

Labor and Workforce Development Performance Indicators - April 2016	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Workforce Development:				Qtr End Sep 15	Qtr End Dec 15		Jan 15 - Dec 15
Workforce Investment Act (WIA) - Adults Served(a)							
Percent of Participants who Entered Employment	Quarterly	increase	85.1%	80.9%	78.8%	-2.6%	80.6%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	83.9%	84.2%	0.4%	83.1%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$13,039.00	\$13,175.66	\$13,202.16	0.2%	\$13,663.00
WIA Dislocated Workers(a)							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	82.3%	81.5%	-1.0%	82.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	87.1%	86.6%	-0.6%	85.7%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	18,500.00	\$18,534.60	\$18,588.91	0.0	\$18,543.00
WIA Youth (age 14 - 21)(a)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	75.0%	61.7%	61.6%	-0.2%	62.7%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	68.5%	60.3%	59.9%	-0.7%	64.3%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	60.0%	49.6%	58.8%	18.5%	57.8%
Employment Services(a)							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	56.0%	57.0%	1.8%	55.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	81.0%	81.0%	0.0%	81.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,860.00	\$17,590.00	\$17,485.00	-\$0.01	\$17,530.00
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	24.0%	34.0%	41.7%	30.0%
				Qtr End Dec 15	Qtr End Mar 16		Jan 15 - Dec 15
Vocational Rehabilitation Services							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	31	25	-19.4%	37
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$13.83	\$12.82	-7.3%	\$13.52

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				Jan-16	Feb-16		Jan 15 - Dec 15
Income Security:							
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	87.0%	96.2%	88.7%	-7.8%	93.9%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	94.4%	93.6%	-0.8%	93.9%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	1	0.0%	1
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	86.4%	76.1%	-11.9%	N/A
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	58.0%	55.0%	-5.2%	N/A
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	48.9%	84.1%	72.0%	N/A
Decisions within 45 days	Monthly	increase	80.0%	97.2%	96.0%	-1.2%	N/A
Decisions within 90 days	Monthly	increase	95.0%	99.8%	99.3%	-0.5%	N/A
Number of Upper Level Appeals							
Number of Upper Level Appeals	Monthly	reduce	600	N/A	N/A	N/A	N/A
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	13:04	N/A	N/A	N/A
Percentage of initial claims filed online	Monthly	increase	55.0%	77.0%	N/A	N/A	N/A
Percentage of continued claims filed online	Monthly	increase	70.0%	65.0%	N/A	N/A	N/A
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	46.0%	N/A	N/A	N/A
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	N/A	N/A	N/A
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	49.5%	40.8%	-17.6%	46.6%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	65.7%	63.7%	-3.0%	59.0%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	42.5%	35.2%	-17.2%	47.9%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	70.9%	73.0%	3.0%	74.3%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	11:18	11:13	-0.7%	10:57
Rate of Abandoned calls	Monthly	reduce	16.0%	18.0%	19.0%	5.6%	18.9%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	63.0%	61.0%	-3.2%	62.0%

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Labor Standards and Safety Enforcement:				Jan-16	Feb-16		Jan 15 - Dec 15
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	348	202	-42.0%	271
Number of Inspections							
Crane Inspections	Monthly	increase	45	40	34	-15.0%	41
Mine Inspections	Monthly	increase	66	58	86	48.3%	62
Explosive Inspections	Monthly	increase	100	223	223	0.0%	154
Retail Gasoline Inspections	Monthly	increase	12	1	1	0.0%	4
Fireworks Inspections	Monthly	increase	3	3	6	100.0%	7
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	6	6	0.0%	6
Number of health and safety consultation visits to private sector employers	Monthly	increase	37	15	10	-33.3%	30
WDP Occupational Safety Training-number of training sessions*	Monthly	increase	20	29	23	-20.7%	30
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	2,353	1,535	-34.8%	2,116
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%	91.0%	1.1%	90.4%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97.0%	95.0%	-2.1%	97.2%
Workers' Compensation:				Dec-15	Jan-16		Jan 15 - Dec 15
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	100.0%	66.1%	71.0%	7.4%	68.6%