

<b>Labor and Workforce Development</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Quarter</b>	<b>Current Quarter</b>	<b>Percent Change</b>	<b>12 Month Average</b>
<b>Performance Indicators - June 2020</b>							
<b>Workforce Development</b>				<b>Q3 2019</b>	<b>Q4 2019</b>		
<b>Workforce Innovation and Opportunities Act (WIOA) Title I Adults</b>							
Employment Rate (Q2 post-exit)	Quarterly	increase	73.3%	68.8%	69.6%	1.2%	67.7%
Employment Rate (Q4 post-exit)	Quarterly	increase	71.2%	70.1%	69.3%	-1.1%	70.1%
Median Earnings	Quarterly	increase	\$5,300.00	\$5,635.00	\$5,422.00	-3.8%	\$5,649.50
Credential Rate	Quarterly	increase	58.7%	68.3%	60.5%	-11.4%	60.8%
Measurable Skills Gain	Quarterly	increase	N/A	33.3%	33.5%	0.6%	29.6%
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%	71.3%	74.0%	3.8%	71.7%
Employment Rate (Q4 post-exit)	Quarterly	increase	74.1%	74.1%	76.3%	3.0%	73.6%
Median Earnings	Quarterly	increase	\$6,900.00	\$8,320.00	\$9,039.00	8.6%	\$8,233.75
Credential Rate	Quarterly	increase	63.5%	67.4%	68.8%	2.1%	67.7%
Measurable Skills Gain	Quarterly	increase	N/A	30.9%	35.2%	13.9%	29.1%
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%	53.8%	64.0%	19.0%	61.4%
Placement in Emp/Train/Ed (Q4 post-exit)	Quarterly	increase	41.0%	59.0%	56.8%	-3.7%	60.8%
Median Earnings	Quarterly	increase	N/A	\$2,520.00	\$2,752.00	9.2%	\$2,462.25
Credential Rate	Quarterly	increase	64.0%	47.8%	53.9%	12.8%	47.1%
Measurable Skills Gain	Quarterly	increase	N/A	34.5%	38.5%	11.6%	41.7%
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%	57.2%	58.7%	2.6%	57.8%
Employment Rate (Q4 post-exit)	Quarterly	increase	55.0%	60.1%	61.9%	3.0%	59.5%
Median Earnings	Quarterly	increase	\$5,200.00	\$5,931.00	\$5,661.00	-4.6%	\$5,890.00
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%	50.1%	44.0%	-12.1%	43.0%
<b>Vocational Rehabilitation Services</b>							
Average hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.30	\$13.92	\$13.57	-2.5%	\$13.18

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	12 Month Average
<b>Disability Determinations Services</b>							
				Mar 2020	Apr 2020		
Time it takes to process a case (in days) (a)	Monthly	reduce	87.0	82.9	86.2	3.9%	80.64
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling (b)	Monthly	increase	80.0%	98.0%	N/A	N/A	N/A
Cases that remain pending 12 or more months	Monthly	reduce	0	0	0	100.0%	0
<b>Unemployment Insurance</b>							
				Mar 2020	Apr 2020		
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	96.9%	90.3%	-6.8%	90.3%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	87.1%	73.7%	-15.4%	73.7%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	88.8%	59.4%	-33.1%	59.4%
Decisions within 45 days	Monthly	increase	80.0%	97.7%	97.0%	-0.7%	97.0%
Decisions within 90 days	Monthly	increase	95.0%	99.9%	100.0%	0.1%	100.0%
Number of Upper Level Appeals							
	Monthly	reduce	300	30	30	0.0%	30
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	15 Minutes	2.54	21.37	741.3%	5.05
Percentage of initial claims filed online	Monthly	increase	55.0%	94.7%	99.3%	4.9%	99.3%
Percentage of continued claims filed online	Monthly	increase	70.0%	83.0%	89.0%	7.2%	80.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	79.1%	75.6%	-4.4%	55.7%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	6	23	283.3%	7
<b>Temporary Disability Insurance</b>							
				Mar 2020	Apr 2020		
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	75.0%	75.0%	71.2%	-5.1%	58.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	91.9%	90.4%	7.0%	89.9%
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	85.0%	90.4%	39.4%	-56.4%	43.6%
Eligibility Determined within 28 days of receipt	Monthly	increase	95.0%	96.9%	88.8%	-8.4%	84.8%
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	24.08	44.47	84.6%	16.65
Rate of Abandoned calls	Monthly	reduce	16.0%	22.4%	35.3%	57.6%	16.7%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	35.9%	21.1%	-41.2%	36.0%

	Frequency	Desired Trend	Target	Mar 2020	Apr 2020	Change	
<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	138	32	-76.8%	226
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	45	3	0	-100.0%	25
Mine Inspections	Monthly	increase	66	35	0	-100.0%	55
Explosive Inspections	Monthly	increase	100	93	25	-73.1%	119
Retail Gasoline Inspections	Monthly	increase	12	0	0	0.0%	3
Fireworks Inspections	Monthly	increase	3	1	0	-100.0%	6
<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	Monthly	increase	6	3	0	-100.0%	6
Number of health and safety consultations to private sector employers	Monthly	increase	37	8	0	-100.0%	23
WDP Occupational Safety Training-number of training sessions	Monthly	increase	20	12	0	-100.0%	17
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	1,391	7	-99.5%	2,078
<b>Wage and Hour Compliance</b>							
<b>Response to Complaints</b>							
Inspections triggered by a worker complaint which are completed within 90	Monthly	increase	80.0%	81.4%	76.0%	-6.6%	80.8%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	49.8%	76.6%	53.8%	64.4%
<b>Workers' Compensation</b>							
<b>Expedite the case listing and hearing of all motions involving medical treatment issues by completing:</b>							
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%	81.1%	78.0%	-3.8%	81.8%

(a) March KPI is based of three weeks of processing time provided by SSA.

(b) No quality numbers will be provided from SSA for balance of FY2020