

New Jersey

Balanced Scorecard Metrics

Metric 1: Individual Customers Served

Identify trends and gaps in customer populations and delivery locations

Metric 2: Jobseeker Characteristics/Significant Barriers to Employment

Compile traits of jobseekers served, for comparison with total population
Highlight the populations being served with significant barriers to employment

Metric 3: UI Claimant Time to Receive Services

Identify time elapsed between initial UI claim and enrollment in services

Metric 4: Jobseeker Time to Placement in Employment

Identify time elapsed between enrollment in services and employment

Metric 5: Total Employers Served

Identify the number served as a basis for comparison and target growth

Metric 6: Employer Industry Penetration

Identify the proportion of businesses served in key industry sectors

Metric 7: Budget Expenditure Rate

Tracking expenditure of state program dollars within the program cycle

Metric 8: Entered Employment after Enrollment

Measure number of jobseekers in a job after enrolling in services

Metric 9: Credential/Degree Attainment for Youth

Measure the number of youth who attain a credential or degree after enrolling in services

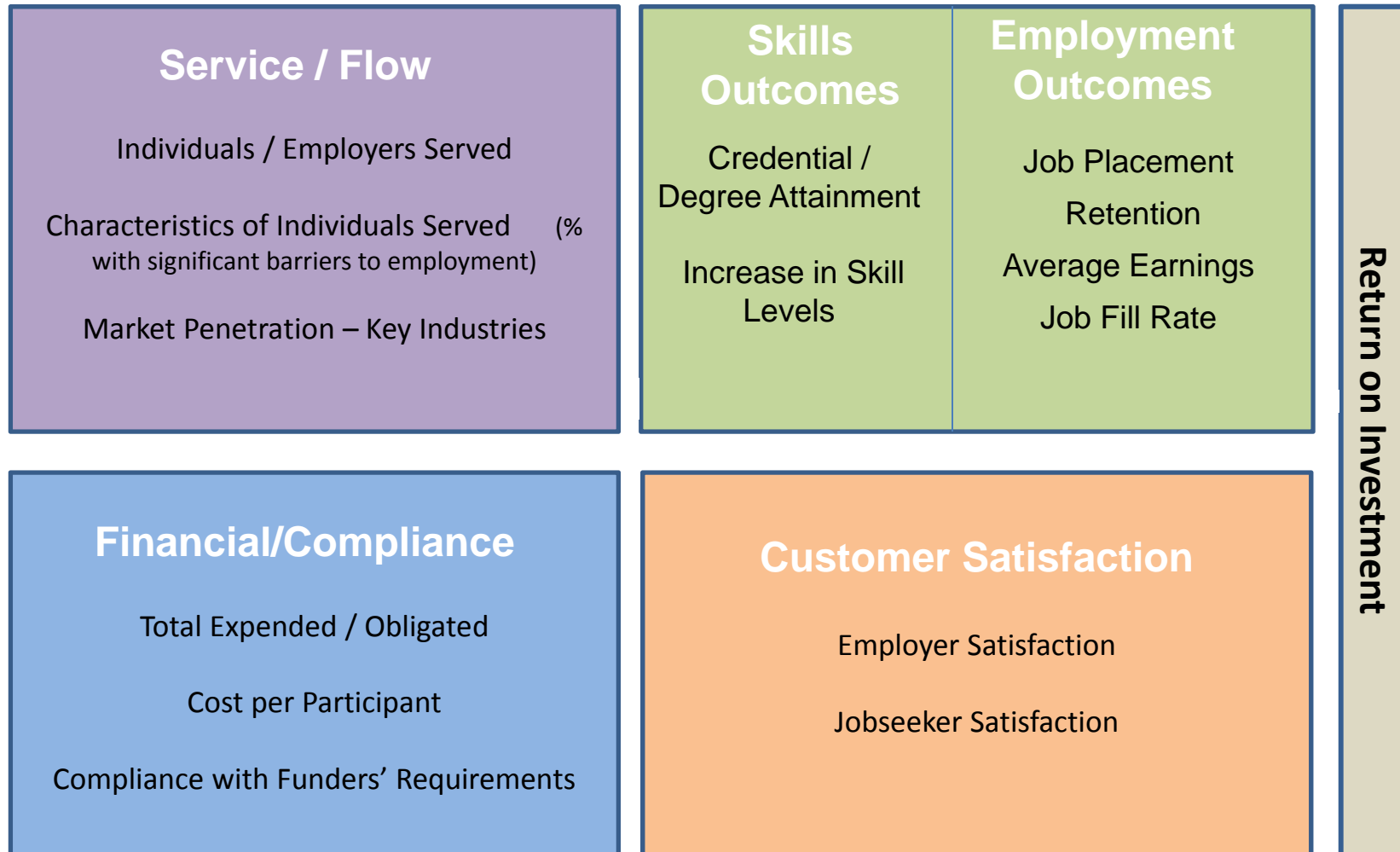
Metric 10: Older Youth Placement in Employment or Education

Measure the number of Older Youth who obtain employment, join the military or enter post-secondary education after enrolling in services

Balanced Scorecard: Performance Accountability Model

Workforce System Efficiency

Workforce System Effectiveness



Leading



Lagging