

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - October 2014							
Workforce Development:				Qtr End Mar 2014	Qtr End June 2014		July 13 - June 14
Workforce Investment Act (WIA) - Adults Served^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	84.6%	82.3%	82.9%	0.6%	82.1%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	81.5%	84.9%	3.4%	82.1%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,856	\$12,966	\$13,031	0.5%	\$13,082
WIA Dislocated Workers^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	80.7%	82.7%	2.0%	81.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	86.0%	86.5%	0.5%	86.5%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,365	\$17,903	\$18,234	1.8%	\$17,932
WIA Youth (age 14 - 21)^(a)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	75.0%	66.8%	73.5%	6.7%	68.4%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	66.8%	63.6%	66.5%	2.9%	65.7%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	56.2%	54.3%	64.3%	10.0%	58.4%
Employment Services^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	49.0%	50.0%	1.0%	49.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	80.0%	80.0%	0.0%	79.5%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,603	\$17,328	\$17,475	0.8%	\$17,291
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	9.5%	10.3%	0.8%	10.5%
Vocational Rehabilitation Services							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	56.0	58.0	3.6%	58.8
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$11.27	\$11.34	0.6%	\$10.95

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Income Security:				Sept-2014	Oct-2014		Nov 2013 - Oct 2014
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	79.6	76.1	-4.3%	86.9
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	97.0%	92.9%	100.0%	7.1%	96.2%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	0	-100.0%	3
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	71.7%	71.6%	-0.1%	74.9%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	23.5%	25.4%	1.9%	32.1%
Number of Lower Authority Appeals ^(b)							
Decisions within 30 days	Monthly	increase	60.0%	91.0%	86.9%	-4.1%	N/A
Decisions within 45 days	Monthly	increase	80.0%	95.7%	93.1%	-2.6%	N/A
Decisions within 90 days	Monthly	increase	95.0%	98.2%	96.8%	-1.5%	N/A
Number of Upper Level Appeals	Monthly	reduce	600	656	641	-2.3%	652
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	4:21	7:32	73.2%	17:00
Percentage of initial claims filed online	Monthly	increase	55.0%	56%	56%	0.0%	60.1%
Percentage of continued claims filed online	Monthly	increase	70.0%	60%	64%	4.0%	64.8%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	47%	47%	0.0%	43.9%
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%	57.6%	55.3%	-2.3%	52.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	82.8%	83.1%	0.3%	77.7%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	74.2%	69.6%	-4.6%	61.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	90.9%	87.4%	-3.5%	86.8%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	6:18	7:28	18.5%	8:21
Rate of Abandoned calls	Monthly	reduce	16.0%	16.0%	17.0%	1.0%	18.6%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	72.0%	68.0%	-4.0%	62.3%

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Workers' Compensation:				Aug-2014	Sept-2014		Oct 2013 - Sept 2014
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%	67.0%	69.0%	2.0%	64.5%
Labor Standards and Safety Enforcement:				Sept-2014	Oct-2014		Nov 2013 - Oct 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	189	292	54.5%	234
Number of Inspections							
Crane Inspections	Monthly	increase	10	37	53	N/A	44
Mine Inspections	Monthly	increase	33	44	48	N/A	65
Explosive Inspections	Monthly	increase	155	166	158	N/A	86
Retail Gasoline Inspections	Monthly	increase	12	1	1	N/A	4
Fireworks Inspections	Monthly	increase	3	9	10	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	2	2	0.0%	8
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	30	33	10.0%	28
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	27	27	0.0%	32
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,735	3,099	13.3%	2,459
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%	88.0%	0.0%	89.3%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	99%	99%	0.0%	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.