

Department of Labor Performance Indicators - 2020	Frequency	Desired Trend	FY19 Actual	FY20 Revised	FY21 Target
Core Mission 1: Workforce Development					
Workforce Innovation and Opportunities Act (WIOA) Title I Adults					
Employment Rate (Q2 post-exit)	Quarterly	Increase	65.5%	74.0%	65.5%
Employment Rate (Q4 post-exit)	Quarterly	Increase	67.3%	72.0%	67.3%
Median Earnings	Quarterly	Increase	\$ 5,449	\$ 5,500	\$ 5,549
Credential Rate	Quarterly	Increase	59.5%	59.0%	59.5%
Measurable Skills Gain	Quarterly	Increase	43.0%	N/A	40.0%
WIOA Title I Dislocated Workers					
Employment Rate (Q2 post-exit)	Quarterly	Increase	67.2%	77.5%	67.2%
Employment Rate (Q4 post-exit)	Quarterly	Increase	63.4%	75.0%	63.4%
Median Earnings	Quarterly	Increase	\$ 7,857	\$ 7,000	\$ 7,555
Credential Rate	Quarterly	Increase	67.1%	64.0%	67.1%
Measurable Skills Gain	Quarterly	Increase	40.0%	N/A	40.0%
WIOA Title I Youth					
Employment Rate (Q2 post-exit)	Quarterly	Increase	61.6%	66.0%	61.1%
Employment Rate (Q4 post-exit)	Quarterly	Increase	58.3%	50.0%	50.0%
Median Earnings	Quarterly	Increase	\$ 2,306	N/A	\$ 2,306
Credential Rate	Quarterly	Increase	53.7%	65.0%	50.0%
Measurable Skills Gain	Quarterly	Increase	68.1%	N/A	40.0%
WIOA Title III Labor Exchange					
Employment Rate (Q2 post-exit)	Quarterly	Increase	53.5%	55.0%	51.7%
Employment Rate (Q4 post-exit)	Quarterly	Increase	54.3%	56.0%	54.3%
Median Earnings	Quarterly	Increase	\$ 5,518	\$ 5,300	\$ 5,518
WorkFirst New Jersey					
Participants who entered employment	Monthly	Increase	32.0%	32.0%	32.0%
Vocational Rehabilitation Services					
Average hourly rate of pay for those individuals who enter employment	Monthly	Increase	\$ 13.06	\$ 13.19	\$ 13.32

Core Mission 2: Income Security					
Disability Determinations Services					
Days to process a case	Monthly	Decrease	79	81	81
Processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	Increase	93.5%	97.0%	97.0%
Unemployment Insurance					
Cases receiving first payment within 21 days	Monthly	Increase	87.0%	87.0%	87.0%
Non-monetary determinations decided within 21 days (a)	Monthly	Increase	80.0%	80.0%	80.0%
Benefits Appeals					
Appellate Tribunal (Lower Level Appeals)					
Decisions within 30 days	Monthly	Increase	60.0%	60.0%	60.0%
Decisions within 45 days	Monthly	Increase	80.0%	80.0%	80.0%
Decisions within 90 days	Monthly	Increase	95.0%	95.0%	95.0%
Board of Review (Upper Level Appeals)					
Average age (in days) of active cases	Monthly	Decrease	30	30	30
Unemployment Insurance Call Centers					
Average wait time to speak to an agent (in minutes:seconds)	Monthly	Decrease	13:00	10:45	10:45
Initial claims filed online	Monthly	Increase	70.0%	70.0%	70.0%
Continued claims filed online	Monthly	Increase	80.0%	80.0%	80.0%
Percentage of initial claims filed without agent assistance	Monthly	Increase	60.0%	60.0%	60.0%
Time to process initial claims handled by agents (in days)	Monthly	Decrease	4	4	4
Temporary Disability Insurance					
Cases in which eligibility was determined within 14 days of receipt	Monthly	Increase	45.7%	75.0%	75.0%
Cases in which eligibility was determined within 28 days of receipt	Monthly	Increase	76.2%	90.0%	90.0%

Family Leave Claims					
Claims in which eligibility was determined within 14 days of receipt	Monthly	Increase	29.2%	80.0%	80.0%
Claims in which eligibility was determined within 28 days of receipt	Monthly	Increase	73.3%	95.0%	95.0%
Notes:					
(a) The 80% level is a goal established by the United States Department of Labor each year.					

Core Mission 3: Workers' Compensation					
Workers' Compensation					
Emergent medical treatment disputes resolved within 30 days	Monthly	Maintain	100.0%	100.0%	100.0%
Non-emergent issues resolved within 60 days	Monthly	Increase	80.0%	80.0%	80.0%

Core Mission 4: Labor Standards and Safety Enforcement					
Asbestos Control and Licensing					
Work sites inspected for asbestos abatement and contractors,' workers,' and supervisors' compliance with licensing requirements	Monthly	Increase	2,760	2,400	2,600
Public Safety					
Crane inspections	Monthly	Increase	500	523	463
Mine inspections (b)	Monthly	Increase	725	600	287
Explosive inspections (b)	Monthly	Increase	2,000	2,013	394
Retail gasoline inspections	Monthly	Increase	20	20	35
Fireworks inspections	Monthly	Increase	40	40	55
Public Employees Occupational Safety & Health (PEOSH)					
Complaints investigated within five days as negotiated with OSHA as part of an approved State Plan	Monthly	Increase	100.0%	100.0%	100.0%
On-Site Consultation & Training					
Health and safety consultation visits to public sector employers (c)	Monthly	Increase	179	200	200
Health and safety consultation visits to private sector employers	Monthly	Increase	402	400	400
Boiler and Pressure Vessel Compliance					
Boilers or pressure vessels inspected	Monthly	Increase	29,317	30,000	32,000
Wage and Hour Compliance					
Inspections triggered by a worker complaint that are completed within 90 days	Monthly	Increase	82.2%	80.0%	80.0%
Public Works Contractor Registration					
Applications processed within 30 days of receipt	Monthly	Increase	80.8%	60.0%	75.0%
Notes:					
(b) Decrease due to two of the four mines/explosives inspectors are on special assignment inspecting abandoned mines throughout NJ.					
(c) Fiscal year 2018 reflects the retirement of experienced staff and the increased workload that resulted from new Federal PEOSH reporting requirements.					