

Labor and Workforce Development Performance Indicators - August 2017	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	Last 12 Month Average
Workforce Development:				Qtr End Sep 16	Qtr End Dec 16		
Workforce Investment Act (WIA) - Adults Served(a)							
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
WIA Dislocated Workers(a)							
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
WIA Youth (age 14 - 21)(a)							
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
Employment Services(a)							
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
WorkFirst New Jersey							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	33.0%	N/A	N/A	N/A
Vocational Rehabilitation Services							
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

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Income Security:				May-17	Jun-17		
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	87.0%	76.9%	76.9%	0.0%	80.6%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	93.0%	94.0%	1.1%	94.9%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	1	0.0%	2
Unemployment Insurance							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	76.2%	78.6%	3.1%	N/A
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	48.5%	49.7%	2.5%	N/A
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	89.5%	90.2%	0.8%	N/A
Decisions within 45 days	Monthly	increase	80.0%	98.2%	98.7%	0.5%	N/A
Decisions within 90 days	Monthly	increase	95.0%	99.8%	99.9%	0.1%	N/A
Number of Upper Level Appeals							
Monthly	reduce	600	226	273	20.8%	N/A	
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	5:27	6:37	21.4%	9:33
Percentage of initial claims filed online	Monthly	increase	55.0%	64.0%	64.0%	0.0%	68.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	72.0%	74.0%	2.8%	71.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	49.0%	55.0%	12.2%	50.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	3	3	0.0%	5
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	9.7%	N/A	N/A	22.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	56.7%	N/A	N/A	56.4%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	22.4%	N.A	N.A	28.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	38.3%	N.A	N.A	52.7%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	13:38	N.A	N.A	11:19
Rate of Abandoned calls	Monthly	reduce	16.0%	18.0%	N.A	N.A	17.8%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	51.0%	N.A	N.A	54.3%

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Labor Standards and Safety Enforcement:				May-17	Jun-17		
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	244	249	2.0%	270.7
Number of Inspections							
Crane Inspections	Monthly	increase	45	41	49	19.5%	41.7
Mine Inspections	Monthly	increase	66	59	47	-20.3%	59.3
Explosive Inspections	Monthly	increase	100	189	186	-1.6%	167.8
Retail Gasoline Inspections	Monthly	increase	12	4	1	-75.0%	2.3
Fireworks Inspections	Monthly	increase	3	4	37	825.0%	9.4
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	7	6	-14.3%	5
Number of health and safety consultation visits to private sector employers	Monthly	increase	37	24	21	-12.5%	26
WDP Occupational Safety Training-number of training sessions*	Monthly	increase	20	20	12	-40.0%	21
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	3,052	3,010	-1.4%	2,530
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	92.0%	95.0%	3.3%	89.6%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97.0%	97.0%	0.0%	96.4%
Workers' Compensation:				Apr-17	May-17		
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%	85.0%	82.0%	-3.5%	80.8%