

<b>Labor and Workforce Development</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Quarter</b>	<b>Current Quarter</b>	<b>Change</b>	<b>Last 12 Month Average</b>
<b>Performance Indicators - March 2014</b>							
<b>Workforce Development:</b>				<b>Qtr End Sept 2014</b>	<b>Qtr End Dec 2014</b>		<b>Jan 14 - Dec 14</b>
<b>Workforce Investment Act (WIA) - Adults Served</b>							
Percent of Participants who Entered Employment	Quarterly	increase	85.1%	81.6%	80.5%	-1.1%	81.7%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	84.5%	83.9%	-0.6%	82.5%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$13,039	\$13,961	\$14,278	2.3%	\$13,341
<b>WIA Dislocated Workers<sup>(a)</sup></b>							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	82.5%	82.1%	-0.4%	81.7%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	86.7%	86.3%	-0.4%	86.4%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,500	\$18,526	\$18,870	1.9%	\$18,161
<b>WIA Youth (age 14 - 21)</b>							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	75.0%	73.2%	72.5%	-0.7%	69.6%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	68.5%	67.9%	66.6%	-1.3%	65.7%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	60.0%	60.7%	57.9%	-2.8%	59.1%
<b>Employment Services</b>							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	51.0%	51.0%	0.0%	49.8%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	81.0%	81.0%	0.0%	80.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,860	\$17,623	\$17,746	0.7%	\$17,411
<b>WorkFirst New Jersey</b>							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	15.3%	12.7%	-2.6%	10.2%
<b>Vocational Rehabilitation Services</b>							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	52.0	50.0	-3.8%	54.0
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$11.65	\$12.40	6.4%	\$11.67

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
<b>Income Security:</b>				<b>Feb-2015</b>	<b>Mar-2015</b>		<b>Apr 2015 - Mar 2015</b>
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	85	90.2	93.4	3.6%	84.3
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	97.0%	94.1%	92.2%	-1.9%	95.8%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	0	--	1
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	75.0%	74.5%	-0.5%	76.4%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	42.1%	48.4%	6.3%	35.4%
Number of Lower Authority Appeals <sup>(b)</sup>							
Decisions within 30 days	Monthly	increase	60.0%	76.2%	82.5%	6.2%	N/A
Decisions within 45 days	Monthly	increase	80.0%	88.6%	94.1%	5.5%	N/A
Decisions within 90 days	Monthly	increase	95.0%	97.2%	96.7%	-0.5%	N/A
Number of Upper Level Appeals	Monthly	reduce	600	298	821	175.5%	546
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	20:00	9:20	-53.3%	9:50
Percentage of initial claims filed online	Monthly	increase	55.0%	73.0%	65.0%	-8.0%	62.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	69.0%	69.0%	0.0%	65.7%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	49.0%	48.0%	-1.0%	47.9%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	5
<b>Temporary Disability Insurance</b>							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	49.8%	47.5%	-2.3%	52.7%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	70.9%	65.3%	-5.6%	75.6%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	64.1%	64.1%	0.0%	63.5%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	80.8%	80.8%	0.0%	85.1%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	9:50	8:50	-10.2%	8:15
Rate of Abandoned calls	Monthly	reduce	16.0%	16.0%	16.0%	0.0%	18.2%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	51.0%	59.0%	8.0%	62.0%

	Monthly	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
<b>Workers' Compensation:</b>				Jan-2015	Feb-2015		Mar 2015 - Feb 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%	59.3%	66.9%	7.6%	66.1%
<b>Labor Standards and Safety Enforcement:</b>				Feb-2015	Mar-2015		Apr 2015 - Mar 2015
<b>Public Safety and Occupational Safety &amp; Health</b>							
<b>Asbestos Control</b>							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	increase	230	278	250	-10.1%	258
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	10	31	41	N/A	46
Mine Inspections	Monthly	increase	33	64	93	N/A	71
Explosive Inspections	Monthly	increase	155	122	181	N/A	131
Retail Gasoline Inspections	Monthly	increase	12	11	13	N/A	5
Fireworks Inspections	Monthly	increase	3	7	5	N/A	10
<b>Public Employees Occupational Safety &amp; Health (PEOSH)</b>							
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%
<b>On-Site Consultation &amp; Training</b>							
Number of annual health and safety consultation visits to public sector employers	Monthly	increase	4	2	2	0.0%	3
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	12	15	25.0%	25
WDPOccupational Safety Training-number of training sessions	Monthly	increase	20	33	31	-6.1%	31
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,008	2,076	3.4%	2,387
<b>Wage and Hour Compliance</b>							
<b>Response to Complaints</b>							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	91.0%	90.0%	-1.1%	89.4%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97%	97%	0.0%	97.3%