

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - July 2014							
Workforce Development:				Qtr End Dec 2013	Qtr End Mar 2014		Apr 13 - Mar 14
Workforce Investment Act (WIA) - Adults Served^(a)							
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
WIA Dislocated Workers^(a)							
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
WIA Youth (age 14 - 21)^(a)							
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%
Employment Services^(a)							
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
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	10.3%	9.5%	-0.8%	9.2%
Vocational Rehabilitation Services							
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

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Income Security:				June-2014	July-2014		Aug 2013 - July 2014
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	80.9	80.6	-0.3%	90.5
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	97.0%	100.0%	97.9%	-2.1%	95.7%
Cases that remain pending 12 or more months	Monthly	reduce	0	2	1	-50.0%	5
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	77.2%	82.6%	5.4%	74.7%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	40.8%	37.8%	-3.0%	31.9%
Number of Lower Authority Appeals ^(b)							
Decisions within 30 days	Monthly	increase	60.0%	13.5%	39.8%	26.3%	N/A
Decisions within 45 days	Monthly	increase	80.0%	50.7%	61.8%	11.1%	N/A
Decisions within 90 days	Monthly	increase	95.0%	89.7%	82.4%	-7.3%	N/A
Number of Upper Level Appeals							
	Monthly	reduce	600	481	446	-7.3%	610
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	5:27	10:30	92.7%	19:25
Percentage of initial claims filed online	Monthly	increase	55.0%	57%	62%	5.0%	59.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	68%	62%	-6.0%	63.8%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	55%	26%	-29.0%	41.0%
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%	52.7%	55.8%	3.1%	53.4%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	76.7%	80.3%	3.6%	78.0%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	46.7%	75.0%	28.3%	62.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	83.6%	89.0%	5.4%	88.1%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	8:24	9:08	8.7%	8:09
Rate of Abandoned calls	Monthly	reduce	16.0%	20.0%	21.0%	1.0%	17.7%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	63.0%	61.0%	-2.0%	62.3%

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Workers' Compensation:				May-2014	June-2014		July 13 - June 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%	-	100.0%
Non-emergent issues resolved within 60 days	Monthly	increase	100.0%	66.0%	64.0%	-2.0%	63.8%
Labor Standards and Safety Enforcement:				June-2014	July-2014		August 2013 - July 2014
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	308	310	0.6%	232
Number of Inspections							
Crane Inspections	Monthly	increase	10	55	55	N/A	44
Mine Inspections	Monthly	increase	33	162	67	N/A	69
Explosive Inspections	Monthly	increase	155	50	172	N/A	68
Retail Gasoline Inspections	Monthly	increase	12	0	0	N/A	5
Fireworks Inspections	Monthly	increase	3	20	25	N/A	8
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	4	0	-100.0%	9
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	31	30	-3.2%	26
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	41	41	0.0%	34
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,524	2,616	3.6%	2,345
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	90.0%	87.0%	-3.3%	89.8%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	99%	97%	-2.0%	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.