

<b>Labor and Workforce Development</b> <b>Performance Indicators - August 2018</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Quarter</b>	<b>Current Quarter</b>	<b>Change</b>	<b>12 Month Average</b>
<b>Workforce Development:</b>				<b>Q3 2017</b>	<b>Q4 2017</b>		
<b>Workforce Innovation and Opportunities Act (WIOA) Title I Adults</b>							
Employment Rate (Q2 post-exit)	Quarterly	increase	73.3%	N/A	N/A	-	N/A
Employment Rate (Q4 post-exit)	Quarterly	increase	66.3%	N/A	N/A	-	N/A
Median Earnings	Quarterly	increase	\$5,250.00	N/A	N/A	-	N/A
Credential Rate	Quarterly	increase	57.3%	N/A	N/A	-	N/A
Measurable Skills Gain	Quarterly	increase	N/A	N/A	N/A	-	N/A
Effectiveness in Serving Employers	Quarterly	increase	N/A	N/A	N/A	-	N/A
<b>WIOA Title I Dislocated Workers</b>							
Employment Rate (Q2 post-exit)	Quarterly	increase	77.0%	N/A	N/A	-	N/A
Employment Rate (Q4 post-exit)	Quarterly	increase	74.0%	N/A	N/A	-	N/A
Median Earnings	Quarterly	increase	\$6,876.00	N/A	N/A	-	N/A
Credential Rate	Quarterly	increase	56.4%	N/A	N/A	-	N/A
Measurable Skills Gain	Quarterly	increase	N/A	N/A	N/A	-	N/A
Effectiveness in Serving Employers	Quarterly	increase	N/A	N/A	N/A	-	N/A
<b>WIOA Title I Youth</b>							
Placement in Emp/Train/Ed (Q2 post-exit)	Quarterly	increase	69.0%	N/A	N/A	-	N/A
Placement in Emp/Train/Ed (Q4 post-exit)	Quarterly	increase	41.0%	N/A	N/A	-	N/A
Median Earnings	Quarterly	increase	N/A	N/A	N/A	-	N/A
Credential Rate	Quarterly	increase	73.5%	N/A	N/A	-	N/A
Measurable Skills Gain	Quarterly	increase	N/A	N/A	N/A	-	N/A
Effectiveness in Serving Employers	Quarterly	increase	N/A	N/A	N/A	-	N/A
<b>WIOA Title III Labor Exchange</b>							
Employment Rate (Q2 post-exit)	Quarterly	increase	48.8%	N/A	N/A	-	N/A
Employment Rate (Q4 post-exit)	Quarterly	increase	49.2%	N/A	N/A	-	N/A
Median Earnings	Quarterly	increase	\$4,882.00	N/A	N/A	-	N/A
Effectiveness in Serving Employers	Quarterly	increase	N/A	N/A	N/A	-	N/A
<b>WorkFirst New Jersey</b>							
Percentage of Participants who Entered Employment	Quarterly	increase	15.0%	15.4%	14.0%	-9.1%	13.5%
<b>Vocational Rehabilitation Services</b>							
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.30	\$13.05	\$13.35	2.3%	\$12.64

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	12 Month Average
<b>Income Security:</b>				May-18	Jun-18		
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	87.0%	81.9%	79.3%	-3.2%	80.0%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	95.0%	95.6%	0.6%	94.9%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	0	0.0%	1
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	84.4%	86.7%	2.7%	76.2%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	75.7%	78.4%	3.6%	51.2%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	87.5%	91.2%	4.2%	88.1%
Decisions within 45 days	Monthly	increase	80.0%	99.6%	98.4%	-1.2%	98.4%
Decisions within 90 days	Monthly	increase	95.0%	99.9%	99.1%	-0.8%	99.8%
Number of Upper Level Appeals	Monthly	reduce	600	268	257	-4.1%	261
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	3:40	4:13	21.5%	5:25
Percentage of initial claims filed online	Monthly	increase	55.0%	59.0%	60.0%	1.7%	67.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	81.0%	82.0%	1.2%	79.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	45.0%	57.0%	26.7%	49.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	4	5	25.0%	3
<b>Temporary Disability Insurance</b>							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	54.4%	47.5%	-12.7%	39.5%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	81.5%	74.7%	-8.3%	66.3%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	27.8%	23.2%	-16.5%	33.4%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	64.1%	64.8%	1.1%	62.4%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	11:06	10:51	-5.0%	10:50
Rate of Abandoned calls	Monthly	reduce	16.0%	18.1%	14.1%	-22.1%	21.8%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	83.0%	84.7%	2.0%	56.8%

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	12 Month Average
<b>Labor Standards and Safety Enforcement:</b>				May-18	Jun-18		
<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	272	290	6.6%	254
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	45	45	36	-20.0%	39
Mine Inspections	Monthly	increase	66	64	63	-1.6%	57
Explosive Inspections	Monthly	increase	100	154	142	-7.8%	160
Retail Gasoline Inspections	Monthly	increase	12	2	2	0.0%	2
Fireworks Inspections	Monthly	increase	3	5	17	240.0%	8
<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	6	11	83.3%	6
Number of health and safety consultations to private sector employers	Monthly	increase	37	52	16	-69.2%	27
WDP Occupational Safety Training-number of training sessions	Monthly	increase	20	26	19	-26.9%	19
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	2,392	3,154	31.9%	2,548
<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%	94.0%	94.0%	0.0%	88.0%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97.0%	97%	0.0%	96.0%
<b>Workers' Compensation:</b>				Apr-18	May-18		
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%	86.0%	85.0%	-1.2%	83.8%