

Labor and Workforce Development Performance Indicators - October 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:				Sept-2013	Oct-2013		Nov 12 - Oct 13
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	90.8	98.5	8.5%	99.4
Percent of processed cases deemed accurate	Monthly	increase	97.0%	95.1%	93.3%	-1.8%	95.0%
Cases that remain pending 12 or more months	Monthly	reduce	0	6	7	16.7%	5
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	70.8%	71.7%	0.9%	70.4%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	23.8%	24.3%	0.5%	34.8%
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	518	419	-19.1%	511
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	18:26	22:20	21.2%	23:44
Percentage of initial claims filed online	Monthly	increase	55.0%	54%	53%	-1.0%	54.6%
Percentage of continued claims filed online	Monthly	increase	70.0%	62%	57%	-5.0%	60.7%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	35%	36%	1.0%	41.3%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	5.00
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	56.2%	58.1%	1.9%	59.9%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	81.2%	84.3%	3.1%	83.7%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	79.6%	78.4%	-1.2%	78.5%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	95.3%	94.5%	-0.8%	94.5%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	7:40	6:30	-15.2%	7:01
Rate of Abandoned calls	Monthly	reduce	16.0%	18.0%	17.0%	-1.0%	17.8%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	65.0%	70.0%	5.0%	67.6%

