

<b>Labor and Workforce Development</b> <b>Performance Indicators - February 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 Jun 16</b>	<b>Qtr End Sep 16</b>		
<b>Workforce Investment Act (WIA) - Adults Served(a)</b>							
Percent of Participants who Entered Employment	Quarterly	increase	85.1%	78.2%	N/A	N/A	N/A
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	85.7%	N/A	N/A	N/A
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$13,039.00	\$14,057.85	N/A	N/A	N/A
<b>WIA Dislocated Workers(a)</b>							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	81.6%	N/A	N/A	N/A
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	86.2%	N/A	N/A	N/A
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	18,500.00	\$18,970.67	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%	61.2%	N/A	N/A	N/A
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	68.5%	62.0%	N/A	N/A	N/A
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	60.0%	53.4%	N/A	N/A	N/A
<b>Employment Services(a)</b>							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	59.0%	N/A	N/A	N/A
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	82.0%	N/A	N/A	N/A
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,860.00	\$17,910.00	N/A	N/A	N/A
<b>WorkFirst New Jersey</b>							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	32.3%	33.0%	2.2%	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	16	0.0%	22
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$12.29	\$12.56	2.2%	\$12.87

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
				Nov-16	Dec-16		
<b>Income Security:</b>							
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	87.0%	80.0%	80.8%	1.0%	82.1%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	93.0%	94.5%	1.6%	93.0%
Cases that remain pending 12 or more months	Monthly	reduce	0	5	1	-80.0%	1
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	74.0%	80.2%	8.4%	N/A
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	31.3%	39.9%	27.5%	N/A
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	64.4%	63.1%	-2.0%	N/A
Decisions within 45 days	Monthly	increase	80.0%	96.6%	95.3%	-1.3%	N/A
Decisions within 90 days	Monthly	increase	95.0%	99.4%	99.7%	0.3%	N/A
Number of Upper Level Appeals							
Monthly	reduce	600	260	262	0.8%	N/A	
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	9:29	9:48	3.3%	10:36
Percentage of initial claims filed online	Monthly	increase	55.0%	66.0%	71.0%	7.6%	68.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	69.0%	69.0%	0.0%	70.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	56.0%	55.0%	-1.8%	50.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	5
<b>Temporary Disability Insurance</b>							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	14.6%	3.8%	-74.0%	34.6%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	52.4%	55.2%	5.3%	60.8%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	22.9%	21.6%	-5.7%	35.5%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	64.6%	30.7%	-52.5%	70.0%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	15:34	14:29	-7.0%	48.2%
Rate of Abandoned calls	Monthly	reduce	16.0%	17.0%	17.0%	0.0%	18.2%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	45.0%	46.0%	2.2%	59.3%

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
<b>Labor Standards and Safety Enforcement:</b>				Nov-16	Dec-16		
<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	330	265	-19.7%	292
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	45	34	48	41.2%	41
Mine Inspections	Monthly	increase	66	49	53	8.2%	54
Explosive Inspections	Monthly	increase	100	127	100	-21.3%	167
Retail Gasoline Inspections	Monthly	increase	12	1	0	-100.0%	3
Fireworks Inspections	Monthly	increase	3	2	2	0.0%	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	1	1	0.0%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	37	18	20	11.1%	27
WDP Occupational Safety Training-number of training sessions*	Monthly	increase	20	15	11	-26.7%	26
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	1,841	1,941	5.4%	2,363
<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%	90.0%	92.0%	2.2%	91.1%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	84.0%	91.0%	8.3%	94.6%
<b>Workers' Compensation:</b>				Oct-16	Nov-16		
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%	84.0%	79.0%	-6.0%	72.9%