

Labor and Workforce Development Performance Indicators - March 2016	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Workforce Development:				Qtr End Sep 15	Qtr End Dec 15		Jan 15 - Dec 15
Workforce Investment Act (WIA) - Adults Served(a)							
Percent of Participants who Entered Employment	Quarterly	increase	85.1%	80.9%	78.8%	-2.6%	80.6%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	83.9%	84.2%	0.4%	83.1%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$13,039.00	\$13,175.66	\$13,202.16	0.2%	\$13,663.00
WIA Dislocated Workers(a)							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	82.3%	81.5%	-1.0%	82.0%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	87.1%	86.6%	-0.6%	85.7%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	18,500.00	\$18,534.60	\$18,588.91	0.0	\$18,543.00
WIA Youth (age 14 - 21)(a)							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	75.0%	61.7%	61.6%	-0.2%	62.7%
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	68.5%	60.3%	59.9%	-0.7%	64.3%
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	60.0%	49.6%	58.8%	18.5%	57.8%
Employment Services(a)							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	56.0%	57.0%	1.8%	55.3%
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	81.0%	81.0%	0.0%	81.0%
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,860.00	\$17,590.00	\$17,485.00	-\$0.01	\$17,530.00
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	24.0%	34.0%	41.7%	30.0%
				Qtr End Dec 15	Qtr End Mar 16		Jan 15 - Dec 15
Vocational Rehabilitation Services							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	31	25	-19.4%	37
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$13.83	\$12.82	-7.3%	\$13.52

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				Dec-16	Jan-16		Jan 15 - Dec 15
Income Security:							
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	87.0%	92.3%	96.2%	4.2%	94.0%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	95.7%	94.4%	-1.4%	93.9%
Cases that remain pending 12 or more months	Monthly	reduce	0	0	1	N/A	0
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	85.3%	86.4%	1.3%	79.5%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	61.2%	58.0%	-5.2%	49.6%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	85.9%	48.9%	-43.1%	N/A
Decisions within 45 days	Monthly	increase	80.0%	97.3%	97.2%	-0.1%	N/A
Decisions within 90 days	Monthly	increase	95.0%	99.1%	99.8%	0.7%	N/A
Number of Upper Level Appeals	Monthly	reduce	600	N/A	N/A	N/A	N/A
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	10:57	13:04	19.3%	9:51
Percentage of initial claims filed online	Monthly	increase	55.0%	64.0%	77.0%	20.3%	63.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	70.0%	65.0%	-7.1%	66.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	62.0%	46.0%	-25.8%	50.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	5	5	0.0%	5
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	48.0%	38.4%	-20.0%	47.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	65.4%	62.3%	-4.7%	65.0%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	32.6%	32.5%	-0.3%	50.3%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	72.8%	76.6%	5.2%	74.9%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	11:25	11:18	-1.0%	10:30
Rate of Abandoned calls	Monthly	reduce	16.0%	18.0%	18.0%	0.0%	18.7%

Percentage of calls handled without agent assistance	Monthly	increase	90.0%	60.0%	59.0%	-1.7%	61.8%
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Labor Standards and Safety Enforcement:				Dec-16	Jan-16		Jan 15 - Dec 15
Public Safety and Occupational Safety & Health							
Asbestos Control							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	increase	230	309	348	12.6%	270
Number of Inspections							
Crane Inspections	Monthly	increase	45	51	40	-21.6%	42
Mine Inspections	Monthly	increase	66	38	58	52.6%	55
Explosive Inspections	Monthly	increase	100	137	223	62.8%	144
Retail Gasoline Inspections	Monthly	increase	12	2	1	-50.0%	4
Fireworks Inspections	Monthly	increase	3	3	3	0.0%	8
Public Employees Occupational Safety & Health (PEOSH)							
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%
On-Site Consultation & Training							
Number of annual health and safety consultation visits to public sector employers	Monthly	increase	6	2	6	200.0%	5
Number of health and safety consultation visits to private sector employers	Monthly	increase	37	23	15	-34.8%	31
WDP Occupational Safety Training-number of training sessions*	Monthly	increase	20	26	29	11.5%	31
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	1,341	2,353	75.5%	2,197
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	87.0%	90.0%	3.4%	90.2%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	98.0%	97.0%	-1.0%	97.3%
Workers' Compensation:				Nov-15	Dec-15		Jan 15 - Dec 15
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	100.0%	71.0%	66.1%	-6.9%	67.0%