

<b>Labor and Workforce Development</b> <b>Performance Indicators - October 2019</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>Q4 2018</b>	<b>Q1 2019</b>		
<b>Workforce Innovation and Opportunities Act (WIOA) Title I Adults</b>							
Employment Rate (Q2 post-exit)	Quarterly	increase	73.3%	70.6%	67.4%	-4.5%	65.2%
Employment Rate (Q4 post-exit)	Quarterly	increase	71.2%	70.6%	73.9%	4.7%	68.5%
Median Earnings	Quarterly	increase	\$5,300.00	\$5,409.00	\$5,809.00	7.4%	\$5,380.50
Credential Rate	Quarterly	increase	58.7%	45.8%	56.6%	23.6%	51.1%
Measurable Skills Gain	Quarterly	increase	N/A	14.2%	24.1%	69.7%	13.7%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
<b>WIOA Title I Dislocated Workers</b>							
Employment Rate (Q2 post-exit)	Quarterly	increase	77.0%	71.1%	75.7%	6.5%	65.3%
Employment Rate (Q4 post-exit)	Quarterly	increase	74.1%	67.3%	75.1%	11.6%	64.9%
Median Earnings	Quarterly	increase	\$6,900.00	\$8,398.00	\$7,965.00	-5.2%	\$7,773.25
Credential Rate	Quarterly	increase	63.5%	77.4%	69.0%	-10.9%	62.4%
Measurable Skills Gain	Quarterly	increase	N/A	13.2%	21.6%	63.6%	13.6%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
<b>WIOA Title I Youth</b>							
Placement in Emp/Train/Ed (Q2 post-exit)	Quarterly	increase	65.0%	70.8%	67.4%	-4.8%	65.3%
Placement in Emp/Train/Ed (Q4 post-exit)	Quarterly	increase	41.0%	62.5%	65.4%	4.6%	60.9%
Median Earnings	Quarterly	increase	N/A	\$2,368.00	\$2,266.00	-4.3%	\$2,277.00
Credential Rate	Quarterly	increase	64.0%	28.3%	35.2%	24.4%	25.9%
Measurable Skills Gain	Quarterly	increase	N/A	12.6%	32.2%	155.6%	22.2%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
<b>WIOA Title III Labor Exchange</b>							
Employment Rate (Q2 post-exit)	Quarterly	increase	50.0%	57.1%	60.0%	5.1%	55.4%
Employment Rate (Q4 post-exit)	Quarterly	increase	55.0%	61.2%	61.8%	1.0%	56.8%
Median Earnings	Quarterly	increase	\$5,200.00	\$5,552.00	\$6,084.00	9.6%	\$5,512.25
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
<b>WorkFirst New Jersey</b>							
Percentage of Participants who Entered Employment	Quarterly	increase	15.0%	46.5%	43.7%	-6.0%	46.0%
<b>Vocational Rehabilitation Services</b>							
Average hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.30	\$14.05	\$13.36	-4.9%	\$13.32

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<b>Income Security:</b>				Jul-19	Aug-19		
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	87.0	78.1	76.1	-2.6%	78.6%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	98.0%	92.0%	-6.1%	93.9%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	0	0.0%	0
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	90.4%	83.2%	-8.0%	85.5%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	86.2%	82.3%	-4.5%	76.7%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	89.5%	89.4%	-0.1%	85.2%
Decisions within 45 days	Monthly	increase	80.0%	98.2%	98.9%	0.7%	98.1%
Decisions within 90 days	Monthly	increase	95.0%	99.7%	99.8%	0.1%	99.8%
Number of Upper Level Appeals	Monthly	reduce	300	266	319	19.9%	243
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	15 Minutes	3:29	2:28	-30.7%	7:06
Percentage of initial claims filed online	Monthly	increase	55.0%	69.5%	61.6%	-11.4%	65.2%
Percentage of continued claims filed online	Monthly	increase	70.0%	71.5%	77.7%	8.7%	79.8%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	45.2%	49.0%	8.4%	50.1%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	3	-40.0%	5
<b>Temporary Disability Insurance</b>							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	68.5%	74.5%	8.8%	47.4%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	91.4%	91.7%	0.3%	77.5%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	68.1%	20.8%	-69.5%	22.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	94.2%	87.1%	-7.5%	74.8%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	9:51	11:49	20.8%	13:05
Rate of Abandoned calls	Monthly	reduce	16.0%	12.8%	14.0%	9.4%	15.7%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	43.9%	43.6%	-0.7%	45.0%

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	12 Month Average
<b>Labor Standards and Safety Enforcement:</b>				<b>Jul-19</b>	<b>Aug-19</b>		
<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	213	260	22.1%	234
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	45	27	30	11.1%	33
Mine Inspections	Monthly	increase	66	56	64	14.3%	62
Explosive Inspections	Monthly	increase	100	130	126	-3.1%	138
Retail Gasoline Inspections	Monthly	increase	12	1	2	100.0%	3
Fireworks Inspections	Monthly	increase	3	16	11	-31.3%	10
<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	8	10	25.0%	6
Number of health and safety consultations to private sector employers	Monthly	increase	37	17	28	64.7%	26
WDP Occupational Safety Training-number of training sessions	Monthly	increase	20	15	27	80.0%	21
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	2,478	3,046	22.9%	2,410
<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%	72.9%	79.0%	8.4%	81.2%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	62.7%	67.4%	7.5%	75.2%
<b>Workers' Compensation:</b>				<b>Jun-19</b>	<b>Jul-19</b>		
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%	84.5%	83.5%	-1.2%	83.2%