

<b>Labor and Workforce Development</b> <b>Performance Indicators - February 2020</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Quarter</b>	<b>Current Quarter</b>	<b>Change</b>	<b>12 Month Average</b>
<b>Workforce Development:</b>				<b>Q1 2019</b>	<b>Q2 2019</b>		
<b>Workforce Innovation and Opportunities Act (WIOA) Title I Adults</b>							
Employment Rate (Q2 post-exit)	Quarterly	increase	73.3%	67.4%	64.8%	-3.9%	66.2%
Employment Rate (Q4 post-exit)	Quarterly	increase	71.2%	73.9%	67.1%	-9.2%	69.8%
Median Earnings	Quarterly	increase	\$5,300.00	\$5,809.00	\$5,733.00	-1.3%	\$5,529.00
Credential Rate	Quarterly	increase	58.7%	56.6%	57.6%	1.8%	53.9%
Measurable Skills Gain	Quarterly	increase	N/A	24.1%	27.5%	14.1%	18.8%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
<b>WIOA Title I Dislocated Workers</b>							
Employment Rate (Q2 post-exit)	Quarterly	increase	77.0%	75.7%	65.8%	-13.1%	67.8%
Employment Rate (Q4 post-exit)	Quarterly	increase	74.1%	75.1%	69.0%	-8.1%	67.3%
Median Earnings	Quarterly	increase	\$6,900.00	\$7,965.00	\$7,612.00	-4.4%	\$7,979.50
Credential Rate	Quarterly	increase	63.5%	69.0%	65.5%	-5.1%	65.5%
Measurable Skills Gain	Quarterly	increase	N/A	21.6%	28.5%	31.9%	18.7%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
<b>WIOA Title I Youth</b>							
Placement in Emp/Train/Ed (Q2 post-exit)	Quarterly	increase	65.0%	67.4%	60.2%	-10.7%	63.7%
Placement in Emp/Train/Ed (Q4 post-exit)	Quarterly	increase	41.0%	65.4%	62.0%	-5.2%	62.5%
Median Earnings	Quarterly	increase	N/A	\$2,266.00	\$2,312.00	2.0%	\$2,297.25
Credential Rate	Quarterly	increase	64.0%	35.2%	51.3%	45.7%	33.0%
Measurable Skills Gain	Quarterly	increase	N/A	32.2%	61.4%	90.7%	35.9%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
<b>WIOA Title III Labor Exchange</b>							
Employment Rate (Q2 post-exit)	Quarterly	increase	50.0%	60.0%	55.2%	-8.0%	56.5%
Employment Rate (Q4 post-exit)	Quarterly	increase	55.0%	61.8%	54.0%	-12.6%	57.8%
Median Earnings	Quarterly	increase	\$5,200.00	\$6,084.00	\$5,885.00	-3.3%	\$5,685.25
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
<b>WorkFirst New Jersey</b>							
Percentage of Participants who Entered Employment	Quarterly	increase	15.0%	43.7%	46.9%	7.3%	46.7%
<b>Vocational Rehabilitation Services</b>							
Average hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.30	\$13.36	\$13.42	0.4%	\$13.40

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	12 Month Average
<b>Income Security:</b>				Nov-19	Dec-19		
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	87.0	83.2	85.7	3.0%	79.3%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	94.0%	89.0%	-5.3%	92.9%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	0	0.0%	0
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	90.2%	92.2%	2.2%	87.6%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	84.9%	86.7%	2.1%	83.3%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	80.4%	72.2%	-10.2%	83.4%
Decisions within 45 days	Monthly	increase	80.0%	98.3%	97.4%	-0.9%	98.0%
Decisions within 90 days	Monthly	increase	95.0%	100.0%	99.6%	-0.4%	99.8%
Number of Upper Level Appeals	Monthly	reduce	300	243	155	-36.2%	233
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	15 Minutes	3:25	5:36	64.9%	5:56
Percentage of initial claims filed online	Monthly	increase	55.0%	60.1%	67.0%	11.5%	65.5%
Percentage of continued claims filed online	Monthly	increase	70.0%	80.6%	80.6%	0.0%	79.2%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	55.2%	65.0%	17.8%	51.7%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	8	60.0%	8
<b>Temporary Disability Insurance</b>							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	47.4%	35.0%	-26.2%	54.4%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	91.4%	87.1%	-4.7%	84.7%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	26.9%	29.3%	8.9%	24.3%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	71.4%	90.0%	26.1%	74.3%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	15:11	15:05	-0.4%	12:38
Rate of Abandoned calls	Monthly	reduce	16.0%	14.4%	15.9%	10.4%	14.1%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	39.3%	31.1%	-20.9%	41.4%

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	12 Month Average
<b>Labor Standards and Safety Enforcement:</b>				Nov-19	Dec-19		
<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	232	284	22.4%	246
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	45	26	28	7.7%	32
Mine Inspections	Monthly	increase	66	57	45	-21.1%	61
Explosive Inspections	Monthly	increase	100	132	56	-57.6%	130
Retail Gasoline Inspections	Monthly	increase	12	1	3	200.0%	3
Fireworks Inspections	Monthly	increase	3	2	4	100.0%	8
<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	6	2	9	350.0%	7
Number of health and safety consultations to private sector employers	Monthly	increase	37	22	12	-45.5%	26
WDP Occupational Safety Training-number of training sessions	Monthly	increase	20	2	17	750.0%	19
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	2,116	1,208	-42.9%	2,313
<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%	87.7%	77.6%	-11.5%	81.4%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	40.3%	36.7%	-8.9%	67.3%
<b>Workers' Compensation:</b>				Oct-19	Nov-19		
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	70.0%	82.6%	82.8%	0.2%	83.9%