

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - February 2014							
Workforce Development:				Qtr End June 2014	Qtr End Sept 2014		Oct 13 - Sept 14
Workforce Investment Act (WIA) - Adults Served							
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)							
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							
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:				Jan-2015	Feb-2015		Mar 2015 - Feb 2015
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	89.0	90.2	1.3%	84.5
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	97.0%	91.5%	94.1%	2.6%	96.3%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	0	--	2
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	84.9%	75.0%	-9.9%	76.0%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	35.0%	42.1%	7.1%	34.7%
Number of Lower Authority Appeals ^(b)							
Decisions within 30 days	Monthly	increase	60.0%	70.3%	76.2%	5.9%	N/A
Decisions within 45 days	Monthly	increase	80.0%	90.2%	88.6%	-1.5%	N/A
Decisions within 90 days	Monthly	increase	95.0%	98.3%	97.2%	-1.2%	N/A
Number of Upper Level Appeals	Monthly	reduce	600	405	298	-26.4%	532
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	17:28	20:00	14.5%	9:57
Percentage of initial claims filed online	Monthly	increase	55.0%	78.0%	73.0%	-5.0%	61.6%
Percentage of continued claims filed online	Monthly	increase	70.0%	64.0%	69.0%	5.0%	65.6%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	46.0%	49.0%	3.0%	47.3%
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%	51.5%	49.8%	-1.7%	52.7%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	70.7%	70.9%	0.2%	75.7%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	55.7%	64.1%	8.4%	63.0%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	77.3%	80.8%	3.5%	85.2%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	8:10	9:50	20.4%	8:09
Rate of Abandoned calls	Monthly	reduce	16.0%	17.0%	16.0%	-1.0%	18.2%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	61.0%	51.0%	-10.0%	62.2%

	Monthly	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Workers' Compensation:				Dec-2014	Jan-2015		Feb 2014 - Jan 2015
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%	65.0%	59.3%	-5.7%	65.8%
Labor Standards and Safety Enforcement:				Jan-2015	Feb-2015		Mar 2015 - Feb 2015
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	194	278	43.3%	254
Number of Inspections							
Crane Inspections	Monthly	increase	10	42	31	N/A	46
Mine Inspections	Monthly	increase	33	71	64	N/A	71
Explosive Inspections	Monthly	increase	155	156	122	N/A	128
Retail Gasoline Inspections	Monthly	increase	12	14	11	N/A	4
Fireworks Inspections	Monthly	increase	3	4	7	N/A	10
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	1	2	100.0%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	13	12	-7.7%	25
WDPOccupational Safety Training-number of training sessions	Monthly	increase	20	18	33	83.3%	32
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,254	2,008	-10.9%	2,414
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	92.0%	91.0%	-1.1%	89.6%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	94%	97%	3.0%	97.3%