

<b>Labor and Workforce Development</b> <b>Performance Indicators - March 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
				Dec-16	Jan-17		
<b>Income Security:</b>							
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	87.0%	80.8%	85.5%	5.8%	81.1%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	94.5%	98.0%	3.7%	93.3%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	1	0.0%	1
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	80.2%	84.8%	5.7%	N/A
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	39.9%	40.6%	1.8%	N/A
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	63.1%	41.8%	-33.8%	N/A
Decisions within 45 days	Monthly	increase	80.0%	95.3%	75.1%	-21.2%	N/A
Decisions within 90 days	Monthly	increase	95.0%	99.7%	99.8%	0.1%	N/A
Number of Upper Level Appeals							
Monthly	reduce	600	262	272	3.8%	N/A	
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	9:48	10:14	4.4%	9:57
Percentage of initial claims filed online	Monthly	increase	55.0%	71.0%	76.0%	7.0%	68.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	69.0%	71.0%	2.9%	70.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	55.0%	52.0%	-5.5%	50.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	8	60.0%	5
<b>Temporary Disability Insurance</b>							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	3.8%	4.5%	18.4%	31.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	55.2%	45.6%	-17.4%	59.4%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	21.6%	24.4%	13.0%	34.9%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	30.7%	31.5%	2.6%	66.2%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	14:29	9:57	-31.3%	47.7%
Rate of Abandoned calls	Monthly	reduce	16.0%	17.0%	15.0%	-11.8%	17.9%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	46.0%	50.0%	8.7%	58.5%

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<b>Labor Standards and Safety Enforcement:</b>				Dec-16	Jan-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	265	220	-17.0%	282
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	45	48	39	-18.8%	41
Mine Inspections	Monthly	increase	66	53	78	47.2%	56
Explosive Inspections	Monthly	increase	100	100	232	132.0%	162
Retail Gasoline Inspections	Monthly	increase	12	0	1	N/A	2
Fireworks Inspections	Monthly	increase	3	2	1	-50.0%	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	1	3	200.0%	4
Number of health and safety consultation visits to private sector employers	Monthly	increase	37	20	9	-55.0%	27
WDP Occupational Safety Training-number of training sessions*	Monthly	increase	20	11	10	-9.1%	24
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	1,941	2,734	40.9%	2,341
<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%	92.0%	90.0%	-2.2%	91.1%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	91.0%	92.0%	1.1%	94.6%
<b>Workers' Compensation:</b>				Nov-16	Dec-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%	79.0%	81.0%	2.5%	74.2%