   | 5                     |
| <b>Temporary Disability Insurance</b>                                    |           |               |            |             |               |        |                       |
| State Plan Initial Claims:   |           |               |            |             |               |        |                       |
| Eligibility Determined within 14 days of receipt                         | Monthly   | increase      | 69.0%      | 58.8%       | 60.2%         | 1.4%   | 58.8%                 |
| Eligibility Determined within 28 days of receipt                         | Monthly   | increase      | 88.0%      | 83.7%       | 85.7%         | 2.0%   | 82.9%                 |
| <b>Family Leave Claims</b>   |           |               |            |             |               |        |                       |
| Eligibility Determined within 14 days of receipt                         | Monthly   | increase      | 70.0%      | NA          | 79.8%         | -      | 78.3%                 |
| Eligibility Determined within 28 days of receipt                         | Monthly   | increase      | 90.0%      | NA          | 95.8%         | -      | 94.0%                 |
| <b>Temporary Disability Insurance-Family Leave Insurance Call Center</b> |           |               |            |             |               |        |                       |
| Average wait time to speak to an agent (in minutes)                      | Monthly   | reduce        | 7 Minutes  | 8:05        | 8:22          | 3.5%   | 6:45                  |
| 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%      | 65.0%       | 61.0%         | -4.0%  | 67.8%                 |

