### Workforce Development:

#### Workforce Innovation and Opportunities Act (WIOA) Title I Adults

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Frequency</th>
<th>Trend</th>
<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Change</th>
<th>12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Rate (Q2 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>73.3%</td>
<td>67.4%</td>
<td>64.8%</td>
<td>-3.9%</td>
<td>66.2%</td>
</tr>
<tr>
<td>Employment Rate (Q4 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>71.2%</td>
<td>73.9%</td>
<td>67.1%</td>
<td>-9.2%</td>
<td>69.8%</td>
</tr>
<tr>
<td>Median Earnings</td>
<td>Quarterly</td>
<td>increase</td>
<td>$5,300.00</td>
<td>$5,809.00</td>
<td>$5,733.00</td>
<td>-1.3%</td>
<td>$5,529.00</td>
</tr>
<tr>
<td>Credential Rate</td>
<td>Quarterly</td>
<td>increase</td>
<td>58.7%</td>
<td>56.6%</td>
<td>57.6%</td>
<td>1.8%</td>
<td>53.9%</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>Quarterly</td>
<td>increase</td>
<td>N/A</td>
<td>24.1%</td>
<td>27.5%</td>
<td>14.1%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Effectiveness in Serving Employers</td>
<td>Annual</td>
<td>increase</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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#### WIOA Title I Dislocated Workers

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Frequency</th>
<th>Trend</th>
<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Change</th>
<th>12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Rate (Q2 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>77.0%</td>
<td>75.7%</td>
<td>65.8%</td>
<td>-13.1%</td>
<td>67.8%</td>
</tr>
<tr>
<td>Employment Rate (Q4 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>74.1%</td>
<td>75.1%</td>
<td>69.0%</td>
<td>-8.1%</td>
<td>67.3%</td>
</tr>
<tr>
<td>Median Earnings</td>
<td>Quarterly</td>
<td>increase</td>
<td>$6,900.00</td>
<td>$7,965.00</td>
<td>$7,612.00</td>
<td>-4.4%</td>
<td>$7,979.50</td>
</tr>
<tr>
<td>Credential Rate</td>
<td>Quarterly</td>
<td>increase</td>
<td>63.5%</td>
<td>69.0%</td>
<td>65.5%</td>
<td>-5.1%</td>
<td>65.5%</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>Quarterly</td>
<td>increase</td>
<td>N/A</td>
<td>21.6%</td>
<td>28.5%</td>
<td>31.9%</td>
<td>18.7%</td>
</tr>
<tr>
<td>Effectiveness in Serving Employers</td>
<td>Annual</td>
<td>increase</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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#### WIOA Title I Youth

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Frequency</th>
<th>Trend</th>
<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Change</th>
<th>12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placement in Emp/Train/Ed (Q2 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>65.0%</td>
<td>67.4%</td>
<td>60.2%</td>
<td>-10.7%</td>
<td>63.7%</td>
</tr>
<tr>
<td>Placement in Emp/Train/Ed (Q4 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>41.0%</td>
<td>65.4%</td>
<td>62.0%</td>
<td>-5.2%</td>
<td>62.5%</td>
</tr>
<tr>
<td>Median Earnings</td>
<td>Quarterly</td>
<td>increase</td>
<td>N/A</td>
<td>$2,266.00</td>
<td>$2,312.00</td>
<td>2.0%</td>
<td>$2,297.25</td>
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<tr>
<td>Credential Rate</td>
<td>Quarterly</td>
<td>increase</td>
<td>64.0%</td>
<td>35.2%</td>
<td>51.3%</td>
<td>45.7%</td>
<td>33.0%</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>Quarterly</td>
<td>increase</td>
<td>N/A</td>
<td>32.2%</td>
<td>61.4%</td>
<td>90.7%</td>
<td>35.9%</td>
</tr>
<tr>
<td>Effectiveness in Serving Employers</td>
<td>Annual</td>
<td>increase</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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#### WIOA Title III Labor Exchange

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Frequency</th>
<th>Trend</th>
<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Change</th>
<th>12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Rate (Q2 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>50.0%</td>
<td>60.0%</td>
<td>55.2%</td>
<td>-8.0%</td>
<td>56.5%</td>
</tr>
<tr>
<td>Employment Rate (Q4 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>55.0%</td>
<td>61.8%</td>
<td>54.0%</td>
<td>-12.6%</td>
<td>57.8%</td>
</tr>
<tr>
<td>Median Earnings</td>
<td>Quarterly</td>
<td>increase</td>
<td>$5,200.00</td>
<td>$6,084.00</td>
<td>$5,885.00</td>
<td>-3.3%</td>
<td>$5,685.25</td>
</tr>
<tr>
<td>Effectiveness in Serving Employers</td>
<td>Annual</td>
<td>increase</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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#### WorkFirst New Jersey

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Frequency</th>
<th>Trend</th>
<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Change</th>
<th>12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of Participants who Entered Employment</td>
<td>Quarterly</td>
<td>increase</td>
<td>15.0%</td>
<td>43.7%</td>
<td>46.9%</td>
<td>7.3%</td>
<td>46.7%</td>
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</tbody>
</table>

#### Vocational Rehabilitation Services

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Frequency</th>
<th>Trend</th>
<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Change</th>
<th>12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average hourly rate of pay for those individuals who enter employment</td>
<td>Quarterly</td>
<td>increase</td>
<td>$12.30</td>
<td>$13.36</td>
<td>$13.42</td>
<td>0.4%</td>
<td>$13.40</td>
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</table>
## Income Security:

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Month</th>
<th>Current Month</th>
<th>Change</th>
<th>12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Disability Determinations Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time it takes to process a case (in days)</td>
<td>Monthly</td>
<td>reduce</td>
<td>87.0</td>
<td>83.2</td>
<td>3.0%</td>
<td>79.3%</td>
</tr>
<tr>
<td>Percent of cases deemed accurate by U.S. Social Security Administration sampling</td>
<td>Monthly</td>
<td>increase</td>
<td>80.0%</td>
<td>94.0%</td>
<td>-5.3%</td>
<td>92.9%</td>
</tr>
<tr>
<td>Cases that remain pending 12 or more months</td>
<td>Monthly</td>
<td>reduce</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td><strong>Unemployment Insurance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Initial Claims:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of cases receiving first payment within 21 days</td>
<td>Monthly</td>
<td>increase</td>
<td>87.0%</td>
<td>90.2%</td>
<td>2.2%</td>
<td>87.6%</td>
</tr>
<tr>
<td>Percent of Non-Monetary Determinations decided within 21 days</td>
<td>Monthly</td>
<td>increase</td>
<td>80.0%</td>
<td>84.9%</td>
<td>2.1%</td>
<td>83.3%</td>
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<tr>
<td>Number of Lower Authority Appeals(b)</td>
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<td></td>
<td></td>
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<tr>
<td>Decisions within 30 days</td>
<td>Monthly</td>
<td>increase</td>
<td>60.0%</td>
<td>80.4%</td>
<td>-10.2%</td>
<td>83.4%</td>
</tr>
<tr>
<td>Decisions within 45 days</td>
<td>Monthly</td>
<td>increase</td>
<td>80.0%</td>
<td>98.3%</td>
<td>-0.9%</td>
<td>98.0%</td>
</tr>
<tr>
<td>Decisions within 90 days</td>
<td>Monthly</td>
<td>increase</td>
<td>95.0%</td>
<td>100.0%</td>
<td>-0.4%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Number of Upper Level Appeals</td>
<td>Monthly</td>
<td>reduce</td>
<td>300</td>
<td>243</td>
<td>-36.2%</td>
<td>233</td>
</tr>
<tr>
<td><strong>Unemployment Insurance Call Centers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average wait time to speak to an agent (in minutes)</td>
<td>Monthly</td>
<td>reduce</td>
<td>15 Minutes</td>
<td>3:25</td>
<td>5:36</td>
<td>64.9%</td>
</tr>
<tr>
<td>Percentage of initial claims filed online</td>
<td>Monthly</td>
<td>increase</td>
<td>55.0%</td>
<td>60.1%</td>
<td>67.0%</td>
<td>11.5%</td>
</tr>
<tr>
<td>Percentage of continued claims filed online</td>
<td>Monthly</td>
<td>increase</td>
<td>70.0%</td>
<td>80.6%</td>
<td>80.6%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Percentage of initial claims filed without agent assistance</td>
<td>Monthly</td>
<td>increase</td>
<td>60.0%</td>
<td>55.2%</td>
<td>65.0%</td>
<td>17.8%</td>
</tr>
<tr>
<td>Time to process initial claims handled by agents (in days)</td>
<td>Monthly</td>
<td>reduce</td>
<td>5 days</td>
<td>5</td>
<td>8</td>
<td>60.0%</td>
</tr>
<tr>
<td><strong>Temporary Disability Insurance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Plan Initial Claims:</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Eligibility Determined within 14 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>69.0%</td>
<td>47.4%</td>
<td>35.0%</td>
<td>-26.2%</td>
</tr>
<tr>
<td>Eligibility Determined within 28 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>88.0%</td>
<td>91.4%</td>
<td>87.1%</td>
<td>-4.7%</td>
</tr>
<tr>
<td><strong>Family Leave Claims</strong></td>
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</tr>
<tr>
<td>Eligibility Determined within 14 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>70.0%</td>
<td>26.9%</td>
<td>29.3%</td>
<td>8.9%</td>
</tr>
<tr>
<td>Eligibility Determined within 28 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>90.0%</td>
<td>71.4%</td>
<td>90.0%</td>
<td>26.1%</td>
</tr>
<tr>
<td><strong>Temporary Disability Insurance-Family Leave Insurance Call Center</strong></td>
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</tr>
<tr>
<td>Average wait time to speak to an agent (in minutes)</td>
<td>Monthly</td>
<td>reduce</td>
<td>7 Minutes</td>
<td>15:11</td>
<td>15:05</td>
<td>-0.4%</td>
</tr>
<tr>
<td>Rate of Abandoned calls</td>
<td>Monthly</td>
<td>reduce</td>
<td>16.0%</td>
<td>14.4%</td>
<td>15.9%</td>
<td>10.4%</td>
</tr>
<tr>
<td>Percentage of calls handled without agent assistance</td>
<td>Monthly</td>
<td>increase</td>
<td>90.0%</td>
<td>39.3%</td>
<td>31.1%</td>
<td>-20.9%</td>
</tr>
<tr>
<td>Frequency</td>
<td>Desired Trend</td>
<td>Target</td>
<td>Prior Month</td>
<td>Current Month</td>
<td>Change</td>
<td>12 Month Average</td>
</tr>
<tr>
<td>-----------</td>
<td>---------------</td>
<td>--------</td>
<td>-------------</td>
<td>---------------</td>
<td>--------</td>
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</tr>
<tr>
<td><strong>Labor Standards and Safety Enforcement:</strong></td>
<td></td>
<td></td>
<td>Nov-19</td>
<td>Dec-19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Safety and Occupational Safety &amp; Health</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Asbestos Control</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites</td>
<td>Monthly</td>
<td>increase</td>
<td>230</td>
<td>232</td>
<td>284</td>
<td>22.4%</td>
</tr>
<tr>
<td><strong>Number of Inspections</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crane Inspections</td>
<td>Monthly</td>
<td>increase</td>
<td>45</td>
<td>26</td>
<td>28</td>
<td>7.7%</td>
</tr>
<tr>
<td>Mine Inspections</td>
<td>Monthly</td>
<td>increase</td>
<td>66</td>
<td>57</td>
<td>45</td>
<td>-21.1%</td>
</tr>
<tr>
<td>Explosive Inspections</td>
<td>Monthly</td>
<td>increase</td>
<td>100</td>
<td>132</td>
<td>56</td>
<td>-57.6%</td>
</tr>
<tr>
<td>Retail Gasoline Inspections</td>
<td>Monthly</td>
<td>increase</td>
<td>12</td>
<td>1</td>
<td>3</td>
<td>200.0%</td>
</tr>
<tr>
<td>Fireworks Inspections</td>
<td>Monthly</td>
<td>increase</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>100.0%</td>
</tr>
<tr>
<td>Public Employees Occupational Safety &amp; Health (PEOSH)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Percentage of complaints investigated within 5 days as negotiated with OSHA as part of an approved State Plan</td>
<td>Monthly</td>
<td>increase</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>On-Site Consultation &amp; Training</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of annual health and safety consultation visits to public sector employers</td>
<td>Monthly</td>
<td>increase</td>
<td>6</td>
<td>2</td>
<td>9</td>
<td>350.0%</td>
</tr>
<tr>
<td>Number of health and safety consultations to private sector employers</td>
<td>Monthly</td>
<td>increase</td>
<td>37</td>
<td>22</td>
<td>12</td>
<td>-45.5%</td>
</tr>
<tr>
<td>WDP Occupational Safety Training-number of training sessions</td>
<td>Monthly</td>
<td>increase</td>
<td>20</td>
<td>2</td>
<td>17</td>
<td>750.0%</td>
</tr>
<tr>
<td><strong>Boiler and Pressure Vessel Compliance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of boilers or pressure vessels inspected monthly</td>
<td>Monthly</td>
<td>increase</td>
<td>2,380</td>
<td>2,116</td>
<td>1,208</td>
<td>-42.9%</td>
</tr>
<tr>
<td><strong>Wage and Hour Compliance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Response to Complaints</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inspections triggered by a worker complaint which are completed within 90 days</td>
<td>Monthly</td>
<td>increase</td>
<td>80.0%</td>
<td>87.7%</td>
<td>77.6%</td>
<td>-11.5%</td>
</tr>
<tr>
<td><strong>Public Works Contractor Registration</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of applications processed within 30 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>90.0%</td>
<td>40.3%</td>
<td>36.7%</td>
<td>-8.9%</td>
</tr>
<tr>
<td><strong>Workers’ Compensation:</strong></td>
<td></td>
<td></td>
<td>Oct-19</td>
<td>Nov-19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expedite the case listing and hearing of all motions involving medical treatment issues by completing:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergent medical treatment disputes resolved within 30 days</td>
<td>Monthly</td>
<td>increase</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Non-emergent issues resolved within 60 days</td>
<td>Monthly</td>
<td>increase</td>
<td>70.0%</td>
<td>82.6%</td>
<td>82.8%</td>
<td>0.2%</td>
</tr>
</tbody>
</table>