

<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 - May 2014</b>							
<b>Workforce Development:</b>				<b>Qtr End Dec 2013</b>	<b>Qtr End Mar 2014</b>		<b>Apr 13 - Mar 14</b>
<b>Workforce Investment Act (WIA) - Adults Served<sup>(a)</sup></b>							
Percent of Participants who Entered Employment	Quarterly	increase	84.6%	80.0%	82.3%	2.3%	82.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	78.9%	81.5%	2.6%	81.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,856	\$13,407	\$12,966	-3.3%	\$13,004
<b>WIA Dislocated Workers<sup>(a)</sup></b>							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	80.9%	80.7%	-0.2%	80.4%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	86.5%	86.0%	-0.5%	86.1%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,365	\$17,980	\$17,903	-0.4%	\$17,649
<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	75.0%	64.9%	66.8%	1.9%	68.2%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	66.8%	64.6%	63.6%	-1.0%	65.5%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	56.2%	56.9%	54.3%	-2.6%	55.7%
<b>Employment Services<sup>(a)</sup></b>							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	49.0%	49.0%	0.0%	48.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	79.0%	80.0%	1.0%	78.5%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,603	\$17,217	\$17,328	0.6%	\$17,034
<b>WorkFirst New Jersey</b>							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	10.3%	9.5%	1.5%	9.2%
<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	57.0	56.0	-1.8%	57.5
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$10.60	\$11.27	6.3%	\$10.59

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
<b>Income Security:</b>				Apr-2014	May-2014		Jun 2013 - May 2014
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	85	88.7	84.7	-4.5%	92.6
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	97.0%	100.0%	94.1%	-5.9%	94.8%
Cases that remain pending 12 or more months	Monthly	reduce	0	6	1	-83.3%	5
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	75.4%	77.1%	1.7%	76.3%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	46.2%	41.9%	-4.3%	44.1%
Number of Lower Authority Appeals <sup>(b)</sup>							
Decisions within 30 days	Monthly	increase	60.0%	19.0%	28.9%	9.9%	N/A
Decisions within 45 days	Monthly	increase	80.0%	22.8%	53.2%	30.4%	N/A
Decisions within 90 days	Monthly	increase	95.0%	60.3%	85.2%	24.9%	N/A
Number of Upper Level Appeals							
	Monthly	reduce	600	571	624	9.3%	593
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	5:31	5:27	-1.2%	21:12
Percentage of initial claims filed online	Monthly	increase	55.0%	57%	56%	-1.0%	58.3%
Percentage of continued claims filed online	Monthly	increase	70.0%	67%	66%	-1.0%	62.8%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	45%	47%	2.0%	41.4%
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%	49.2%	49.2%	0.0%	54.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	72.4%	69.3%	-3.1%	78.9%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	43.9%	39.0%	-4.9%	64.7%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	59.2%	84.2%	25.0%	87.9%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	7:52	8:21	6.1%	8:06
Rate of Abandoned calls	Monthly	reduce	16.0%	16.0%	18.0%	2.0%	17.6%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	57.0%	58.0%	1.0%	62.4%

	Monthly	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
<b>Workers' Compensation:</b>				Mar-2014	Apr-2014		May 13 - Apr 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%	69.0%	9.0%	63.9%
<b>Labor Standards and Safety Enforcement:</b>				Apr-2014	May-2014		Jun 2013 - May 2014
<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	257	270	5.1%	218
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	10	49	50	N/A	42
Mine Inspections	Monthly	increase	33	64	61	N/A	61
Explosive Inspections	Monthly	increase	155	116	146	N/A	59
Retail Gasoline Inspections	Monthly	increase	12	3	2	N/A	6
Fireworks Inspections	Monthly	increase	3	2	16	N/A	5
<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	7	8	0.0%	10
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	25	25	0.0%	36
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	56	29	-48.2%	35
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,195	2,949	34.4%	2,303
<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%	91.0%	90.0%	-1.1%	90.0%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	98%	96%	-2.0%	96.9%

**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.