

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Percent Change	12 Month Average
Performance Indicators - July 2020							
Workforce Development				Q3 2019	Q4 2019		
Workforce Innovation and Opportunities Act (WIOA) Title I Adults							
Employment Rate (Q2 post-exit)	Quarterly	increase	73.3%	68.8%	69.6%	1.2%	67.7%
Employment Rate (Q4 post-exit)	Quarterly	increase	71.2%	70.1%	69.3%	-1.1%	70.1%
Median Earnings	Quarterly	increase	\$5,300.00	\$5,635.00	\$5,422.00	-3.8%	\$5,649.50
Credential Rate	Quarterly	increase	58.7%	68.3%	60.5%	-11.4%	60.8%
Measurable Skills Gain	Quarterly	increase	N/A	33.3%	33.5%	0.6%	29.6%
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%	71.3%	74.0%	3.8%	71.7%
Employment Rate (Q4 post-exit)	Quarterly	increase	74.1%	74.1%	76.3%	3.0%	73.6%
Median Earnings	Quarterly	increase	\$6,900.00	\$8,320.00	\$9,039.00	8.6%	\$8,233.75
Credential Rate	Quarterly	increase	63.5%	67.4%	68.8%	2.1%	67.7%
Measurable Skills Gain	Quarterly	increase	N/A	30.9%	35.2%	13.9%	29.1%
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%	53.8%	64.0%	19.0%	61.4%
Placement in Emp/Train/Ed (Q4 post-exit)	Quarterly	increase	41.0%	59.0%	56.8%	-3.7%	60.8%
Median Earnings	Quarterly	increase	N/A	\$2,520.00	\$2,752.00	9.2%	\$2,462.25
Credential Rate	Quarterly	increase	64.0%	47.8%	53.9%	12.8%	47.1%
Measurable Skills Gain	Quarterly	increase	N/A	34.5%	38.5%	11.6%	41.7%
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%	57.2%	58.7%	2.6%	57.8%
Employment Rate (Q4 post-exit)	Quarterly	increase	55.0%	60.1%	61.9%	3.0%	59.5%
Median Earnings	Quarterly	increase	\$5,200.00	\$5,931.00	\$5,661.00	-4.6%	\$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%	50.1%	44.0%	-12.1%	43.0%
Vocational Rehabilitation Services							
Average hourly rate of pay for those individuals who enter employment	Quarterly	increase	\$12.30	\$13.92	\$13.57	-2.5%	\$13.18

	Frequency	Desired Trend	Target	Prior Month	Current Month	Change	12-Month Average
Disability Determinations Services							
				Apr 2020	May 2020		
Time it takes to process a case (in days)	Monthly	reduce	87.0	86.2	86.2	0.0%	80.64
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	0	0	100.0%	0
Unemployment Insurance							
				Apr 2020	May 2020		
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	90.3%	57.3%	-36.5%	81.4%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	73.7%	62.9%	-14.7%	69.0%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	59.4%	72.2%	21.5%	72.2%
Decisions within 45 days	Monthly	increase	80.0%	97.0%	79.3%	-18.2%	79.3%
Decisions within 90 days	Monthly	increase	95.0%	100.0%	99.3%	-0.7%	99.3%
Number of Upper Level Appeals							
	Monthly	reduce	300	30	210	600.0%	240
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	15 Minutes	21.37	26.14	22.3%	1.54
Percentage of initial claims filed online	Monthly	increase	55.0%	99.3%	98.8%	-0.5%	73.2%
Percentage of continued claims filed online	Monthly	increase	70.0%	89.0%	90.0%	1.1%	83.2%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	75.6%	66.5%	-12.0%	57.6%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	23	20	-13.0%	8
Temporary Disability Insurance							
				Apr 2020	May 2020		
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	75.0%	71.2%	40.6%	-43.0%	56.6%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	90.4%	66.6%	7.0%	87.9%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	85.0%	39.4%	17.7%	-55.1%	43.8%
Eligibility Determined within 28 days of receipt	Monthly	increase	95.0%	88.8%	32.7%	-63.2%	80.7%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	44.47	81.52	83.3%	22.97
Rate of Abandoned calls	Monthly	reduce	16.0%	35.3%	38.1%	7.9%	19.0%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	21.1%	0.9%	-95.7%	31.8%

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Public Safety and Occupational Safety & Health							
				Apr 2020	May 2020		
Asbestos Control							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	increase	230	32	286	793.8%	231
Number of Inspections							
Crane Inspections	Monthly	increase	45	0	0	0.0%	23
Mine Inspections	Monthly	increase	66	0	13	N/A	52
Explosive Inspections	Monthly	increase	100	25	41	64.0%	113
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)							
				Apr 2020	May 2020		
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	0	2	NA	21
WDP Occupational Safety Training-number of training sessions	Monthly	increase	20	0	0	0.0%	16
Boiler and Pressure Vessel Compliance							
						0	
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	7	2	-71.4%	1.90
Wage and Hour Compliance							
				Apr 2020	May 2020		
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90	Monthly	increase	80.0%	76.0%	84.3%	10.9%	81.1%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	76.6%	99.4%	29.9%	67.3%
Workers' Compensation							
				Apr 2020	May 2020		
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%	78.0%	82.4%	5.6%	81.9%

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