Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Performance Indicators - August 2013							
Workforce Development:				Qtr End March 2013	Qtr End June 2013		July 12 - June 13
Workforce Investment Act (WIA) - Adults Served							
Percent of Participants who Entered Employment	Quarterly	increase	81.9%	85.0%	83.9%	-1.1%	83.9%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	84.0%	83.8%	83.4%	-0.4%	83.4%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$12,303	\$12,542	\$12,721	1.4%	\$12,721
WIA Dislocated Workers							
Percent of Participants who Entered Employment	Quarterly	increase	82.3%	82.3%	79.1%	-3.2%	79.1%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.1%	84.7%	84.8%	0.1%	84.8%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$18,390	\$17,057	\$17,101	0.3%	\$17,101
WIA Youth (age 14 - 21)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	77.2%	72.3%	72.8%	0.5%	72.8%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	65.2%	62.6%	65.7%	3.1%	65.7%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	65.4%	53.1%	53.5%	0.4%	53.5%
Employment Services							
Percent of Participants who Entered Employment	Ouarterly	increase	45.0%	43.0%	46.0%	3.0%	46.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.0%	75.0%	76.0%	1.0%	76.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,435	\$16,198	\$16,449	1.5%	\$16,449
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	36.0%	36.0%	1.5%	21.0%
Vocational Rehabilitation Services							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	52.0	53.0	1.9%	53.0
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$10.12	\$9.87	-2.5%	\$9.87

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Income Security:				July-2013	Aug-2013		Sep 12 - Aug 13
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	92.8	89.9	-3.1%	99.1
Percent of processed cases deemed accurate	Monthly	increase	97.0%	94.0%	96.3%	2.3%	95.8%
Cases that remain pending 12 or more months	Monthly	reduce	0	5	5	0.0%	5
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	83.1%	69.1%	-14.0%	73.8%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	39.4%	26.6%	-12.8%	44.9%
Number of Lower Authority Appeals							
Decisions within 30 days	Monthly	increase	60.0%	27.2%	N/A	-	19.9%
Decisions within 45 days	Monthly	increase	80.0%	67.0%	N/A	-	33.5%
Decisions within 90 days	Monthly	increase	95.0%	77.7%	N/A	-	38.9%
Number of Upper Level Appeals	Monthly	reduce	600	395	366	-7.3%	524
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	22:54	19:45	-13.8%	22:53
Percentage of initial claims filed online	Monthly	increase	55.0%	57%	51%	-6.0%	54.3%
Percentage of continued claims filed online	Monthly	increase	70.0%	52%	59%	7.0%	63.9%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	39%	37%	-2.0%	44.0%
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%	58.8%	60.2%	1.4%	58.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	83.7%	85.7%	2.0%	82.9%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	NA	79.8%	-	78.3%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	NA	95.8%	-	94.0%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	8:05	8:22	3.5%	6:45
Rate of Abandoned calls	Monthly	reduce	16.0%	19.0%	19.0%	0.0%	17.5%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	65.0%	61.0%	-4.0%	67.8%

	Monthly	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Workers' Compensation:				July-2013	Aug-2013		Sep 12 - Aug 13
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%	0.0%	100.0%
Non-emergent issues resolved within 60 days	Monthly	increase	100.0%	64.0%	61.5%	-2.5%	65.9%
Labor Standards and Safety Enforcement:				July-2013	Aug-2013		Sep 12 - Aug 13
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	208	248	19.2%	213
Number of Inspections							
Crane Inspections	Monthly	increase	10	36	56	N/A	40
Mine Inspections	Monthly	increase	33	74	67	N/A	53
Explosive Inspections	Monthly	increase	155	152	186	N/A	147
Retail Gasoline Inspections	Monthly	increase	12	0	0	N/A	1
Fireworks Inspections	Monthly	increase	3	14	6	N/A	6
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	Monthy	increase	4	0	0	0.0%	2
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	42	36	-14.3%	27
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	40	44	10.0%	38
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,159	2,424	12.3%	2,189
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	91.0%	86.0%	-5.5%	90.6%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	99%	98%	-1.0%	96.8%