

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	12 Month Average
Performance Indicators - March 2019							
Workforce Development:				Q1 2018	Q2 2018		
Workforce Innovation and Opportunities Act (WIOA) Title I Adults							
Employment Rate (Q2 post-exit)	Quarterly	increase	73.3%	N/A	60.7%	-	60.7%
Employment Rate (Q4 post-exit)	Quarterly	increase	66.3%	N/A	61.9%	-	61.9%
Median Earnings	Quarterly	increase	\$5,250.00	N/A	\$5,138.00	-	\$5,138.00
Credential Rate	Quarterly	increase	57.3%	N/A	46.4%	-	46.4%
Measurable Skills Gain	Quarterly	increase	N/A	N/A	7.1%	-	7.1%
Effectiveness in Serving Employers	Annual	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	56.1%	-	56.1%
Employment Rate (Q4 post-exit)	Quarterly	increase	74.0%	N/A	59.5%	-	59.5%
Median Earnings	Quarterly	increase	\$6,876.00	N/A	\$6,786.00	-	\$6,786.00
Credential Rate	Quarterly	increase	56.4%	N/A	53.0%	-	53.0%
Measurable Skills Gain	Quarterly	increase	N/A	N/A	8.2%	-	8.2%
Effectiveness in Serving Employers	Annual	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	66.4%	-	66.4%
Placement in Emp/Train/Ed (Q4 post-exit)	Quarterly	increase	41.0%	N/A	55.6%	-	55.6%
Median Earnings	Quarterly	increase	N/A	N/A	\$2,230.00	-	\$2,230.00
Credential Rate	Quarterly	increase	73.5%	N/A	23.1%	-	23.1%
Measurable Skills Gain	Quarterly	increase	N/A	N/A	6.3%	-	6.3%
Effectiveness in Serving Employers	Annual	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	50.8%	-	50.8%
Employment Rate (Q4 post-exit)	Quarterly	increase	49.2%	N/A	50.2%	-	50.2%
Median Earnings	Quarterly	increase	\$4,882.00	N/A	\$5,192.00	-	\$5,192.00
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	-	N/A
WorkFirst New Jersey							
Percentage of Participants who Entered Employment	Quarterly	increase	15.0%	43.0%	44.0%	2.3%	44.3%
Vocational Rehabilitation Services							
Average hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.30	\$13.07	\$13.11	0.3%	\$13.15

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Income Security:				Dec-18	Jan-19		
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	87.0%	79.1%	84.6%	7.0%	80.1%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	91.0%	94.0%	3.3%	95.2%
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%	91.6%	88.2%	-3.7%	81.9%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	84.8%	83.0%	-2.1%	67.6%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	86.3%	58.4%	-32.3%	84.2%
Decisions within 45 days	Monthly	increase	80.0%	99.2%	97.0%	-2.2%	98.4%
Decisions within 90 days	Monthly	increase	95.0%	100.0%	99.9%	-0.1%	99.8%
Number of Upper Level Appeals							
	Monthly	reduce	300	260	292	12.3%	260
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	15 Minutes	9:46	13:10	38.5%	5:47
Percentage of initial claims filed online	Monthly	increase	55.0%	64.0%	73.0%	14.1%	64.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	82.0%	78.0%	-4.9%	82.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	65.0%	45.0%	-30.8%	50.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	6	10	66.7%	5
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	31.1%	30.1%	-3.2%	41.5%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	63.9%	56.0%	-12.4%	70.1%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	20.4%	20.2%	-1.0%	24.0%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	73.2%	57.1%	-22.0%	65.7%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	11:47	16:50	43.9%	9:22
Rate of Abandoned calls	Monthly	reduce	16.0%	13.1%	13.7%	4.6%	20.5%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	46.5%	33.1%	-28.8%	51.5%

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Labor Standards and Safety Enforcement:				Dec-18	Jan-19		
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	207	201	-2.9%	241
Number of Inspections							
Crane Inspections	Monthly	increase	45	28	34	21.4%	35
Mine Inspections	Monthly	increase	66	32	76	137.5%	55
Explosive Inspections	Monthly	increase	100	76	176	131.6%	149
Retail Gasoline Inspections	Monthly	increase	12	2	1	-50.0%	3
Fireworks Inspections	Monthly	increase	3	6	0	N/A	7
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	6	2	-66.7%	6
Number of health and safety consultations to private sector employers	Monthly	increase	37	15	14	-6.7%	26
WDP Occupational Safety Training-number of training sessions	Monthly	increase	20	12	21	75.0%	19
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	1,490	1,621	8.8%	2,271
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	69.0%	75.0%	8.7%	83.8%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	95.0%	74.0%	-22.1%	94.9%
Workers' Compensation:				Nov-18	Dec-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%	80.8%	85.8%	6.2%	83.5%