

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - December 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

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Income Security:				Nov-2014	Dec-2014		Jan 2014 - Dec 2014
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	82.9	84.7	2.2%	85.8
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	97.0%	94.4%	94.2%	-0.2%	96.5%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	1	--	3
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	76.3%	79.4%	3.1%	75.2%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	26.6%	28.3%	1.7%	32.7%
Number of Lower Authority Appeals ^(b)							
Decisions within 30 days	Monthly	increase	60.0%	59.4%	72.9%	13.5%	N/A
Decisions within 45 days	Monthly	increase	80.0%	92.0%	94.2%	2.3%	N/A
Decisions within 90 days	Monthly	increase	95.0%	97.0%	97.8%	0.8%	N/A
Number of Upper Level Appeals	Monthly	reduce	600	670	425	-36.6%	611
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	7:32	13:32	79.6%	13:14
Percentage of initial claims filed online	Monthly	increase	55.0%	60%	65.0%	5.0%	60.6%
Percentage of continued claims filed online	Monthly	increase	70.0%	69%	64.0%	-5.0%	64.8%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	54%	62.0%	8.0%	46.2%
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%	55.4%	52.7%	-2.7%	52.3%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	78.3%	74.6%	-3.7%	76.4%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	69.9%	69.6%	-0.3%	61.6%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	87.4%	87.4%	0.0%	86.3%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	8:05	7:39	-5.4%	8:14
Rate of Abandoned calls	Monthly	reduce	16.0%	18.0%	14.0%	-4.0%	18.3%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	62.0%	64.0%	2.0%	61.9%

	Monthly	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Workers' Compensation:				Oct-2014	Nov-2014		Dec 2013 - Nov 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%	72.0%	72.0%	0.0%	65.7%
Labor Standards and Safety Enforcement:				Nov-2014	Dec-2014		Jan 2014 - Dec 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	247	259	4.9%	237
Number of Inspections							
Crane Inspections	Monthly	increase	10	39	56	N/A	45
Mine Inspections	Monthly	increase	33	48	66	N/A	63
Explosive Inspections	Monthly	increase	155	78	102	N/A	86
Retail Gasoline Inspections	Monthly	increase	12	2	4	N/A	4
Fireworks Inspections	Monthly	increase	3	3	5	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	4	100.0%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	33	25	-24.2%	39
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	27	19	-29.6%	32
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	1,733	1,802	4.0%	2,349
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	89.0%	88.0%	-1.1%	89.1%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	95%	98%	3.0%	96.9%

Note:

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