

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - November 2014							
Workforce Development:				Qtr End June 2014	Qtr End Sept 2014		Oct 13 - Sept 14
Workforce Investment Act (WIA) - Adults Served^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	85.1%	82.9%	81.6%	-1.3%	81.7%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	84.9%	84.5%	-0.4%	82.5%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$13,039	\$13,031	\$13,961	7.1%	\$13,341
WIA Dislocated Workers^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	82.7%	82.5%	-0.2%	81.7%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	86.5%	86.7%	0.2%	86.4%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,500	\$18,234	\$18,526	1.6%	\$18,161
WIA Youth (age 14 - 21)^(a)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	75.0%	73.5%	73.2%	-0.3%	69.6%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	68.5%	66.5%	67.9%	1.4%	65.7%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	60.0%	64.3%	60.7%	-3.6%	59.1%
Employment Services^(a)							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	50.0%	51.0%	1.0%	49.8%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	80.0%	81.0%	1.0%	80.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,860	\$17,475	\$17,623	0.8%	\$17,411
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	10.3%	15.3%	5.0%	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	58.0	52.0	-10.3%	55.8
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$11.34	\$11.65	2.7%	\$11.22

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Income Security:				Oct-2014	Nov-2014		Dec 2013 - Nov 2014
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	76.1	82.9	8.9%	86.9
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	97.0%	100.0%	94.4%	-5.6%	96.2%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	1	--	3
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	71.6%	76.3%	4.7%	74.9%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	25.4%	26.6%	1.2%	32.1%
Number of Lower Authority Appeals ^(b)							
Decisions within 30 days	Monthly	increase	60.0%	86.9%	59.4%	-27.5%	N/A
Decisions within 45 days	Monthly	increase	80.0%	93.1%	92.0%	-1.2%	N/A
Decisions within 90 days	Monthly	increase	95.0%	96.8%	97.0%	0.2%	N/A
Number of Upper Level Appeals	Monthly	reduce	600	641	670	4.5%	647
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	7:32	7:32	0.0%	17:00
Percentage of initial claims filed online	Monthly	increase	55.0%	56%	60%	4.0%	60.1%
Percentage of continued claims filed online	Monthly	increase	70.0%	64%	69%	5.0%	64.8%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	47%	54%	7.0%	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%	55.3%	55.4%	0.1%	52.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	83.1%	78.3%	-4.8%	77.7%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	69.6%	69.9%	0.3%	61.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	87.4%	87.4%	0.0%	86.8%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	7:28	8:05	8.3%	8:21
Rate of Abandoned calls	Monthly	reduce	16.0%	17.0%	18.0%	1.0%	18.6%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	68.0%	62.0%	-6.0%	62.3%

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Workers' Compensation:				Sept-2014	Oct-2014		Nov 2013 - Oct 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%	69.0%	72.0%	3.0%	65.1%
Labor Standards and Safety Enforcement:				Oct-2014	Nov-2014		Dec 2013 - Nov 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	292	247	-15.4%	235
Number of Inspections							
Crane Inspections	Monthly	increase	10	53	39	N/A	43
Mine Inspections	Monthly	increase	33	48	48	N/A	63
Explosive Inspections	Monthly	increase	155	158	78	N/A	85
Retail Gasoline Inspections	Monthly	increase	12	1	2	N/A	4
Fireworks Inspections	Monthly	increase	3	10	3	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%	7
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	33	33	0.0%	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	3,099	1,733	-44.1%	2,398
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%	89.0%	1.1%	89.2%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	99%	95%	-4.0%	96.8%

Notes:

(a) New Federal targets as of July 1, 2014