

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - March 2014							
Workforce Development:				Qtr End Sept 2013	Qtr End Dec 2013		Jan 13 - Dec 13
Workforce Investment Act (WIA) - Adults Served^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	84.6%	83.0%	80.0%	-3.0%	83.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	83.2%	78.9%	-4.3%	82.3%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,856	\$12,923	\$13,407	3.8%	\$12,898
WIA Dislocated Workers^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	80.7%	80.9%	0.2%	80.8%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	87.1%	86.5%	-0.6%	85.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,365	\$17,611	\$17,980	2.1%	\$17,437
WIA Youth (age 14 - 21)^(a)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	75.0%	68.2%	64.9%	-3.3%	69.6%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	66.8%	68.0%	64.6%	-3.4%	65.2%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	56.2%	58.0%	56.9%	-1.1%	55.4%
Employment Services^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	48.0%	49.0%	1.0%	46.5%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	79.0%	79.0%	0.0%	77.3%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,603	\$17,143	\$17,217	0.4%	\$16,752
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	32.0%	NA	1.5%	34.7%
Vocational Rehabilitation Services							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	64.0	57.0	-10.9%	59.3
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$10.60	\$10.60	0.0%	\$10.97

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Income Security:				Feb-2014	Mar-2014		Apr 13 - Mar 14
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	99.9	95.7	-4.2%	94.3
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	97.0%	93.7%	98.3%	4.6%	94.7%
Cases that remain pending 12 or more months	Monthly	reduce	0	9	6	-33.3%	6
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	69.3%	70.0%	0.7%	74.3%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	29.5%	40.0%	10.5%	31.4%
Number of Lower Authority Appeals ^(b)							
Decisions within 30 days	Monthly	increase	60.0%	7.8%	8.4%	0.6%	N/A
Decisions within 45 days	Monthly	increase	80.0%	27.3%	15.6%	-11.7%	N/A
Decisions within 90 days	Monthly	increase	95.0%	75.4%	47.9%	-27.5%	N/A
Number of Upper Level Appeals							
	Monthly	reduce	600	752	653	-13.2%	605
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	40:00	10:27	-73.9%	22:48
Percentage of initial claims filed online	Monthly	increase	55.0%	72%	60%	-12.0%	57.7%
Percentage of continued claims filed online	Monthly	increase	70.0%	65%	68%	3.0%	61.8%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	40%	41%	1.0%	40.3%
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%	48.5%	48.3%	-0.2%	56.0%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	77.8%	67.2%	-10.6%	81.1%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	46.9%	58.9%	12.0%	70.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	85.1%	82.1%	-3.0%	91.7%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	9:30	7:33	-20.5%	7:55
Rate of Abandoned calls	Monthly	reduce	16.0%	16.0%	16.0%	0.0%	17.8%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	54.0%	61.0%	7.0%	64.1%

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Workers' Compensation:				Jan-2014	Feb-2014		Mar 13 - Feb 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%	60.0%	63.0%	3.0%	62.0%
Labor Standards and Safety Enforcement:				Feb-2014	Mar-2014		Apr 13 - Mar 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	187	198	5.9%	210
Number of Inspections							
Crane Inspections	Monthly	increase	10	31	46	N/A	41
Mine Inspections	Monthly	increase	33	40	102	N/A	61
Explosive Inspections	Monthly	increase	155	108	139	N/A	46
Retail Gasoline Inspections	Monthly	increase	12	5	3	N/A	6
Fireworks Inspections	Monthly	increase	3	0	2	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	5	9	0.0%	11
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	13	26	100.0%	38
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	29	35	20.7%	33
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,147	2,399	11.7%	2,249
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	92.0%	92.0%	0.0%	90.0%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	94%	97%	3.0%	97.0%

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.