

<b>Labor and Workforce Development</b> <b>Performance Indicators - August 2017</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Quarter</b>	<b>Current Quarter</b>	<b>Change</b>	<b>Last 12 Month Average</b>
<b>Workforce Development:</b>				<b>Qtr End Sep 16</b>	<b>Qtr End Dec 16</b>		
<b>Workforce Investment Act (WIA) - Adults Served(a)</b>							
Percent of Participants who Entered Employment	Quarterly	increase	85.1%	N/A	N/A	N/A	N/A
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	86.4%	N/A	N/A	N/A	N/A
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$13,039.00	N/A	N/A	N/A	N/A
<b>WIA Dislocated Workers(a)</b>							
Percent of Participants who Entered Employment	Quarterly	increase	83.3%	N/A	N/A	N/A	N/A
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	87.5%	N/A	N/A	N/A	N/A
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	18,500.00	N/A	N/A	N/A	N/A
<b>WIA Youth (age 14 - 21)(a)</b>							
Percent of Participants who have attained a High School Degree or a GED Certificate	Quarterly	increase	75.0%	N/A	N/A	N/A	N/A
Percent of Participants who Entered Employment or continued their Education	Quarterly	increase	68.5%	N/A	N/A	N/A	N/A
Percent of Participants who Demonstrated Gains in Literacy or Numeracy	Quarterly	increase	60.0%	N/A	N/A	N/A	N/A
<b>Employment Services(a)</b>							
Percent of Participants who Entered Employment	Quarterly	increase	51.0%	N/A	N/A	N/A	N/A
Percent of Participants who Retained Employment for 6 months or more	Quarterly	increase	77.8%	N/A	N/A	N/A	N/A
Six Month Average Earnings of those who Entered Employment	Quarterly	increase	\$16,860.00	N/A	N/A	N/A	N/A
<b>WorkFirst New Jersey</b>							
Percent of Participants who Entered Employment	Quarterly	increase	15.0%	33.0%	N/A	N/A	N/A
<b>Vocational Rehabilitation Services</b>							
Elapsed Time from Eligibility Determination to the development of an Individual Plan for Employment (in days)	Quarterly	reduce	60 Days	16	40	150.0%	24
Average increase in the hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.17	\$12.56	\$11.59	-7.7%	\$12.32

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	Last 12 Month Average
				Jun-17	Jul-17		
<b>Income Security:</b>							
<b>Disability Determinations Services</b>							
Time it takes to process a case (in days)	Monthly	reduce	87.0%	76.9%	78.9%	2.6%	80.3%
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	94.0%	96.0%	2.1%	94.7%
Cases that remain pending 12 or more months	Monthly	reduce	0	1	1	0.0%	2
<b>Unemployment Insurance</b>							
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	78.6%	84.2%	7.1%	N/A
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	49.7%	41.1%	-17.3%	N/A
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	90.2%	91.4%	1.3%	N/A
Decisions within 45 days	Monthly	increase	80.0%	98.7%	97.8%	-0.9%	N/A
Decisions within 90 days	Monthly	increase	95.0%	99.9%	99.5%	-0.4%	N/A
Number of Upper Level Appeals							
Monthly	reduce	600	273	262	-4.0%	N/A	
<b>Unemployment Insurance Call Centers</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	20 Minutes	6:37	6:23	-3.5%	9:33
Percentage of initial claims filed online	Monthly	increase	55.0%	64.0%	71.0%	10.9%	68.0%
Percentage of continued claims filed online	Monthly	increase	70.0%	74.0%	73.0%	-1.4%	71.0%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	55.0%	53.0%	-3.6%	50.0%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	3	4	33.3%	5
<b>Temporary Disability Insurance</b>							
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	69.0%	N/A	N/A	N/A	N/A
Eligibility Determined within 28 days of receipt	Monthly	increase	88.0%	N/A	N/A	N/A	N/A
<b>Family Leave Claims</b>							
Eligibility Determined within 14 days of receipt	Monthly	increase	70.0%	N.A	N.A	N.A	N.A
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	N.A	N.A	N.A	N.A
<b>Temporary Disability Insurance-Family Leave Insurance Call Center</b>							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	N.A	N.A	N.A	N.A
Rate of Abandoned calls	Monthly	reduce	16.0%	N.A	N.A	N.A	N.A
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	N.A	N.A	N.A	N.A

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<b>Labor Standards and Safety Enforcement:</b>				Jun-17	Jul-17		
<b>Public Safety and Occupational Safety &amp; Health</b>							
<b>Asbestos Control</b>							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	increase	230	249	220	-11.6%	266.5
<b>Number of Inspections</b>							
Crane Inspections	Monthly	increase	45	49	32	-34.7%	40.9
Mine Inspections	Monthly	increase	66	47	64	36.2%	59.7
Explosive Inspections	Monthly	increase	100	186	151	-18.8%	166.4
Retail Gasoline Inspections	Monthly	increase	12	1	3	200.0%	2.4
Fireworks Inspections	Monthly	increase	3	37	11	-70.3%	9.5
<b>Public Employees Occupational Safety &amp; Health (PEOSH)</b>							
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%
<b>On-Site Consultation &amp; Training</b>							
Number of annual health and safety consultation visits to public sector employers	Monthly	increase	6	6	5	-16.7%	5
Number of health and safety consultation visits to private sector employers	Monthly	increase	37	21	20	-4.8%	26
WDP Occupational Safety Training-number of training sessions*	Monthly	increase	20	12	5	-58.3%	20
<b>Boiler and Pressure Vessel Compliance</b>							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	3,010	2,580	-14.3%	2,534
<b>Wage and Hour Compliance</b>							
<b>Response to Complaints</b>							
Inspections triggered by a worker complaint which are completed within 90 days	Monthly	increase	80.0%	95.0%	88.0%	-7.4%	89.5%
<b>Public Works Contractor Registration</b>							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	97.0%	98.0%	1.0%	96.5%
<b>Workers' Compensation:</b>				May-17	Jun-17		
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%	82.0%	80.0%	-2.4%	82.2%