Labor and Workforce Development	<b>F</b>	Desired	<b>T</b> 4	Brien Orrenten	Current	Channes	Last 12 Month
Performance Indicators - October 2013	Frequency	Trend	Target	Prior Quarter	Quarter	Change	Average
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:				Sept-2013	Oct-2013		Nov 12 - Oct 13
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	85	90.8	98.5	8.5%	99.4
Percent of processed cases deemed accurate	Monthly	increase	97.0%	95.1%	93.3%	-1.8%	95.0%
Cases that remain pending 12 or more months	Monthly	reduce	0	6	7	16.7%	5
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	70.8%	71.7%	0.9%	70.4%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	23.8%	24.3%	0.5%	34.8%
Number of Lower Authority Appeals						_	
Decisions within 30 days	Monthly	increase	60.0%	N/A	N/A	-	N/A
Decisions within 45 days	Monthly	increase	80.0%	N/A	N/A	-	N/A
Decisions within 90 days	Monthly	increase	95.0%	N/A	N/A	-	N/A
Number of Upper Level Appeals	Monthly	reduce	600	518	419	-19.1%	511
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	18:26	22:20	21.2%	23:44
Percentage of initial claims filed online	Monthly	increase	55.0%	54%	53%	-1.0%	54.6%
Percentage of continued claims filed online	Monthly	increase	70.0%	62%	57%	-5.0%	60.7%
Percentage of initial claims filed without agent assistance Time to process initial claims handled by agents (in days)	Monthly Monthly	increase reduce	60.0% 5 days	35% 5	36% 5	1.0%	41.3% 5.00
	literation	Teduce	e dujs			01070	
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	56.2%	58.1%	1.9%	59.9%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	81.2%	84.3%	3.1%	83.7%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	79.6%	78.4%	-1.2%	78.5%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	95.3%	94.5%	-0.8%	94.5%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	7:40	6:30	-15.2%	7:01
Rate of Abandoned calls	Monthly	reduce	16.0%	18.0%	17.0%	-1.0%	17.8%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	65.0%	70.0%	5.0%	67.6%

	Monthly	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
Workers' Compensation:				Sept-2013	Oct-2013		Nov 12 - Oct 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%	65.4%	65.4%	0.0%	66.0%
				Sept-2013	Oct-2013		Nov 12 - Oct 13
Labor Standards and Safety Enforcement:				Sept-2015	001-2015		Nov 12 - Oct 15
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	188	285	51.6%	213
Number of Inspections							
Crane Inspections	Monthly	increase	10	53	69	N/A	43
Mine Inspections	Monthly	increase	33	41	50	N/A	54
Explosive Inspections	Monthly	increase	155	182	172	N/A	150
Retail Gasoline Inspections	Monthly	increase	12	11	13	N/A	2
Fireworks Inspections	Monthly	increase	3	5	2	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	2	4	0.0%	3
Number of health and safety consultation visits to private sector employers	Monthly	increase	44	48	43	-10.4%	30
WDPOccupational Safety Training-number of training sessions*	Monthly	increase	20	38	33	-13.2%	39
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	1,600	2,131	2,080	-2.4%	2,186
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	84.0%	93.0%	10.7%	90.3%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	99%	98%	-1.0%	97.0%