

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Percent Change	12 Month Average
Performance Indicators - May 2020							
Workforce Development				Q2 2019	Q3 2019		
Workforce Innovation and Opportunities Act (WIOA) Title I Adults							
Employment Rate (Q2 post-exit)	Quarterly	increase	73.3%	64.8%	68.8%	6.2%	67.9%
Employment Rate (Q4 post-exit)	Quarterly	increase	71.2%	67.1%	70.1%	4.5%	70.4%
Median Earnings	Quarterly	increase	\$5,300.00	\$5,733.00	\$5,635.00	-1.7%	\$5,646.50
Credential Rate	Quarterly	increase	58.7%	57.6%	68.3%	18.6%	57.1%
Measurable Skills Gain	Quarterly	increase	N/A	27.5%	33.3%	21.1%	24.8%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
WIOA Title I Dislocated Workers							
Employment Rate (Q2 post-exit)	Quarterly	increase	77.0%	65.8%	71.3%	8.4%	71.0%
Employment Rate (Q4 post-exit)	Quarterly	increase	74.1%	69.0%	74.1%	7.4%	71.4%
Median Earnings	Quarterly	increase	\$6,900.00	\$7,612.00	\$8,320.00	9.3%	\$8,073.75
Credential Rate	Quarterly	increase	63.5%	65.5%	67.4%	2.9%	69.8%
Measurable Skills Gain	Quarterly	increase	N/A	28.5%	30.9%	8.4%	23.6%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
WIOA Title I Youth							
Placement in Emp/Train/Ed (Q2 post-exit)	Quarterly	increase	65.0%	60.2%	53.8%	-10.6%	63.1%
Placement in Emp/Train/Ed (Q4 post-exit)	Quarterly	increase	41.0%	62.0%	59.0%	-4.8%	62.2%
Median Earnings	Quarterly	increase	N/A	\$2,312.00	\$2,520.00	9.0%	\$2,366.50
Credential Rate	Quarterly	increase	64.0%	51.3%	47.8%	-6.8%	40.7%
Measurable Skills Gain	Quarterly	increase	N/A	61.4%	34.5%	-43.8%	35.2%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
WIOA Title III Labor Exchange							
Employment Rate (Q2 post-exit)	Quarterly	increase	50.0%	55.2%	57.2%	3.6%	57.4%
Employment Rate (Q4 post-exit)	Quarterly	increase	55.0%	54.0%	60.1%	11.3%	59.3%
Median Earnings	Quarterly	increase	\$5,200.00	\$5,885.00	\$5,931.00	0.8%	\$5,863.00
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
WorkFirst New Jersey							
Percentage of Participants who Entered Employment	Quarterly	increase	15.0%	46.9%	50.1%	6.7%	44.0%
Vocational Rehabilitation Services							
Average hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.30	\$13.42	\$13.92	3.7%	\$13.88

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	12 Month Average
Disability Determinations Services							
				Feb 2020	Mar 2020		
Time it takes to process a case (in days) (a)	Monthly	reduce	87.0	84.2	82.9	-1.5%	80.1%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	95.7%	98.0%	2.4%	94.6%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	0	100.0%	0
Unemployment Insurance							
				Feb 2020	Mar 2020		
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	82.0%	96.9%	18.2%	90.4%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	85.6%	87.1%	1.8%	87.1%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	80.3%	88.8%	10.6%	81.4%
Decisions within 45 days	Monthly	increase	80.0%	92.9%	97.7%	5.2%	97.1%
Decisions within 90 days	Monthly	increase	95.0%	99.8%	99.9%	0.1%	99.8%
Number of Upper Level Appeals							
	Monthly	reduce	300	208	30	-85.6%	458
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	15 Minutes	3.33	2.54	-23.7%	3
Percentage of initial claims filed online	Monthly	increase	55.0%	69.2%	94.7%	36.8%	67.3%
Percentage of continued claims filed online	Monthly	increase	70.0%	90.3%	83%	N/A	89.7%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	49.9%	79.1%	58.5%	54.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	6	6	0.0%	5
Temporary Disability Insurance							
				Feb 2020	Mar 2020		
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	75.0%	40.1%	75.0%	87.0%	58.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	90.7%	91.9%	7.0%	89.9%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	85.0%	90.3%	90.4%	0.1%	35.3%
Eligibility Determined within 28 days of receipt	Monthly	increase	95.0%	96.5%	96.9%	0.4%	81.1%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	20.87	24.08	15.4%	13.32
Rate of Abandoned calls	Monthly	reduce	16.0%	18.1%	22.4%	23.8%	14.6%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	28.9%	35.9%	24.2%	38.4%

	Frequency	Desired Trend	Target			Change	
Public Safety and Occupational Safety & Health				Feb 2020	Mar 2020		
Asbestos Control							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	increase	230	299	138	-53.8%	244
Number of Inspections							
Crane Inspections	Monthly	increase	45	15	3	-80.0%	27
Mine Inspections	Monthly	increase	66	72	35	-51.4%	60
Explosive Inspections	Monthly	increase	100	113	93	-17.7%	127
Retail Gasoline Inspections	Monthly	increase	12	3	0	-100.0%	3
Fireworks Inspections	Monthly	increase	3	1	1	0.0%	7
Public Employees Occupational Safety & Health (PEOSH)				Feb 2020	Mar 2020		
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	Monthly	increase	6	5	3	-40.0%	7
Number of health and safety consultations to private sector employers	Monthly	increase	37	31	8	-74.2%	25
WDP Occupational Safety Training-number of training sessions	Monthly	increase	20	21	12	-42.9%	18
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	2,158	1,391	-35.5%	2,266
Wage and Hour Compliance				Feb 2020	Mar 2020		
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90	Monthly	increase	80.0%	80.0%	81.4%	1.7%	81.3%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	48.8%	49.8%	2.0%	63.3%
Workers' Compensation				Feb 2020	Mar 2020		
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%	70.2%	81.1%	15.5%	81.8%

(a) March KPI is based of three weeks of processing time provided by SSA.