

<b>Labor and Workforce Development</b> <b>Performance Indicators - May 2017</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Quarter</b>	<b>Current Quarter</b>	<b>Change</b>	<b>Last 12 Month Average</b>
<b>Workforce Development:</b>				<b>Qtr End Sep 16</b>	<b>Qtr End Dec 16</b>		
<b>Workforce Investment Act (WIA) - Adults Served(a)</b>							
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
<b>WIA Dislocated Workers(a)</b>							
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
<b>WIA Youth (age 14 - 21)(a)</b>							
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
<b>Employment Services(a)</b>							
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
<b>WorkFirst New Jersey</b>							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	33.0%	N/A	N/A	N/A
<b>Vocational Rehabilitation Services</b>							
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

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
				Feb-17	Mar-17		
<b>Income Security:</b>							
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	87.0%	84.9%	82.7%	-2.6%	80.9%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	94.0%	95.5%	1.6%	94.1%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	1	N/A	1
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	75.0%	73.0%	-2.7%	N/A
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	46.8%	40.9%	-12.6%	N/A
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	69.1%	79.0%	14.3%	N/A
Decisions within 45 days	Monthly	increase	80.0%	84.7%	94.2%	11.2%	N/A
Decisions within 90 days	Monthly	increase	95.0%	99.0%	99.7%	0.7%	N/A
Number of Upper Level Appeals							
Monthly	reduce	600	239	296	23.8%	N/A	
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	6:42	5:58	-10.9%	9:33
Percentage of initial claims filed online	Monthly	increase	55.0%	72.0%	68.0%	-5.6%	68.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	73.0%	72.0%	-1.4%	71.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	47.0%	46.0%	-2.1%	50.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	4	3	-25.0%	5
<b>Temporary Disability Insurance</b>							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	7.4%	8.4%	13.5%	25.6%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	51.1%	52.4%	2.5%	57.2%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	24.0%	22.8%	-5.0%	32.3%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	36.7%	30.2%	-17.7%	59.8%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	9:33	9:14	-3.3%	11:08
Rate of Abandoned calls	Monthly	reduce	16.0%	17.0%	17.0%	0.0%	17.7%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	48.0%	53.0%	10.4%	56.6%

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<b>Labor Standards and Safety Enforcement:</b>				Feb-17	Mar-17		
<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	178	211	18.5%	276
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	45	42	42	0.0%	41
Mine Inspections	Monthly	increase	66	80	114	42.5%	61
Explosive Inspections	Monthly	increase	100	110	191	73.6%	164
Retail Gasoline Inspections	Monthly	increase	12	0	2	N/A	2
Fireworks Inspections	Monthly	increase	3	11	4	-63.6%	7
<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	3	9	200.0%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	37	23	29	26.1%	27
WDP Occupational Safety Training-number of training sessions*	Monthly	increase	20	9	11	22.2%	23
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	2,101	3,470	65.2%	2,435
<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%	82.0%	83.0%	1.2%	88.5%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	94.0%	97.0%	3.2%	96.1%
<b>Workers' Compensation:</b>				Jan-17	Feb-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%	90.0%	86.0%	-4.4%	77.3%