

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Percent Change	12 Month Average
Performance Indicators - September 2020							
Workforce Development				Q4 2019	Q1 2020		
Workforce Innovation and Opportunities Act (WIOA) Title I Adults							
Employment Rate (Q2 post-exit)	Quarterly	increase	73.3%	69.6%	68.5%	-1.6%	67.9%
Employment Rate (Q4 post-exit)	Quarterly	increase	71.2%	69.3%	70.8%	2.2%	69.3%
Median Earnings	Quarterly	increase	\$5,300.00	\$5,422.00	\$5,911.00	9.0%	\$5,675.25
Credential Rate	Quarterly	increase	58.7%	60.5%	62.5%	3.3%	62.2%
Measurable Skills Gain	Quarterly	increase	N/A	33.5%	31.1%	-7.2%	31.4%
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%	74.0%	67.9%	-8.2%	69.8%
Employment Rate (Q4 post-exit)	Quarterly	increase	74.1%	76.3%	74.1%	-2.9%	73.4%
Median Earnings	Quarterly	increase	\$6,900.00	\$9,039.00	\$8,426.00	-6.8%	\$8,349.25
Credential Rate	Quarterly	increase	63.5%	68.8%	68.8%	0.0%	67.6%
Measurable Skills Gain	Quarterly	increase	N/A	35.2%	32.6%	-7.4%	31.8%
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%	64.0%	70.3%	9.8%	62.1%
Placement in Emp/Train/Ed (Q4 post-exit)	Quarterly	increase	41.0%	56.8%	68.8%	21.1%	61.7%
Median Earnings	Quarterly	increase	N/A	\$2,752.00	\$2,968.00	7.8%	\$2,638.00
Credential Rate	Quarterly	increase	64.0%	53.9%	57.2%	6.1%	52.6%
Measurable Skills Gain	Quarterly	increase	N/A	38.5%	50.0%	29.9%	46.1%
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%	58.7%	60.6%	3.2%	57.8%
Employment Rate (Q4 post-exit)	Quarterly	increase	55.0%	61.9%	60.5%	-2.3%	59.5%
Median Earnings	Quarterly	increase	\$5,200.00	\$5,661.00	\$5,890.00	4.0%	\$5,890.00
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%	44.0%	31.0%	-29.5%	43.0%
Vocational Rehabilitation Services							
Average hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.30	\$13.57	\$13.97	2.9%	\$14.51

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	12-Month Average
Disability Determinations Services							
				Jun 2020	Jul 2020		
Time it takes to process a case (in days)	Monthly	reduce	87.0	64.2	75.0	16.9%	78.84
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling (a)	Monthly	increase	80.0%	N/A	N/A	N/A	N/A
Cases that remain pending 12 or more months	Monthly	reduce	0	2	4	100.0%	0.33
Unemployment Insurance							
				Jun 2020	Jul 2020		
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	55.0%	72.4%	31.6%	77.9%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	77.3%	75.2%	-2.7%	71.8%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	66.5%	34.0%	-48.9%	59.0%
Decisions within 45 days	Monthly	increase	80.0%	83.1%	53.9%	-35.1%	78.7%
Decisions within 90 days	Monthly	increase	95.0%	97.1%	90.3%	-7.0%	96.9%
Number of Upper Level Appeals							
	Monthly	reduce	300	187	225	20.3%	652
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	15 Minutes	13.38	13.01	-2.8%	19.48
Percentage of initial claims filed online	Monthly	increase	55.0%	97.0%	95.6%	-1.4%	77.6%
Percentage of continued claims filed online	Monthly	increase	70.0%	93.0%	93.0%	0.0%	88.4%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	64.4%	69.1%	7.3%	58.8%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	22	22	0.0%	11
Temporary Disability Insurance							
				Jun 2020	Jul 2020		
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	75.0%	66.5%	76.1%	14.4%	58.2%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	78.3%	89.1%	13.8%	87.5%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	85.0%	44.1%	90.0%	104.1%	47.9%
Eligibility Determined within 28 days of receipt	Monthly	increase	95.0%	81.1%	97.9%	20.7%	80.9%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	39.42	20.45	-48.1%	13.00
Rate of Abandoned calls	Monthly	reduce	16.0%	29.5%	20.7%	-29.8%	14.0%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	25.7%	44.4%	72.8%	31.1%

	Frequency	Desired Trend	Target			Change	
Public Safety and Occupational Safety & Health				Jun 2020	Jul 2020		
Asbestos Control							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	increase	230	334	330	-1.2%	248
Number of Inspections							
Crane Inspections	Monthly	increase	45	2	1	-50.0%	19
Mine Inspections	Monthly	increase	66	14	13	-7.1%	46
Explosive Inspections	Monthly	increase	100	49	39	-20.4%	102
Retail Gasoline Inspections	Monthly	increase	12	0	0	0.0%	3
Fireworks Inspections	Monthly	increase	3	0	0	0.0%	6
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	Monthly	increase	6	0	0	0.0%	6
Number of health and safety consultations to private sector employers	Monthly	increase	37	5	5	0.0%	19
WDP Occupational Safety Training-number of training sessions	Monthly	increase	20	0	30	N/A%	16
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	3,099	3,212	3.6%	2,106
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90	Monthly	increase	80.0%	69.0%	51.6%	-25.2%	77.7%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	99.8%	99.4%	-0.4%	72.5%
Workers' Compensation							
Expedite the case listing and hearing of all motions involving medical treatment issues by completing:				Jun 2020	Jul 2020		
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%	84.4%	80.3%	-4.9%	81.6%

(a) No quality numbers will be provided from SSA for balance of FY2020