

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - February 2014							
Workforce Development:				Qtr End June 2013	Qtr End Sept 2013		Oct 12 - Sept 13
Workforce Investment Act (WIA) - Adults Served^(a)							
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
WIA Dislocated Workers^(a)							
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
WIA Youth (age 14 - 21)^(a)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	75.0%	72.8%	68.2%	-4.6%	70.4%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	66.8%	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%
Employment Services^(a)							
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
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	36.0%	32.0%	1.5%	25.6%
Vocational Rehabilitation Services							
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

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Income Security:				Jan-2014	Feb-2014		Mar 13 - Feb 14
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	94.9	99.9	5.3%	95.2
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	97.0%	94.9%	93.7%	-1.2%	94.5%
Cases that remain pending 12 or more months	Monthly	reduce	0	3	9	200.0%	6
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	80.8%	69.3%	-11.5%	74.2%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	23.9%	29.5%	5.6%	30.8%
Number of Lower Authority Appeals ^(b)							
Decisions within 30 days	Monthly	increase	60.0%	5.0%	7.8%	2.8%	N/A
Decisions within 45 days	Monthly	increase	80.0%	11.0%	27.3%	16.3%	N/A
Decisions within 90 days	Monthly	increase	95.0%	81.4%	75.4%	-6.0%	N/A
Number of Upper Level Appeals							
	Monthly	reduce	600	903	752	-16.7%	606
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	37:02	40:00	8.0%	23:16
Percentage of initial claims filed online	Monthly	increase	55.0%	67%	72%	5.0%	57.1%
Percentage of continued claims filed online	Monthly	increase	70.0%	59%	65%	6.0%	61.5%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	41%	40%	-1.0%	40.8%
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%	47.5%	48.5%	1.0%	57.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	72.1%	77.8%	5.7%	82.7%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	55.5%	46.9%	-8.6%	72.3%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	86.7%	85.1%	-1.6%	92.8%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	9:31	9:30	-0.2%	7:48
Rate of Abandoned calls	Monthly	reduce	16.0%	18.0%	16.0%	-2.0%	17.9%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	55.0%	54.0%	-1.0%	64.9%

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Workers' Compensation:				Dec-2013	Jan-2014		Feb 13 - Jan 14
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%	63.0%	60.0%	-3.0%	62.0%
Labor Standards and Safety Enforcement:				Jan-2014	Feb-2014		Mar 13 - Feb 14
Public Safety and Occupational Safety & Health							
Asbestos Control							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	increase	230	215	187	-13.0%	212
Number of Inspections							
Crane Inspections	Monthly	increase	10	44	31	N/A	41
Mine Inspections	Monthly	increase	33	54	40	N/A	58
Explosive Inspections	Monthly	increase	155	199	108	N/A	37
Retail Gasoline Inspections	Monthly	increase	12	12	5	N/A	7
Fireworks Inspections	Monthly	increase	3	3	0	N/A	4
Public Employees Occupational Safety & Health (PEOSH)							
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%
On-Site Consultation & Training							
Number of annual health and safety consultation visits to public sector employers	Monthly	increase	4	9	5	0.0%	8
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	26	13	-50.0%	37
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	23	29	26.1%	33
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,541	2,147	-15.5%	2,236
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	88.0%	92.0%	4.5%	90.0%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	98%	94%	-4.0%	98.0%

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.