

Labor and Workforce Development Performance Indicators - January 2020	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Change	12 Month Average
Workforce Development:				Q1 2019	Q2 2019		
Workforce Innovation and Opportunities Act (WIOA) Title I Adults							
Employment Rate (Q2 post-exit)	Quarterly	increase	73.3%	67.4%	64.8%	-3.9%	66.2%
Employment Rate (Q4 post-exit)	Quarterly	increase	71.2%	73.9%	67.1%	-9.2%	69.8%
Median Earnings	Quarterly	increase	\$5,300.00	\$5,809.00	\$5,733.00	-1.3%	\$5,529.00
Credential Rate	Quarterly	increase	58.7%	56.6%	57.6%	1.8%	53.9%
Measurable Skills Gain	Quarterly	increase	N/A	24.1%	27.5%	14.1%	18.8%
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%	75.7%	65.8%	-13.1%	67.8%
Employment Rate (Q4 post-exit)	Quarterly	increase	74.1%	75.1%	69.0%	-8.1%	67.3%
Median Earnings	Quarterly	increase	\$6,900.00	\$7,965.00	\$7,612.00	-4.4%	\$7,979.50
Credential Rate	Quarterly	increase	63.5%	69.0%	65.5%	-5.1%	65.5%
Measurable Skills Gain	Quarterly	increase	N/A	21.6%	28.5%	31.9%	18.7%
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%	67.4%	60.2%	-10.7%	63.7%
Placement in Emp/Train/Ed (Q4 post-exit)	Quarterly	increase	41.0%	65.4%	62.0%	-5.2%	62.5%
Median Earnings	Quarterly	increase	N/A	\$2,266.00	\$2,312.00	2.0%	\$2,297.25
Credential Rate	Quarterly	increase	64.0%	35.2%	51.3%	45.7%	33.0%
Measurable Skills Gain	Quarterly	increase	N/A	32.2%	61.4%	90.7%	35.9%
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%	60.0%	55.2%	-8.0%	56.5%
Employment Rate (Q4 post-exit)	Quarterly	increase	55.0%	61.8%	54.0%	-12.6%	57.8%
Median Earnings	Quarterly	increase	\$5,200.00	\$6,084.00	\$5,885.00	-3.3%	\$5,685.25
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%	43.7%	46.9%	7.3%	46.7%
Vocational Rehabilitation Services							
Average hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.30	\$13.36	\$13.42	0.4%	\$13.40

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Income Security:				Oct-19	Nov-19		
Disability Determinations Services							
Time it takes to process a case (in days)	Monthly	reduce	87.0	73.5	83.2	13.2%	78.8%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	94.0%	94.0%	0.0%	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%	88.2%	90.2%	2.3%	87.6%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	83.6%	84.9%	1.6%	83.2%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	80.7%	80.4%	-0.4%	84.5%
Decisions within 45 days	Monthly	increase	80.0%	97.8%	98.3%	0.5%	98.2%
Decisions within 90 days	Monthly	increase	95.0%	99.8%	100.0%	0.2%	99.8%
Number of Upper Level Appeals	Monthly	reduce	300	292	243	-16.8%	242
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	15 Minutes	2:24	3:25	45.1%	5:58
Percentage of initial claims filed online	Monthly	increase	55.0%	62.3%	60.1%	-3.5%	65.4%
Percentage of continued claims filed online	Monthly	increase	70.0%	79.0%	80.6%	2.0%	79.1%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	48.9%	55.2%	12.9%	50.6%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	6	5	-16.7%	5
Temporary Disability Insurance							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	71.9%	47.4%	-34.1%	54.1%
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	93.1%	91.4%	-1.8%	82.8%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	23.0%	26.9%	17.0%	23.6%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	54.8%	71.4%	30.3%	72.9%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	13:18	15:11	14.6%	12:21
Rate of Abandoned calls	Monthly	reduce	16.0%	14.2%	14.4%	1.4%	13.9%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	31.5%	39.3%	24.8%	42.8%

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Labor Standards and Safety Enforcement:				Oct-19	Nov-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	364	232	-36.3%	243
Number of Inspections							
Crane Inspections	Monthly	increase	45	31	26	-16.1%	32
Mine Inspections	Monthly	increase	66	75	57	-24.0%	62
Explosive Inspections	Monthly	increase	100	150	132	-12.0%	137
Retail Gasoline Inspections	Monthly	increase	12	5	1	-80.0%	3
Fireworks Inspections	Monthly	increase	3	6	2	-66.7%	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	8	2	-75.0%	7
Number of health and safety consultations to private sector employers	Monthly	increase	37	36	22	-38.9%	27
WDP Occupational Safety Training-number of training sessions	Monthly	increase	20	21	2	-90.5%	19
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	2,368	2,116	-10.6%	2,413
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	81.3%	87.7%	7.9%	81.7%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	46.2%	40.3%	-12.8%	70.1%
Workers' Compensation:				Sep-19	Oct-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%	86.1%	82.6%	-4.1%	83.7%