

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Percent Change	12 Month Average
Performance Indicators - March 2020							
Workforce Development				Q2 2019	Q3 2019		
Workforce Innovation and Opportunities Act (WIOA) Title I							
Employment Rate (Q2 post-exit)	Quarterly	increase	73.3%	64.8%	68.8%	6.2%	67.9%
Employment Rate (Q4 post-exit)	Quarterly	increase	71.2%	67.1%	70.1%	4.5%	70.4%
Median Earnings	Quarterly	increase	\$5,300.00	\$5,733.00	\$5,635.00	-1.7%	\$5,646.50
Credential Rate	Quarterly	increase	58.7%	57.6%	68.3%	18.6%	57.1%
Measurable Skills Gain	Quarterly	increase	N/A	27.5%	33.3%	21.1%	24.8%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
WIOA Title I Dislocated Workers							
Employment Rate (Q2 post-exit)	Quarterly	increase	77.0%	65.8%	71.3%	8.4%	71.0%
Employment Rate (Q4 post-exit)	Quarterly	increase	74.1%	69.0%	74.1%	7.4%	71.4%
Median Earnings	Quarterly	increase	\$6,900.00	\$7,612.00	\$8,320.00	9.3%	\$8,073.75
Credential Rate	Quarterly	increase	63.5%	65.5%	67.4%	2.9%	69.8%
Measurable Skills Gain	Quarterly	increase	N/A	28.5%	30.9%	8.4%	23.6%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
WIOA Title I Youth							
Placement in Emp/Train/Ed (Q2 post-exit)	Quarterly	increase	65.0%	60.2%	53.8%	-10.6%	63.1%
Placement in Emp/Train/Ed (Q4 post-exit)	Quarterly	increase	41.0%	62.0%	59.0%	-4.8%	62.2%
Median Earnings	Quarterly	increase	N/A	\$2,312.00	\$2,520.00	9.0%	\$2,366.50
Credential Rate	Quarterly	increase	64.0%	51.3%	47.8%	-6.8%	40.7%
Measurable Skills Gain	Quarterly	increase	N/A	61.4%	34.5%	-43.8%	35.2%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
WIOA Title III Labor Exchange							
Employment Rate (Q2 post-exit)	Quarterly	increase	50.0%	55.2%	57.2%	3.6%	57.4%
Employment Rate (Q4 post-exit)	Quarterly	increase	55.0%	54.0%	60.1%	11.3%	59.3%
Median Earnings	Quarterly	increase	\$5,200.00	\$5,885.00	\$5,931.00	0.8%	\$5,863.00
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
WorkFirst New Jersey							
Percentage of Participants who Entered Employment	Quarterly	increase	15.0%	46.9%	50.1%	6.7%	44.0%
Vocational Rehabilitation Services							
Average hourly rate of pay for those individuals who enter	Quarterly	increase	\$12.30	\$13.42	\$13.92	3.7%	\$13.88

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Disability Determinations Services				Dec 2019	Jan 2020		
Time it takes to process a case (in days)	Monthly	reduce	87.0	85.7	86.8	1.2%	79.5%
Percent of processed cases deemed accurate by U.S. Social Security	Monthly	increase	80.0%	89.0%	94.0%	5.6%	92.9%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	1	100.0%	0.08
Unemployment Insurance				Dec 2019	Jan 2020		
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	92.2%	89.1%	-3.4%	88.9%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	86.7%	83.1%	-4.2%	83.4%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	72.2%	48.6%	-32.7%	80.8%
Decisions within 45 days	Monthly	increase	80.0%	97.4%	91.1%	-6.5%	97.5%
Decisions within 90 days	Monthly	increase	95.0%	99.6%	99.8%	0.2%	99.8%
Number of Upper Level Appeals							
	Monthly	reduce	300	155	240	54.8%	2,201
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	15 Minutes	5.36	5.26	-1.9%	5.14
Percentage of initial claims filed online	Monthly	increase	55.0%	67.0%	70.0%	4.5%	66.6%
Percentage of continued claims filed online	Monthly	increase	70.0%	80.6%	80.3%	-0.4%	79.3%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	65.0%	49.4%	-24.0%	61.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	8	10	25.0%	8
Temporary Disability Insurance				Dec 2019	Jan 2020		
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	75.0%	35.0%	29.7%	-15.1%	54.4%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	87.1%	88.7%	1.8%	87.4%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	85.0%	29.3%	76.0%	159.4%	29.4%
Eligibility Determined within 28 days of receipt	Monthly	increase	95.0%	90.0%	96.2%	6.9%	77.9%
Temporary Disability Insurance-Family Leave Insurance Call							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	15:05	20:15	34.3%	12:55
Rate of Abandoned calls	Monthly	reduce	16.0%	15.9%	18.0%	13.2%	14.5%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	31.1%	22.8%	-26.7%	40.4%

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Public Safety and Occupational Safety & Health				Dec 2019	Jan 2020		
Asbestos Control							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with	Monthly	increase	230	284	299	5.3%	250
Number of Inspections							
Crane Inspections	Monthly	increase	45	28	13	-53.6%	30
Mine Inspections	Monthly	increase	66	45	66	46.7%	61
Explosive Inspections	Monthly	increase	100	56	157	180.4%	132
Retail Gasoline Inspections	Monthly	increase	12	3	3	0.0%	3
Fireworks Inspections	Monthly	increase	3	4	3	-25.0%	8
Public Employees Occupational Safety & Health (PEOSH)							
Percentage of complaints investigated within 5 days as negotiated with OSHA as part of an	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	9	2	-77.8%	7
Number of health and safety consultations to private sector	Monthly	increase	37	12	17	41.7%	25
WDP Occupational Safety Training-number of training sessions	Monthly	increase	20	17	19	11.8%	19
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	1,208	2,901	140.1%	2,362
Wage and Hour Compliance				Dec 2019	Jan 2020		
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	77.6%	81.5%	-1.8%	81.0%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	36.7%	51.6%	-2.8%	64.9%
Workers' Compensation				Dec 2019	Jan 2020		
Expedite the case listing and hearing of all motions involving medical treatment issues by							
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%	81.9%	83.8%	2.3%	83.4%