

Labor and Workforce Development	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	Percent Change	12 Month Average
Performance Indicators - October 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							
				Jul 2020	Aug 2020		
Time it takes to process a case (in days)	Monthly	reduce	87.0	75.0	71.8	-4.3%	78.48
Percent of processed cases deemed accurate by U.S. Social Security Administration sampling	Monthly	increase	80.0%	N/A	N/A	N/A	N/A
Cases that remain pending 12 or more months	Monthly	reduce	0	4	5	100.0%	1
Unemployment Insurance							
				Jul 2020	Aug 2020		
Initial Claims:							
Percent of cases receiving first payment within 21 days	Monthly	increase	87.0%	72.4%	41.3%	-43.0%	75.9%
Percent of Non-Monetary Determinations decided within 21 days	Monthly	increase	80.0%	75.2%	59.0%	-21.5%	69.8%
Number of Lower Authority Appeals(b)							
Decisions within 30 days	Monthly	increase	60.0%	34.0%	34.1%	0.3%	55.2%
Decisions within 45 days	Monthly	increase	80.0%	53.9%	51.2%	-5.0%	74.5%
Decisions within 90 days	Monthly	increase	95.0%	90.3%	84.9%	-6.0%	95.1%
Number of Upper Level Appeals							
	Monthly	reduce	300	225	124	-44.9%	776
Unemployment Insurance Call Centers							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	15 Minutes	13.01	13.00	-0.1%	20.32
Percentage of initial claims filed online	Monthly	increase	55.0%	95.6%	95.3%	-0.3%	79.6%
Percentage of continued claims filed online	Monthly	increase	70.0%	93.0%	91.0%	-2.2%	89.3%
Percentage of initial claims filed without agent assistance	Monthly	increase	60.0%	69.1%	43.1%	-37.6%	58.7%
Time to process initial claims handled by agents (in days)	Monthly	reduce	5 days	22	31	40.9%	14
Temporary Disability Insurance							
				Jul 2020	Aug 2020		
State Plan Initial Claims:							
Eligibility Determined within 14 days of receipt	Monthly	increase	75.0%	76.1%	79.7%	4.7%	58.7%
Eligibility Determined within 28 days of receipt	Monthly	increase	90.0%	89.1%	93.9%	7.0%	87.6%
Family Leave Claims							
Eligibility Determined within 14 days of receipt	Monthly	increase	85.0%	90.0%	86.8%	7.0%	53.4%
Eligibility Determined within 28 days of receipt	Monthly	increase	95.0%	97.9%	98.3%	7.0%	81.8%
Temporary Disability Insurance-Family Leave Insurance Call Center							
Average wait time to speak to an agent (in minutes)	Monthly	reduce	7 Minutes	20.45	16.68	-18.4%	26.30
Rate of Abandoned calls	Monthly	reduce	16.0%	20.7%	16.4%	-20.8%	20.9%
Percentage of calls handled without agent assistance	Monthly	increase	90.0%	44.4%	51.2%	15.3%	31.9%

	Frequency	Desired Trend	Target			Change	
Public Safety and Occupational Safety & Health				Jul 2020	Aug 2020		
Asbestos Control							
Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites	Monthly	increase	230	330	324	-1.8%	254
Number of Inspections							
Crane Inspections	Monthly	increase	45	1	1	0.0%	18
Mine Inspections	Monthly	increase	66	13	16	23.1%	44
Explosive Inspections	Monthly	increase	100	39	58	48.7%	98
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	10	100.0%	18
WDP Occupational Safety Training-number of training sessions	Monthly	increase	20	30	11	-63.3%	16
Boiler and Pressure Vessel Compliance							
Number of boilers or pressure vessels inspected monthly	Monthly	increase	2,380	3,212	2,364	-26.4%	2,128
Wage and Hour Compliance							
Response to Complaints							
Inspections triggered by a worker complaint which are completed within 90	Monthly	increase	80.0%	51.6%	59.0%	14.4%	76.2%
Public Works Contractor Registration							
Percent of applications processed within 30 days of receipt	Monthly	increase	90.0%	99.4%	100.0%	0.6%	74.8%
Workers' Compensation							
Expedite the case listing and hearing of all motions involving medical treatment issues by completing:				Jul 2020	Aug 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%	80.3%	81.6%	1.6%	81.3%