

Labor and Workforce Development Performance Indicators - April 2017	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Workforce Development:				Qtr End Sep 16	Qtr End Dec 16		
Workforce Investment Act (WIA) - Adults Served(a)							
Percent of Participants who Entered Employment	Quarterly	increase	85.1%	N/A	N/A	N/A	N/A
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	N/A	N/A	N/A	N/A
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$13,039.00	N/A	N/A	N/A	N/A
WIA Dislocated Workers(a)							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	N/A	N/A	N/A	N/A
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	N/A	N/A	N/A	N/A
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	18,500.00	N/A	N/A	N/A	N/A
WIA Youth (age 14 - 21)(a)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	75.0%	N/A	N/A	N/A	N/A
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	68.5%	N/A	N/A	N/A	N/A
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	60.0%	N/A	N/A	N/A	N/A
Employment Services(a)							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	N/A	N/A	N/A	N/A
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	N/A	N/A	N/A	N/A
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,860.00	N/A	N/A	N/A	N/A
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	33.0%	N/A	N/A	N/A
Vocational Rehabilitation Services							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	16	40	150.0%	24
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$12.56	\$11.59	-7.7%	\$12.32

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				Jan-17	Feb-17		
Income Security:							
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	87.0%	85.5%	84.9%	-0.7%	80.8%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	98.0%	94.0%	-4.1%	93.4%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	0	N/A	1
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	84.8%	75.0%	-11.6%	N/A
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	40.6%	46.8%	15.3%	N/A
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	41.8%	69.1%	65.3%	N/A
Decisions within 45 days	Monthly	increase	80.0%	75.1%	84.7%	12.8%	N/A
Decisions within 90 days	Monthly	increase	95.0%	99.8%	99.0%	-0.8%	N/A
Number of Upper Level Appeals							
Monthly	reduce	600	272	239	-12.1%	N/A	
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	10:14	6:42	-34.5%	9:57
Percentage of initial claims filed online	Monthly	increase	55.0%	76.0%	72.0%	-5.3%	68.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	71.0%	73.0%	2.8%	71.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	52.0%	47.0%	-9.6%	50.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	8	4	-50.0%	5
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	4.5%	7.4%	64.4%	28.3%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	45.6%	51.1%	12.1%	58.2%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	24.4%	24.0%	-1.6%	33.3%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	31.5%	36.7%	16.5%	63.3%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	9:57	9:33	-4.0%	47.1%
Rate of Abandoned calls	Monthly	reduce	16.0%	15.0%	17.0%	13.3%	17.8%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	50.0%	48.0%	-4.0%	57.3%

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Labor Standards and Safety Enforcement:				Jan-17	Feb-17		
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	220	178	-19.1%	282
Number of Inspections							
Crane Inspections	Monthly	increase	45	39	42	7.7%	41
Mine Inspections	Monthly	increase	66	78	80	2.6%	56
Explosive Inspections	Monthly	increase	100	232	110	-52.6%	162
Retail Gasoline Inspections	Monthly	increase	12	1	0	N/A	2
Fireworks Inspections	Monthly	increase	3	1	11	1000.0%	8
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	Monthly	increase	6	3	3	0.0%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	37	9	23	155.6%	27
WDP Occupational Safety Training-number of training sessions*	Monthly	increase	20	10	9	-10.0%	24
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	2,734	2,101	-23.2%	2,341
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	90.0%	82.0%	-8.9%	91.0%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	92.0%	94.0%	2.2%	94.6%
Workers' Compensation:				Dec-16	Jan-17		
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%	81.0%	90.0%	11.1%	75.8%