

| Labor and Workforce Development Performance Indicators - September 2018 | Frequency | Desired Trend | Target | Prior Quarter | Current Quarter | Change | 12 Month Average |
|--|------------------|----------------------|---------------|----------------------|------------------------|---------------|-------------------------|
| Workforce Development: | | | | Q3 2017 | Q4 2017 | | |
| Workforce Innovation and Opportunities Act (WIOA) Title I Adults | | | | | | | |
| Employment Rate (Q2 post-exit) | Quarterly | increase | 73.3% | N/A | N/A | - | N/A |
| Employment Rate (Q4 post-exit) | Quarterly | increase | 66.3% | N/A | N/A | - | N/A |
| Median Earnings | Quarterly | increase | \$5,250.00 | N/A | N/A | - | N/A |
| Credential Rate | Quarterly | increase | 57.3% | N/A | N/A | - | N/A |
| Measurable Skills Gain | Quarterly | increase | N/A | N/A | N/A | - | N/A |
| Effectiveness in Serving Employers | Quarterly | increase | N/A | N/A | N/A | - | N/A |
| | | | | | | | |
| WIOA Title I Dislocated Workers | | | | | | | |
| Employment Rate (Q2 post-exit) | Quarterly | increase | 77.0% | N/A | N/A | - | N/A |
| Employment Rate (Q4 post-exit) | Quarterly | increase | 74.0% | N/A | N/A | - | N/A |
| Median Earnings | Quarterly | increase | \$6,876.00 | N/A | N/A | - | N/A |
| Credential Rate | Quarterly | increase | 56.4% | N/A | N/A | - | N/A |
| Measurable Skills Gain | Quarterly | increase | N/A | N/A | N/A | - | N/A |
| Effectiveness in Serving Employers | Quarterly | increase | N/A | N/A | N/A | - | N/A |
| | | | | | | | |
| WIOA Title I Youth | | | | | | | |
| Placement in Emp/Train/Ed (Q2 post-exit) | Quarterly | increase | 69.0% | N/A | N/A | - | N/A |
| Placement in Emp/Train/Ed (Q4 post-exit) | Quarterly | increase | 41.0% | N/A | N/A | - | N/A |
| Median Earnings | Quarterly | increase | N/A | N/A | N/A | - | N/A |
| Credential Rate | Quarterly | increase | 73.5% | N/A | N/A | - | N/A |
| Measurable Skills Gain | Quarterly | increase | N/A | N/A | N/A | - | N/A |
| Effectiveness in Serving Employers | Quarterly | increase | N/A | N/A | N/A | - | N/A |
| | | | | | | | |
| WIOA Title III Labor Exchange | | | | | | | |
| Employment Rate (Q2 post-exit) | Quarterly | increase | 48.8% | N/A | N/A | - | N/A |
| Employment Rate (Q4 post-exit) | Quarterly | increase | 49.2% | N/A | N/A | - | N/A |
| Median Earnings | Quarterly | increase | \$4,882.00 | N/A | N/A | - | N/A |
| Effectiveness in Serving Employers | Quarterly | increase | N/A | N/A | N/A | - | N/A |
| | | | | | | | |
| WorkFirst New Jersey | | | | | | | |
| Percentage of Participants who Entered Employment | Quarterly | increase | 15.0% | 15.4% | 14.0% | -9.1% | 13.5% |
| | | | | | | | |
| Vocational Rehabilitation Services | | | | | | | |
| Average increase in the hourly rate of pay for those individuals who enter employment | Quarterly | increase | \$12.30 | \$13.05 | \$13.35 | 2.3% | \$12.64 |

| | Frequency | Desired Trend | Target | Prior Month | Current Month | Change | 12 Month Average |
|--|-----------|---------------|------------|-------------|---------------|--------|------------------|
| | | | | Jun-18 | Jul-18 | | |
| Income Security: | | | | | | | |
| Disability Determinations Services | | | | | | | |
| Time it takes to process a case (in days) | Monthly | reduce | 87.0% | 79.3% | 80.1% | 1.0% | 80.1% |
| Percent of processed cases deemed accurate by U.S. Social Security Administration sampling | Monthly | increase | 80.0% | 95.6% | 94.0% | -1.7% | 94.7% |
| Cases that remain pending 12 or more months | Monthly | reduce | 0 | 0 | 0 | 0.0% | 0 |
| Unemployment Insurance | | | | | | | |
| Initial Claims: | | | | | | | |
| Percent of cases receiving first payment within 21 days | Monthly | increase | 87.0% | 86.7% | 90.1% | 3.9% | 76.7% |
| Percent of Non-Monetary Determinations decided within 21 days | Monthly | increase | 80.0% | 78.4% | 74.3% | -5.2% | 53.9% |
| Number of Lower Authority Appeals(b) | | | | | | | |
| Decisions within 30 days | Monthly | increase | 60.0% | 91.2% | 90.1% | -1.2% | 88.0% |
| Decisions within 45 days | Monthly | increase | 80.0% | 98.4% | 98.7% | 0.3% | 98.5% |
| Decisions within 90 days | Monthly | increase | 95.0% | 99.1% | 99.7% | 0.6% | 99.8% |
| Number of Upper Level Appeals | | | | | | | |
| | Monthly | reduce | 600 | 257 | 220 | -14.4% | 257 |
| Unemployment Insurance Call Centers | | | | | | | |
| Average wait time to speak to an agent (in minutes) | Monthly | reduce | 20 Minutes | 4:13 | 4:40 | 6.5% | 5:13 |
| Percentage of initial claims filed online | Monthly | increase | 55.0% | 60.0% | 67.0% | 11.7% | 66.6% |
| Percentage of continued claims filed online | Monthly | increase | 70.0% | 82.0% | 80.0% | -2.4% | 79.3% |
| Percentage of initial claims filed without agent assistance | Monthly | increase | 60.0% | 57.0% | 47.0% | -17.5% | 49.0% |
| Time to process initial claims handled by agents (in days) | Monthly | reduce | 5 days | 5 | 6 | 20.0% | 4 |
| Temporary Disability Insurance | | | | | | | |
| State Plan Initial Claims: | | | | | | | |
| Eligibility Determined within 14 days of receipt | Monthly | increase | 69.0% | 47.5% | 44.8% | -5.7% | 42.0% |
| Eligibility Determined within 28 days of receipt | Monthly | increase | 88.0% | 74.7% | 71.7% | -4.0% | 68.2% |
| Family Leave Claims | | | | | | | |
| Eligibility Determined within 14 days of receipt | Monthly | increase | 70.0% | 23.2% | 23.9% | 3.0% | 33.1% |
| Eligibility Determined within 28 days of receipt | Monthly | increase | 90.0% | 64.8% | 70.5% | 8.8% | 65.0% |
| Temporary Disability Insurance-Family Leave Insurance Call Center | | | | | | | |
| Average wait time to speak to an agent (in minutes) | Monthly | reduce | 7 Minutes | 10:51 | 15:37 | 46.2% | 11:08 |
| Rate of Abandoned calls | Monthly | reduce | 16.0% | 14.1% | 34.4% | 144.0% | 22.8% |
| Percentage of calls handled without agent assistance | Monthly | increase | 90.0% | 84.7% | 57.7% | -31.9% | 57.0% |

| | Frequency | Desired Trend | Target | Prior Month | Current Month | Change | 12 Month Average |
|---|-----------|---------------|--------|-------------|---------------|--------|------------------|
| Labor Standards and Safety Enforcement: | | | | Jun-18 | Jul-18 | | |
| 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 | 290 | 281 | -3.1% | 254 |
| Number of Inspections | | | | | | | |
| Crane Inspections | Monthly | increase | 45 | 36 | 31 | -13.9% | 39 |
| Mine Inspections | Monthly | increase | 66 | 63 | 68 | 7.9% | 57 |
| Explosive Inspections | Monthly | increase | 100 | 142 | 127 | -10.6% | 160 |
| Retail Gasoline Inspections | Monthly | increase | 12 | 2 | 2 | 0.0% | 2 |
| Fireworks Inspections | Monthly | increase | 3 | 17 | 8 | -52.9% | 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 | 11 | 7 | -36.4% | 6 |
| Number of health and safety consultations to private sector employers | Monthly | increase | 37 | 16 | 24 | 50.0% | 27 |
| WDP Occupational Safety Training-number of training sessions | Monthly | increase | 20 | 19 | 23 | 21.1% | 19 |
| Boiler and Pressure Vessel Compliance | | | | | | | |
| Number of boilers or pressure vessels inspected monthly | Monthly | increase | 2,380 | 3,154 | 2,456 | -22.1% | 2,548 |
| Wage and Hour Compliance | | | | | | | |
| Response to Complaints | | | | | | | |
| Inspections triggered by a worker complaint which are completed within 90 days | Monthly | increase | 80.0% | 94.0% | 85.0% | -9.6% | 88.0% |
| Public Works Contractor Registration | | | | | | | |
| Percent of applications processed within 30 days of receipt | Monthly | increase | 90.0% | 97.0% | 98.0% | 1.0% | 96.0% |
| Workers' Compensation: | | | | May-18 | Jun-18 | | |
| 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% | 85.0% | 0.0% | 84.2% |