

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - January 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:				Dec-2014	Jan-2015		Feb 2014 - Jan 2015
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	84.7	89.0	5.0%	85.3
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	97.0%	94.2%	91.5%	-2.7%	96.3%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	0	-100.0%	2
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	79.4%	84.9%	5.5%	75.6%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	28.3%	35.0%	6.7%	33.6%
Number of Lower Authority Appeals ^(b)							
Decisions within 30 days	Monthly	increase	60.0%	72.9%	70.3%	-2.6%	N/A
Decisions within 45 days	Monthly	increase	80.0%	94.2%	90.2%	-4.1%	N/A
Decisions within 90 days	Monthly	increase	95.0%	97.8%	98.3%	0.6%	N/A
Number of Upper Level Appeals	Monthly	reduce	600	425	405	-4.7%	569
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	13:32	17:28	29.1%	11:36
Percentage of initial claims filed online	Monthly	increase	55.0%	65.0%	78.0%	13.0%	61.5%
Percentage of continued claims filed online	Monthly	increase	70.0%	64.0%	64.0%	0.0%	65.3%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	62.0%	46.0%	-16.0%	46.6%
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%	51.5%	-1.2%	52.6%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	74.6%	70.7%	-3.9%	76.3%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	69.6%	55.7%	-13.9%	61.6%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	87.4%	77.3%	-10.1%	85.6%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	7:39	8:10	6.8%	8:07
Rate of Abandoned calls	Monthly	reduce	16.0%	14.0%	17.0%	3.0%	18.2%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	64.0%	61.0%	-3.0%	62.4%

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Workers' Compensation:				Nov-2014	Dec-2014		Jan 2014 - Dec 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%	65.0%	-7.0%	65.8%
Labor Standards and Safety Enforcement:							
Public Safety and Occupational Safety & Health				Dec-2014	Jan-2015		Feb 2014 - Jan 2015
Asbestos Control							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	increase	230	259	194	-25.1%	247
Number of Inspections							
Crane Inspections	Monthly	increase	10	56	42	N/A	46
Mine Inspections	Monthly	increase	33	66	71	N/A	69
Explosive Inspections	Monthly	increase	155	102	156	N/A	126
Retail Gasoline Inspections	Monthly	increase	12	4	14	N/A	3
Fireworks Inspections	Monthly	increase	3	5	4	N/A	9
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	1	-75.0%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	25	13	-48.0%	26
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	19	18	-5.3%	31
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	1,802	2,254	25.1%	2,425
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%	92.0%	4.5%	89.7%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	98%	94%	-4.0%	97.0%

Notes:

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