

Labor and Workforce Development Performance Indicators - December 2019	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	12 Month Average
Workforce Development:				Q4 2018	Q1 2019		
Workforce Innovation and Opportunities Act (WIOA) Title I Adults							
Employment Rate (Q2 post-exit)	Quarterly	increase	73.3%	70.6%	67.4%	-4.5%	65.2%
Employment Rate (Q4 post-exit)	Quarterly	increase	71.2%	70.6%	73.9%	4.7%	68.5%
Median Earnings	Quarterly	increase	\$5,300.00	\$5,409.00	\$5,809.00	7.4%	\$5,380.50
Credential Rate	Quarterly	increase	58.7%	45.8%	56.6%	23.6%	51.1%
Measurable Skills Gain	Quarterly	increase	N/A	14.2%	24.1%	69.7%	13.7%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
WIOA Title I Dislocated Workers							
Employment Rate (Q2 post-exit)	Quarterly	increase	77.0%	71.1%	75.7%	6.5%	65.3%
Employment Rate (Q4 post-exit)	Quarterly	increase	74.1%	67.3%	75.1%	11.6%	64.9%
Median Earnings	Quarterly	increase	\$6,900.00	\$8,398.00	\$7,965.00	-5.2%	\$7,773.25
Credential Rate	Quarterly	increase	63.5%	77.4%	69.0%	-10.9%	62.4%
Measurable Skills Gain	Quarterly	increase	N/A	13.2%	21.6%	63.6%	13.6%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
WIOA Title I Youth							
Placement in Emp/Train/Ed (Q2 post-exit)	Quarterly	increase	65.0%	70.8%	67.4%	-4.8%	65.3%
Placement in Emp/Train/Ed (Q4 post-exit)	Quarterly	increase	41.0%	62.5%	65.4%	4.6%	60.9%
Median Earnings	Quarterly	increase	N/A	\$2,368.00	\$2,266.00	-4.3%	\$2,277.00
Credential Rate	Quarterly	increase	64.0%	28.3%	35.2%	24.4%	25.9%
Measurable Skills Gain	Quarterly	increase	N/A	12.6%	32.2%	155.6%	22.2%
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
WIOA Title III Labor Exchange							
Employment Rate (Q2 post-exit)	Quarterly	increase	50.0%	57.1%	60.0%	5.1%	55.4%
Employment Rate (Q4 post-exit)	Quarterly	increase	55.0%	61.2%	61.8%	1.0%	56.8%
Median Earnings	Quarterly	increase	\$5,200.00	\$5,552.00	\$6,084.00	9.6%	\$5,512.25
Effectiveness in Serving Employers	Annual	increase	N/A	N/A	N/A	N/A	N/A
WorkFirst New Jersey							
Percentage of Participants who Entered Employment	Quarterly	increase	15.0%	46.5%	43.7%	-6.0%	46.0%
Vocational Rehabilitation Services							
Average hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.30	\$14.05	\$13.36	-4.9%	\$13.32

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Income Security:				Sep-19	Oct-19		
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	87.0	76.4	73.5	-3.8%	78.6%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	90.0%	94.0%	4.4%	93.1%
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%	87.2%	88.2%	1.1%	87.1%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	81.1%	83.6%	3.1%	81.9%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	72.5%	80.7%	11.3%	84.8%
Decisions within 45 days	Monthly	increase	80.0%	98.7%	97.8%	-0.9%	98.1%
Decisions within 90 days	Monthly	increase	95.0%	99.9%	99.8%	-0.1%	99.8%
Number of Upper Level Appeals	Monthly	reduce	300	240	292	21.7%	244
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	15 Minutes	1:57	2:24	42.7%	6:29
Percentage of initial claims filed online	Monthly	increase	55.0%	63.9%	62.3%	-2.5%	65.7%
Percentage of continued claims filed online	Monthly	increase	70.0%	80.6%	79.0%	-2.0%	79.4%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	47.5%	48.9%	2.9%	50.4%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	3	6	100.0%	5
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	70.9%	47.7%	-32.7%	51.0%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	90.5%	91.4%	1.0%	80.7%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	26.5%	26.9%	1.5%	23.3%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	77.3%	71.4%	-7.6%	74.4%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	11:51	15:11	31.3%	12:39
Rate of Abandoned calls	Monthly	reduce	16.0%	14.6%	14.4%	-1.4%	14.2%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	37.3%	50.3%	34.9%	44.3%

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Labor Standards and Safety Enforcement:				Sep-19	Oct-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	217	364	67.7%	244
Number of Inspections							
Crane Inspections	Monthly	increase	45	36	31	-13.9%	33
Mine Inspections	Monthly	increase	66	47	75	59.6%	62
Explosive Inspections	Monthly	increase	100	114	150	31.6%	137
Retail Gasoline Inspections	Monthly	increase	12	0	5	N/A	3
Fireworks Inspections	Monthly	increase	3	1	6	500.0%	9
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	19	8	-57.9%	7
Number of health and safety consultations to private sector employers	Monthly	increase	37	29	36	24.1%	27
WDP Occupational Safety Training-number of training sessions	Monthly	increase	20	19	21	10.5%	21
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	2,855	2,368	-17.1%	2,440
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	79.8%	81.3%	1.9%	81.2%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	46.8%	46.2%	-1.3%	72.8%
Workers' Compensation:				Aug-19	Sep-19		
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%	85.2%	86.1%	1.1%	83.5%