

<b>Labor and Workforce Development</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>Performance Indicators - November 2013</b>				<b>Qtr End June 2013</b>	<b>Qtr End Sept 2013</b>		<b>Oct 12 - Sept 13</b>
<b>Workforce Development:</b>							
<b>Workforce Investment Act (WIA) - Adults Served<sup>(a)</sup></b>							
Percent of Participants who Entered Employment	Quarterly	increase	84.6%	83.9%	83.0%	-0.9%	83.6%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	83.4%	83.2%	-0.2%	84.1%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,856	\$12,721	\$12,923	1.6%	\$12,742
<b>WIA Dislocated Workers<sup>(a)</sup></b>							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	79.1%	80.7%	1.6%	80.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	84.8%	87.1%	2.3%	85.9%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,365	\$17,101	\$17,611	3.0%	\$17,367
<b>WIA Youth (age 14 - 21)<sup>(a)</sup></b>							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	66.8%	72.8%	68.2%	-4.6%	70.4%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	75.0%	65.7%	68.0%	2.3%	65.7%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	56.2%	53.5%	58.0%	4.5%	54.3%
<b>Employment Services<sup>(a)</sup></b>							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	46.0%	48.0%	2.0%	45.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	76.0%	79.0%	3.0%	76.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,603	\$16,449	\$17,143	4.2%	\$16,529
<b>WorkFirst New Jersey</b>							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	36.0%	32.0%	1.5%	25.6%
<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	53.0	64.0	20.8%	60.8
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$9.87	\$10.60	7.4%	\$11.52

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
<b>Income Security:</b>				Oct-2013	Nov-2013		Dec 12 - Nov 13
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	85	98.5	90.9	-7.7%	98.1
Percent of processed cases deemed accurate	Monthly	increase	97.0%	93.3%	94.6%	1.3%	95.0%
Cases that remain pending 12 or more months	Monthly	reduce	0	7	6	-14.3%	5
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	71.7%	75.9%	4.2%	71.1%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	24.3%	22.9%	-1.4%	32.4%
Number of Lower Authority Appeals <sup>(b)</sup>							
Decisions within 30 days	Monthly	increase	60.0%	25.5%	5.8%	-19.7%	N/A
Decisions within 45 days	Monthly	increase	80.0%	39.8%	10.7%	-29.1%	N/A
Decisions within 90 days	Monthly	increase	95.0%	56.8%	72.9%	16.1%	N/A
Number of Upper Level Appeals							
	Monthly	reduce	600	419	737	75.9%	527
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	22:20	26:28	18.5%	22:07
Percentage of initial claims filed online	Monthly	increase	55.0%	53%	59%	6.0%	54.3%
Percentage of continued claims filed online	Monthly	increase	70.0%	57%	65%	8.0%	61.3%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	36%	40%	4.0%	40.8%
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%	58.1%	60.0%	1.9%	59.7%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	84.3%	84.6%	0.3%	84.0%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	78.4%	73.3%	-5.1%	78.1%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	94.5%	92.2%	-2.3%	94.5%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	6:30	8:26	29.7%	7:12
Rate of Abandoned calls	Monthly	reduce	16.0%	17.0%	18.0%	1.0%	17.9%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	70.0%	69.0%	-1.0%	67.3%

	Monthly	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
<b>Workers' Compensation:</b>				Oct-2013	Nov-2013		Dec 12 - Nov 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%	65.4%	NA	-	66.0%
<b>Labor Standards and Safety Enforcement:</b>							
				Oct-2013	Nov-2013		Dec 12 - Nov 13
<b>Public Safety and Occupational Safety &amp; Health</b>							
<b>Asbestos Control</b>							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	increase	230	285	178	-37.5%	216
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	10	69	50	N/A	50
Mine Inspections	Monthly	increase	33	50	43	N/A	58
Explosive Inspections	Monthly	increase	155	172	98	N/A	165
Retail Gasoline Inspections	Monthly	increase	12	13	6	N/A	3
Fireworks Inspections	Monthly	increase	3	2	0	N/A	6
<b>Public Employees Occupational Safety &amp; Health (PEOSH)</b>							
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%
<b>On-Site Consultation &amp; Training</b>							
Number of annual health and safety consultation visits to public sector employers	Monthly	increase	4	4	9	0.0%	3
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	43	27	-37.2%	32
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	33	14	-57.6%	37
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,080	2,257	8.5%	2,195
<b>Wage and Hour Compliance</b>							
<b>Response to Complaints</b>							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	93.0%	88.0%	-5.4%	90.3%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	98%	98%	0.0%	97.3%

**Notes:**

(a) New Federal targets as of July 1, 2013

(b) Implementation of new case management system in October 2013 resulted in reduced scheduling during training period.