

Department of Labor and Workforce Development
Performance Indicators - FY2024

	FY2022 Actual	FY2023 Revised	FY2024 Target
Core Mission 1: Workforce Development			
Workforce Innovation and Opportunities Act (WIOA) Title I Adults			
Employment Rate (Q2 post-exit)	64.4%	61.0%	62.0%
Employment Rate (Q4 post-exit)	57.3%	60.8%	61.8%
Median Earnings	\$ 6,524	\$ 5,400	\$ 5,500
Credential Rate	60.1%	65.0%	65.5%
Measurable Skills Gain	73.0%	51.3%	52.3%
WIOA Title I Dislocated Workers			
Employment Rate (Q2 post-exit)	49.4%	61.4%	62.4%
Employment Rate (Q4 post-exit)	49.4%	62.5%	63.0%
Median Earnings	\$ 9,328	\$ 7,800	\$ 7,900
Credential Rate	63.5%	71.0%	71.5%
Measurable Skills Gain	84.4%	53.1%	54.1%
WIOA Title I Youth			
Employment Rate (Q2 post-exit)	75.1%	61.4%	62.4%
Employment Rate (Q4 post-exit)	63.0%	58.2%	59.2%
Median Earnings	\$ 3,235	\$ 2,300	\$ 2,400
Credential Rate	42.2%	52.7%	53.7%
Measurable Skills Gain	75.6%	67.0%	67.5%
WIOA Title III Labor Exchange			
Employment Rate (Q2 post-exit)	43.6%	47.9%	48.9%
Employment Rate (Q4 post-exit)	44.5%	47.4%	48.4%
Median Earnings	\$ 7,515	\$ 5,650	\$ 5,750
WorkFirst New Jersey			
Participants who entered employment	31.5%	33.0%	35.9%
Vocational Rehabilitation Services			
Average hourly rate of pay for those individuals who enter employment	\$ 16.37	\$ 17.22	5.2%
Core Mission 2: Income Security			
Disability Determinations Services			
Days to process a case	96	81	81
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling (a)	92.6%	90.6%	90.6%
Unemployment Insurance			
Cases receiving first payment within 21 days	42.2%	65.0%	87.0%
Non-monetary determinations decided within 21 days (b)	30.3%	55.0%	80.0%
Benefits Appeals			
Appellate Tribunal (Lower Level Appeals)			
Decisions within 30 days	40.5%	31.5%	60.0%
Decisions within 45 days	59.6%	70.0%	80.0%
Decisions within 90 days	75.0%	85.0%	95.0%
Board of Review (Upper Level Appeals)			
Average age (in days) of active cases	142	125	30
Unemployment Insurance Call Centers			
Average wait time to speak to an agent (in minutes:seconds)	7:35	15:00	15:00
Initial claims filed online	93.5%	55.0%	55.0%
Continued claims filed online	90.0%	70.0%	70.0%
Percentage of initial claims filed without agent assistance	54.4%	60.0%	60.0%
Time to process initial claims handled by agents (in days)	19	5	5.00
Temporary Disability Insurance			
Cases in which eligibility was determined within 14 days of receipt	52.4%	75.0%	75.0%
Cases in which eligibility was determined within 28 days of receipt	89.2%	90.0%	90.0%

Family Leave Claims			
Claims in which eligibility was determined within 14 days of receipt	46.8%	85.0%	85.0%
Claims in which eligibility was determined within 28 days of receipt	79.5%	90.0%	95.0%
Core Mission 3: Workers' Compensation			
Workers' Compensation			
Emergent medical treatment disputes resolved within 30 days	100.0%	100.0%	100.0%
Non-emergent issues resolved within 60 days	82.0%	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	3,496	2,322	2,300
Public Safety			
Crane inspections	346	350	250
Mine inspections (c)	66	100	450
Explosive inspections (c)	89	380	450
Retail gasoline inspections	34	65	30
Fireworks inspections	9	12	125
Public Employees Occupational Safety & Health (PEOSH)			
Complaints investigated within five days as negotiated with OSHA as part of an approved State Plan	100.0%	100.0%	100.0%
On-Site Consultation & Training			
Health and safety consultation visits to public sector employers	99	120	60
Health and safety consultation visits to private sector employers	201	160	335
Boiler and Pressure Vessel Compliance			
Boilers or pressure vessels inspected	28,422	28,800	30,000
Wage and Hour Compliance			
Inspections triggered by a worker complaint that are completed within 90 days	68.3%	75.0%	75.0%
Public Works Contractor Registration			
Applications processed within 30 days of receipt	86.7%	90.0%	90.0%

(a) FY24 target reflects SSA threshold.

(b) The 80% level is a goal established by the United States Department of Labor each year.

(c) COVID, medical exemptions, and reduction in mine safety staff due to retirement severely impacted the number of FY21 inspections.