

Labor and Workforce Development Performance Indicators - September 2013	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Workforce Development:				Qtr End March 2013	Qtr End June 2013		July 12 - June 13
Workforce Investment Act (WIA) - Adults Served							
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
WIA Dislocated Workers							
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
WIA Youth (age 14 - 21)							
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%
Employment Services							
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
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	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:				Aug-2013	Sept-2013		Oct 12 - Sept 13
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	89.9	90.8	1.1%	99.1
Percent of processed cases deemed accurate	Monthly	increase	97.0%	96.3%	95.1%	-1.2%	95.8%
Cases that remain pending 12 or more months	Monthly	reduce	0	5	6	20.0%	5
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	69.1%	70.8%	1.7%	71.5%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	26.6%	23.8%	-2.8%	37.6%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	N/A	N/A	-	N/A
Decisions within 45 days	Monthly	increase	80.0%	N/A	N/A	-	N/A
Decisions within 90 days	Monthly	increase	95.0%	N/A	N/A	-	N/A
Number of Upper Level Appeals							
	Monthly	reduce	600	366	518	41.5%	521
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	19:45	18:26	-6.7%	23:08
Percentage of initial claims filed online	Monthly	increase	55.0%	51%	54%	3.0%	54.5%
Percentage of continued claims filed online	Monthly	increase	70.0%	59%	62%	3.0%	62.5%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	37%	35%	-2.0%	42.1%
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%	60.2%	56.2%	-4.0%	59.7%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	85.7%	81.2%	-4.5%	82.5%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	79.8%	79.6%	-0.2%	78.1%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	95.8%	95.3%	-0.5%	93.6%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	8:22	7:40	-8.4%	6:57
Rate of Abandoned calls	Monthly	reduce	16.0%	19.0%	18.0%	-1.0%	17.7%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	61.0%	65.0%	4.0%	67.7%

